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Yokohama Release Notes

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Yokohama release notes

The ServiceNow® Yokohama 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.

Yokohama highlights

Unlock productivity at scale with AI Agents
Go beyond "better chatbots" and take action with AI innovations that are built for the future.

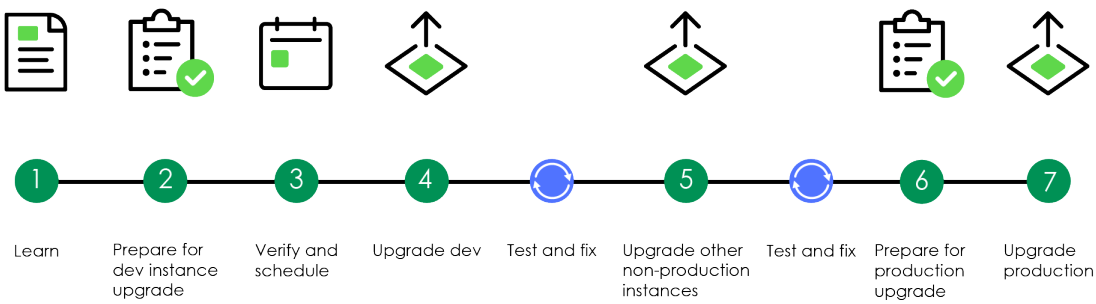
Connect, understand, and take action with Workflow Data Fabric
Deliver dynamic, context-rich, and accessible experiences for work at enterprise scale.

Supercharge any process with end-to-end automated workflows
Accelerate implementation, supercharge observability, and drive self-service across your entire business.

For more information about products and features in the ServiceNow AI Platform Yokohama release, see the Yokohama General Availability release highlights.

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.

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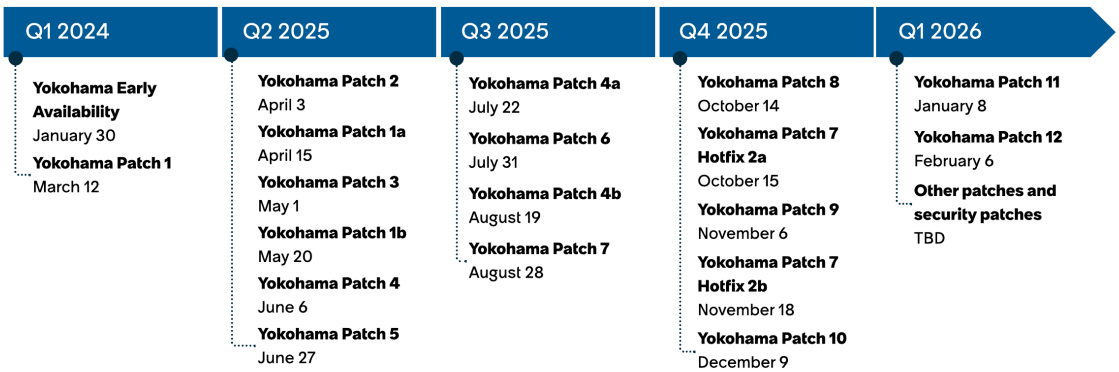
Learn about Yokohama	Prepare your upgrade	Upgrade to Yokohama
Find out what's new and changed in Yokohama	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

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



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 Yokohama 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

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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 Yokohama.

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

Choose your upgrade path to Yokohama

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

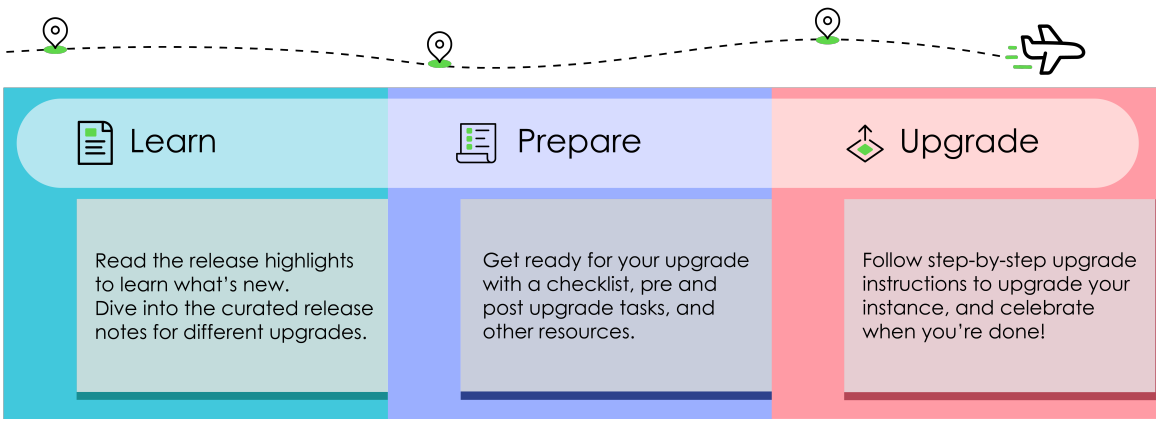
Using the release notes

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.

Using the release notes



Release notes directory

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

Section	Content
Learn about the Yokohama release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path.

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Section	Content
	• Release notes for upgrading from Xanadu • Release notes for upgrading from Washington DC • Release notes for upgrading from Vancouver Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Yokohama 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 • 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.

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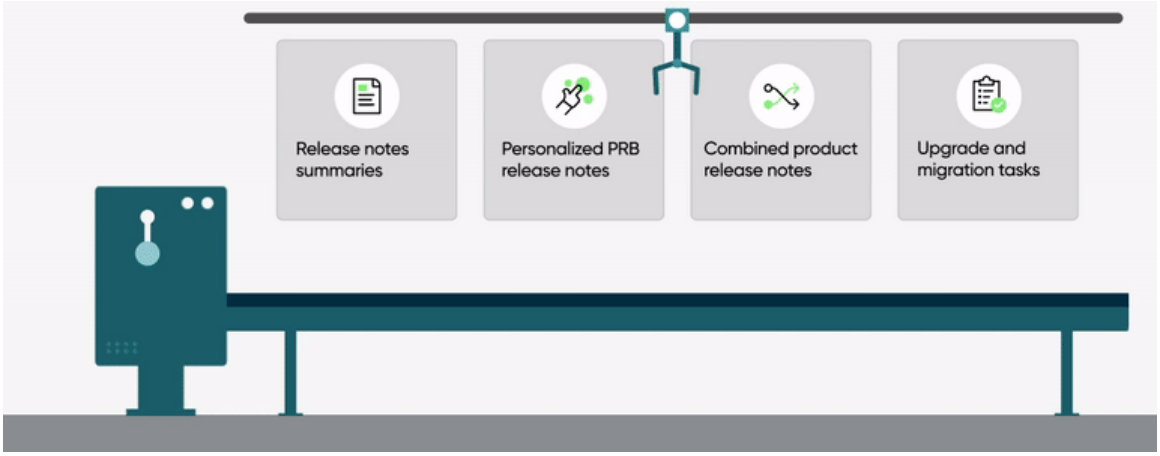
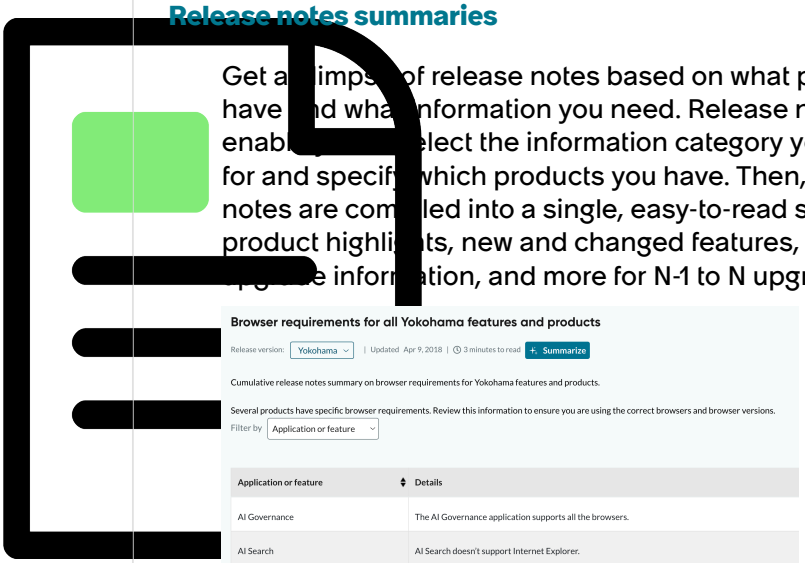
Build your own release notes

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.



Release notes summaries

Get a[illegible] of release notes based on what products you have [illegible]nd wha[illegible]nformation you need. Release notes summaries enabl[illegible]elect the information category you're looking for and specify [illegible]which products you have. Then, your release notes are com[illegible]led into a single, easy-to-read summary. Browse product highli[illegible]ts, new and changed features, important upg[illegible]e infor[illegible]tion, and more for N-1 to N upgrades.



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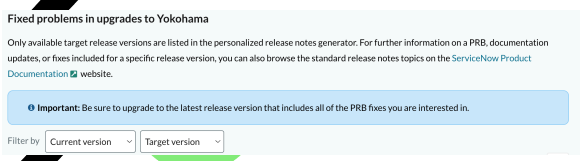
Personalized PRB release notes

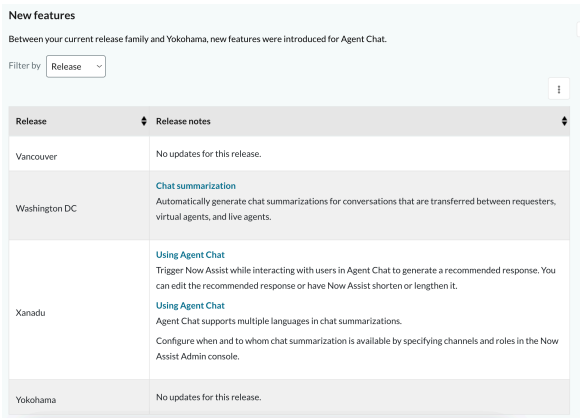
With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review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



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



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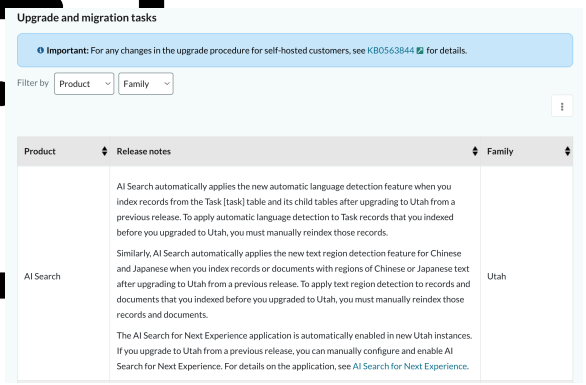
Upgrade and migration tasks

you're equipped with the product and PRB information you eed, mpile a list of upgrade and migration tasks required l 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 Xanadu
- Release notes for upgrading from Washington DC
- Release notes for upgrading from Vancouver

Yokohama General Availability release highlights

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

Overview of the Yokohama General Availability (GA) release

ServiceNow AI Platform

ServiceNow AI Agents

- ServiceNow AI Agent Studio: Design custom AI agents using natural language prompts. Allow multiple agents to work together and share data with chaining for smarter automation. Execute dynamic workflows and interact with and monitor agents in real time.
- Conversational subflows and actions: Create conversational subflows and actions in Workflow Studio to be deployed in Virtual Agent. Automatically generate flow inputs and outputs within conversational responses through Now LLM.
- Voice input for Now Assist: Use simple voice commands to unlock summarization skills with Now Assist. Improve accessibility and usability for people with disabilities. Help ensure more efficient and productive experiences for all users.

Data

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- Workflow Data Fabric: Connect structured, unstructured, or streaming data to continuously monitor and improve operations.
- External Content Connectors for search: Index and search unstructured and document data across multiple enterprise sources. Extend AI Search to content and metadata repositories such as Confluence Cloud and SharePoint. The range of connectors will continually expand to bring in additional content sources such as Google Drive, Teams, Slack, Salesforce, Workday, and more.
- CSDM version 5: Extend unified data models from internal technology workflows to external products and services. Design responsible and compliant AI into technology workflows.
- User Experience Analytics: Visualize metrics and interactions through a comprehensive dashboard. Monitor and optimize operational key performance indicators (KPIs) to improve user experience and drive adoption.
- Data snapshots in Performance Analytics: Improve data analysis with multi-level breakdowns to group and filter indicator sources. Automate data collection to streamline workflows and reduce manual management.

Accessibility

- Text Adjust: Allow users to replace fonts and configure text spacing on ServiceNow or any web page. Enhance user experience with personalized solutions that improve visual and cognitive accessibility. Address WCAG 1.4.12 requirements.

Platform Security

- Data Privacy enhancements
  - Data Privacy: Discover sensitive data using AI/ML. Find sensitive data that doesn't conform to traditional rule-based patterns, such as names, street addresses, IP addresses, etc. Scheduled jobs can scan common attachment formats, PDF, DOC(X) and TXT and notify admins when sensitive data is discovered. Expanded discovery and anonymization capabilities to include data in journal fields for classic UI applications.
  - Field Encryption Enterprise: Bring and manage your own key to comply with internal and regulatory requirements. Leverage Access Observer to discover which resources are accessing which field to inform encryption policies. Protect sensitive data without impacting workflow functionality or user experience.
- Authentication enhancements
  - Zero Trust Access: 'Continuous authentication' enables customers to require a high assurance session before allowing access to sensitive data. The continuous authentication policy uses data classification or table designations as the criteria to require high assurance of a user's identity before granting access to data.
  - MFA enforced by default: MFA is required for all internal users* as part of our commitment to strengthening instance security and helping to prevent unauthorized access. All internal users* will self-enroll in MFA within a 30 - day period starting with the upgrade to Yokohama. Administrators will have the ability to modify the MFA policy to extend the enrollment window or exempt specific users, roles, or groups from the MFA requirement, if necessary.

    *Single-sign-on and integration accounts are not affected.
- Authorization enhancements

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- Security data filters: Replace the need for query business rules as a security control, alleviating complexity and reducing performance issues.
- Related records: Restrict or grant access to projects and their related or child entities, without relying on complex access controls.
- Access Analyzer: Reduce user access troubleshooting time by granting the new AA_Admin role to authorized non-admin users.

- Log Export Service enhancements
  - Planning storage requirements is simplified with Log Export Service (LES) reports which provides visibility into log consumption.
  - Sending granular log contents to multiple sources is now supported with LES Kafka topics.
  - The addition of topics allows for subscribing to multiple different subsets of tables in sys audit as well as enabling tailoring of retention policies in customer infrastructure.
- Domain Separation enhancements
  - Existing instances can use Domain Separation guided setup to install Domain Separation.
  - Automates common tasks such as Domain creation, index creation and delta data check.
  - Creates a job summary report that highlights additional configurations needed prior to using Domain Separation.

Workflow Data Fabric

Now Assist updates

- Rapidly create custom spokes and RPA bots using natural language.
- Execute spoke actions in third-party systems directly with Now Assist.

Automation Center

- Connection Manager: Manage integrations, pagination, and data mapping with guided instructions. Centralize third-party automation tools to manage integrations, ETL, processes, and lifecycle optimization.
- Evaluation projects: Discover out-of-the box evaluation projects on every Yokohama instance. Make HRSD & CSM service managers aware of their ability to create process mining projects for case management. Utilize Process Mining insights to understand and optimize case management processes.

Process Mining

- Work notes analysis: Distill work notes on inefficient process transitions into actionable insights. Accelerate time to process improvements by understanding the detailed, documented reasons for bottlenecks.
- Process configuration Guided Setup: Enables SMEs (process analysts) to streamline and scale the creation of process configuration records. Increase business stakeholder adoption through pre-built process configurations from SMEs that makes it easier to set up a Process Mining project. Close the gap for tables where process configuration records aren't available via BU content packs and custom tables.

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Integration Hub

- External content connectors: Enable secure access to enterprise data with GenAI-powered search from a single-entry point. Integrate third-party content sources like SharePoint and Confluence natively into AI Search.

Technology Workflows

Service Operations

- Digital End-User Experience enhancements
  - DEX score: Combine application and device health, user sentiment, and service experience metrics for full digital experience visibility.
  - Push notifications: Deliver pop-up alerts and status insight notifications to help employees be more informed and successful with self-service.
  - Network experience: Analyze network /application issues to identify bottlenecks and proactively address potential issues.

IT Service Management

- AI Agents: Quickly deploy AI agents with out-of- the-box use cases for change, major incident, and incident processes. Utilize preset or custom guard rails to protect your data.
- Now Assist for IT Service Management enhancements: Revamped conversational chatbot and risk analysis to reduce incidents. Automated surfacing of relevant knowledge and catalog items as employees submit requests.
- Additional ITSM enhancements:
  - DevOps: Enable DevOps teams to easily build custom orchestration integrations with intuitive tooling.
  - Digital Product Release: Create release plans for complex, multi-product initiatives via guided setup experiences.
  - Success Dashboard: Extend measurement of your implementation to AI Agents predefined success metrics.
  - Service Operations Workspace: Automatically surface relevant user information via DEX when a major incident occurs directly to response teams.

IT Operations Management

- Service Observability: Centralize critical signals and bridge workflows to increase agility and reliability. Calculate blast radius and reduce mean time to resolution (MTTR) by overlaying changes to your application to underlying infrastructure. Define and track service goals that align to your business objectives.
- Synthetic monitoring: Trigger alerts when public or private endpoints become unavailable using remote monitors. Monitor availability and response time for critical HTTP and API endpoints. Reduce MTTI/MTTR by providing operators with relevant outage context quickly, including affected services.
- Alert correlation using network traffic: Address alerts and issues before they become incidents or outages. Reduce alert noise and streamline response by exploiting the hidden logic in network traffic. Group and manage relevant alerts even without a fully mature CMDB.

Configuration Management Database (CMDB)

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- API Insights: Drive regulatory compliance by assessing APIs. Identify unauthorized endpoints or outdated protocols. Centralize API visibility from cloud and internal tools, including dependencies, optimizing configurations, and streamlining governance. Weave APIs into core IT workflow including change management, knowledge bases, and service operations.
- API Service Graph Connectors: Instantly establish API visibility using popular API management tools. Automatically ingest and refresh trusted data with connectors certified to work. Enable compliance to regulation and security initiatives with full API detail that also works with your established change and incident process.
- CSDM version 5: Extend unified data models from internal technology workflows to external products and services. Harmonize IT solutions on a single system of record and action for human and AI agents. Design responsible and compliant AI into every technology workflow.

Software Asset Management

- Now Assist for Software Asset Management
  - Gather publisher insights on software estate across software inventory, configuration health, and license compliance. Simplify software publisher outcomes and opportunities based on complex licensing rules. Understand compliance requirements and determine necessary actions to remediate risk and optimize spend.
- Software Asset Management guided setup: Guide users through success goal creation to reconciliation with their chosen product setup. Improve user experience with easy-to-follow steps to set up a new product.
- SAP S/4HANA Cloud support – public: Use the Integration Hub spoke to connect to SAP S/4HANA Cloud public edition. Populate data in the user subscription table to capture user information and applied roles for the user. Track the number of licenses used with the reconciliation process that leverages the FUE conversion model.

Hardware Asset Management

- Asset attestation: Create, assign, and monitor the completion of asset attestations to reduce gaps in asset data. Validate serialized asset usage for hardware not contained in corporate offices. Minimize security and compliance risks by verifying asset chain of custody.

Strategic Portfolio Management

- Now Assist for Strategic Portfolio Management
  - Project Task Monitoring: Autonomous monitoring and optimizing project operations. Real-time visibility into project health. Autonomous monitoring and optimizing project operation.
  - Story Generation: Generate detailed, high-quality stories from epics with AI Agents.
- Portfolio financials
  - Review cost rollups across approved, forecasted, and actuals. Analyze breakdowns by categories, cost types, or timeframes. Ensure alignment with budget to help prevent overspending.

Enterprise Architecture (formerly Application Portfolio Management)

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- Now Assist for Enterprise Architecture
  - Architecture decision record summarization: Simplify details into concise summaries for faster decisions and improved efficiency.
  - Conversational Catalog requests: Create application, integration, and architecture review requests via a conversational interface.
  - Enterprise Architecture Diagrammer: Generate models and summaries of models from simple text prompts.

Operational Technology Asset Management

- Unified OT workspace for industrial and hardware assets: Manage OT, OE, and hardware assets using a single, integrated interface. Streamline asset lifecycle workflows with a unified set of tasks to reduce downtime risks and improve asset tracking.
- Firmware management: Ingest data from third-party discovery tools, identify devices, and parse firmware models. Normalize data based on curated content library of firmware versions to provide actionable profiles. Enable ServiceNow OT security tools to manage vulnerabilities and operational disruptions.
- Firmware content library and normalization: Produce a normalized set of discovered firmware based on a content library curated by ServiceNow. Normalized firmware results in standardization of firmware publishers, version numbers, release dates and UNSPSC codes. Normalized firmware content is enriched with Common Platform Enumeration (CPE) vulnerability data per the National Institute of Standards and Technology group firmware.

Risk and Resilience

- Business Continuity Management (BCM)
  - Smart Assessments for BIA templates: Leverage Smart Assessments capabilities, copy templates, prefill answers, scoring functions, filtering, etc. within BIA templates. Configure logic to calculate the RTO, RPO, Recovery Tier, CIA values based on the BIA responses. Enhanced user experience for building BIAs to address varied continuity requirements.
  - Task management in exercises and crisis events: Identify duplicate tasks across exercises and crisis event to remove redundancy. Contextualize dependencies across plans to understand potential impact to RTO, RPO. Visualize the execution order of the tasks via a Gantt chart.
- Environmental, Social, and Governance Management (ESGM)
  - Forecast planning and analysis: Create multiple what-if scenarios to model a future path. Assess potential changes and plan interventions by adjusting specific variables. Forecast data for metrics with predefined models.
  - Formula tree: Gain a better understanding of complex calculations with an intuitive representation of the formula's structure. View values in addition to calculations in the hierarchical formula tree. Identify errors or inconsistencies by breaking formulas down into their individual components.
- Integrated Risk Management (IRM)
  - Now Assist for Integrated Risk Management: Leverage the Summarize button on the Issue Overview page to generate a summary of the entire issue including actions taken and resolution. Provide feedback on the issue, copy the summary, or post the summary into work notes.

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- Smart Assessment Engine for compliance case analysis: Seamlessly integrate risk assessment into compliance case management on the app. Generate more meaningful assessment scores based on responses and data types. Automatically prefill responses.
- Digital Operational Resilience incident reporting, data model and service mapping visualization: Leverage a new workflow to meet regulatory reporting requirements for both IT and security incidents. Auto trigger compliance cases, notifications and assessments with relevant CMDB ties to drive informed remediation actions. Autogenerate initial, intermediate and final reports for DORA and classify major incidents appropriately.

- Privacy Management
  - New privacy assessment experience: Information object categories help to streamline data governance, improve clarity for business users, and enhance accuracy. Automatically calculate and continuously monitor processing activity risk scores with new criticality factors.
- Third-party Risk Management (TPRM)
  - Pre-populated questionnaires, Excel template: Pre-populated questionnaire responses for entities and engagements associated with the same active third-party. Leverage Microsoft Excel template for questionnaires – downloaded, completed, and imported in the vendor portal.
  - Dashboards for third-party insights, custom analytics: Personalize the dashboard with a preferred layout to quickly gain insights. Explore assessment data at various levels to prioritize and analyze key metrics. Customize report layouts, widgets, and data views and workflows for oversight of entire TPRM program.

Security Operations

- Now Assist for Security Operations
  - Security incident wrap-up generator: Automate workflows for analysts to close security incidents. Auto-generate close codes, resolution notes, and post incident analysis. Enable analysts to use natural language to ask follow-up questions and update content.
  - Correlation insights: Provide analysts quick views or records correlated to the security incident based on asset, user, or observable.

Core Business Services

HR Service Delivery

- Now Assist for HR Service Delivery
  - Journey generation: Accelerate journey creation through intuitive, natural language design tools. Increase manager productivity with streamlined and personalized employee development creation paths. Enhance user experience by simplifying complex journey mapping processes.
  - Growth plan generation: Enable employees to input details about their goals and growth outcomes in a simple text format. Generate draft growth plans with personalized activities, learning courses, and skill validation programs.
- HR appointment setting experience for deskless workers: Allow deskless workers to schedule in-person or virtual HR meetings via the employee service portal.

Health and Safety

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- Exposure management: Identify exposures and link associated risk assessments and safety records. Conduct exposure assessments using a condition builder for precise tracking. Assign follow-up actions to help ensure worker safety and proper exposure management.
- Permit to Work: Request out-of-the-box permit types and add associated work orders, inspections, or safety records. Configure required checklist and approval flow to fit unique needs. Manage requested permits and directly cancel, suspend, or reopen permits within the Health and Safety Workspace.

Workplace Service Delivery

- Now Assist for Workplace Service Delivery
  - Workplace Concierge: Speed up reservations, service requests, and guest management through a conversational AI. Access intelligent workplace assistance anywhere, on any device. Enable employees to add external visitors to a reservation during the reservation process.
- Kiosk Indoor Mapping experience: Employees and visitors can raise cases directly from kiosks throughout the workplace. Intuitive UI to search and navigate spaces, view space details, booking options, and occupancy data. Configure map display and activate map features like reservations and data displays.
- Map Printing: Configure and generate printable map formats with customizable options. Customize printing configurations including zoom, font size, collation, legend, numbering, location pin, etc. Print maps directly from the location directory and Workplace Central.

Source to Pay Operations

- Now Assist for Source to Pay Operations
  - Decrease cases handled by support channels through self-service options. Minimize wait times for simple queries like payment inquiry status.

CRM

Customer Service Management

- Now Assist for CSM
  - Now Assist in portal case form: Provide answers directly in the case form instead of a list of articles.
  - Virtual Agent topic scheduling assistant: Easily schedule, re-schedule, and cancel appointments.
- Voice interaction page and call controls: Manage call transfers, conferences, hold, and mute via third party CCaaS call controls. Create consistency in agent experience across all channels through universal inbox. Streamline efficiency with direct workspace access to consult and blind call transfer controls.
- Embedded CCaaS components: Merge AI and automation tools from CCaaS and ServiceNow into Agent Workspace. Empower agents with natively embedded Genesys tools.
- Unified routing on 3rd party CCaaS: Consolidate ServiceNow chat and case routing policies on third party CCaaS. Drive intelligent routing orchestration by centralizing routing for all channels into one system. Enhance agent experiences by enabling call acceptance directly from the agent. Inbox Lower administrative

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overhead by unifying routing policies, skills, and queue management into one system.

- Unified CCaaS Workforce Engagement Management: Embed Genesys WEM and key insights from ServiceNow in one place. Drive accurate forecasting, scheduling and optimize agent performance through bi-directional data syncs.
- Email as an interaction: Transform emails into interactions rather than automatically creating a case, reducing unnecessary cases. Promote clear distinction between interactions for initial receipt and cases for investigation and resolution of customer queries. Categorize and populate case intake through AI-generated recommendations.

Sales and Order Management

- Self-service order placement: Provide an omnichannel ordering experience via the self-service portal.
- Configure, Price, and Quote enhancements: Provide product recommendations during quote creation. Apply volume-based pricing to drive higher sales while also improving efficiency. Generate quote PDFs outlining product and pricing details. Display parent and child product offerings on quote lines in a hierarchical view.
- Case management for invoice operations: Capture and track invoice exceptions and disputes data to help ensure timely payments and improve cash flow.

Field Service Management

- Smart Assessment for Field Service Questionnaire: Streamline information capture with visualized instructional guidance. Generate questions based on conditional dependencies. Improved user experience with grouped inputs and the ability to add comments or upload attachments.
- Capacity console: Analyze and measure allocated versus used capacity across one or more territories to inform resourcing decisions. Identify and assign work to available resources based on configurable booking thresholds. Improve demand forecasting accuracy using selected date ranges and territories.
- Dispatcher enhanced territory filter: Navigate and multi-select territory hierarchies. Filter based on territory hierarchies, identifying resources at various levels of granularity.
- Advanced task dependencies: Define dependencies in the work order task template. Complete work sequentially to help ensure prerequisites are met by configuring task relationships. Proactively alert dispatchers when tasks are completed ahead of schedule or delayed.
- Appointment booking slot recommendations: Allow customers and agents to select from recommended time slots. Schedule technician visits based on the nature of the work and significance of the customer relationship. Suggest appointment slots that account for agent availability and capacity.

Industry Solutions

Financial Services Operations for Banking

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- Now Assist for Financial Services Operations
  - Report a dispute: Manage rising dispute cases and inquiries with AI-powered case intake. Autonomously collect all relevant details from the cardholder and seamlessly hand-off cases to human agents. AI is grounded in pre-defined case intake requirements with a conversation audit trail stored on the case.
- Dispute Playbook enhancements
  - Chargeback Flow: Automate chargebacks amongst dispute case stakeholders. Shorten resolution time by automatically triggering required actions to process a dispute case. Aggregate communication between merchants and acquiring banks into a single interface. Reduce development time with preconfigured chargeback flows for fraud and consumer disputes. Adhere to tight SLA time-frames by allowing individual transactions to progress independently.
  - Full Visa Resolve Online (VROL) integration: Communicate directly with Visa Resolve Online (VROL) across the entire dispute process. Embed Visa callouts across resolution steps. Reduce manual errors by dynamically exchanging information between ServiceNow and VROL. Help prevent unnecessary disputes by identifying associated transactions, such as overlooked refunds.
- Ethoca Alerts integration: Strengthen customer satisfaction by stopping fraudulent transactions before merchants fulfill orders. Minimize dispute processing expenses and chargebacks by stopping orders prior to fulfillment.
- Updated rules content pack for Visa: Automatically maintain Visa rules updates with built-in, bi-annual rules maintenance. Easily re-deploy updated rules across your dispute processes for faster resolution experiences.

Financial Services Operations for Insurance

- Now Assist for Financial Services Operations
  - Virtual Agent scheduling assistant: Schedule, re-schedule, and cancel appointments. Reduce case count with increased booking handled through Virtual Agent. Improve customer satisfaction with an easy-to-use, conversational experience.
- Insurance Claims: Manage complex claims via multi-adjuster support and persona-specific workspaces for improved productivity and customer satisfaction. Tailor claims processes to fit unique business needs and effortlessly deploy end-to-end claims workflows with intuitive configuration. Incorporate additional lines of business with ease through configurable framework and data model.
- Service Bridge for Financial Services Operations: Eliminate navigating multiple systems by sending and receiving requests within ServiceNow. Improve resolution times by receiving structured requests in a single system of action. Reduce the cost to serve with direct, actionable communication between relevant parties.
- Voice interaction page and call controls: Create consistency in agent experience across all channels through universal inbox. Expedite resolution times by eliminating back-and-forth between CCaaS CTI. Boost efficiency with direct workspace access to consult and blind call transfer controls.
- Embedded Contact Center as a Service (CCaaS) components: Merge AI and automation tools from CCaaS and ServiceNow into Agent Workspace. Natively embedded Genesys tools help to serve customers faster.

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- Unified Routing on 3rd party CCaaS: Centralize routing for all channels into one system. Enable call acceptance directly from the Agent Inbox. Unify routing policies, skills and queue management into one system.
- Unified CCaaS Workforce Engagement Management (WEM): Embed Genesys WEM and key insights from ServiceNow in one place. Drive accurate forecasting, scheduling and optimize agent performance through bi-directional data syncs. Optimize staffing and scheduling decisions and reduce administrative effort.
- Email as an interaction: Transform emails into interactions rather than automatically creating a case, reducing unnecessary cases. Promote clear distinction between interactions for initial receipt and cases for investigation and resolution of customer queries. Categorize and populate case intake through AI-generated recommendations.

Manufacturing Commercial Operations

- Now Assist for Manufacturing Commercial Operations
  - Intelligent answers in portal case form: Provide answers directly in the case form instead of a list of articles.
  - Virtual Agent scheduling assistant: Schedule, re-schedule, and cancel appointments. Reduce case count with increased booking handled through Virtual Agent. Improve customer satisfaction with an easy-to-use, conversational experience.
- Order Management
  - Self-Service Order Placement: Enable customers to configure products and place orders via self-service portal. Streamline order placement and fulfillment processes and increase conversion rates by making it simpler for customers to complete orders.
  - Case Management for Invoice Operations: Create cases for multiple invoices or for specific invoice lines. Increase operational efficiency by avoiding bottlenecks and disruptions in invoice processing workflow.
- Quote PDF Generation in Quote Management: Generate quote PDFs outlining product and pricing details for customer review.
- Email Interactions: Transform emails into interactions rather than cases to avoid creating unnecessary case creations. Promote clear distinction between interactions for initial receipt and intake and cases for the investigation and resolution of customer queries. Categorize and populate case intake through AI-generated recommendations.
- Service Bridge - Copy from Service Catalog to Remote Catalog Item: Enables the copy of standard portal catalog items to the Service Bridge Remote Catalog, eliminating the need to manually recreate Service Catalog items in the Service Bridge Remote Catalog.
- Embedded CCaaS components: Merge AI and automation tools from CCaaS and ServiceNow into Agent Workspace. Utilize natively embedded Genesys tools.
- Unified routing on 3rd party CCaaS: Centralize routing for all channels into one system. Enable call acceptance directly from the Agent Inbox. Unify routing policies, skills and queue management into one system.
- Unified CCaaS workforce engagement management: Embed Genesys WEM and key insights from ServiceNow in one place to optimize staffing and scheduling decisions and reduce administrative effort. Drive accurate forecasting, scheduling and optimize agent performance through bi-directional data syncs.

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Technology

- Now Assist for Technology, Media and Telecommunications (TMT)
  - ALE - Case summarization for Customer Success: Use Gen AI to summarize records for customer success engagement and get a clear summary of key details. Quickly catch up on onboardings with AI-generated case summaries. Maintain constant communication with customers using AI-generated summaries for key touchpoints.
  - Transform Mapping Assist: Auto-generate field transformations for fields mapped between instances, identifying matches to reduce time consuming and error prone manual entry. Leverage automation to boost productivity of Service Bridge administrators and reduce integration errors.
- Technology Provider Service Management
  - ALE - Health and Risk Frameworks: Define, manage, and track key indicators to establish an overall health score for customer engagement. Define, create, and manage relational risks and take action to remediate. Get clear insights into risk signals and create repeatable plans to address them.
  - ALE - Success Blueprint Builder and Initiative Roadmap: Customize and automate templates for success blueprints, objectives, and outcomes. Organize objectives, outcomes and initiatives with a timeline view to see the status, timing, and priority of all success initiatives.
  - Test Diagnostics for Technology Product Support Case Type: Resolve issues with complex diagnostic tests that are configured and embedded directly into your workspace. Organize and run diagnostics directly in the platform to pinpoint root causes. Enable everyday support agents to diagnose issues independently.

Telecommunications

- Now Assist for Technology, Media and Telecommunications (TMT)
  - Service Bridge mapping: Auto-generate field transformations for fields mapped between instances, identifying matches to reduce time consuming and error prone manual entry. Leverage automation to boost productivity of Service Bridge administrators and reduce integration errors.
  - Test summarization extension for Customer Service Problem Management: Generate concise explanations and contextual notes, making test results easier to understand for quicker insights and more informed decision-making. Prioritize high priority issues with enriched summaries. Provide clear and contextual test summaries to align stakeholders, driving effective discussions and data-driven decisions.
  - Case summarization for Customer Success: Accelerate onboarding and customer success engagement status with a clear summary of key details.
- Telecom Service Management (TSM)
  - Health and Risk Frameworks for Customer Success: Define, manage, and track key indicators to establish an overall health score for customer engagement. Clarify, create, and manage relational risks and take action to remediate. Get clear insights into risk signals and create repeatable plans to address them.
  - Remote Catalog Client Transcript for Service Bridge: Help ensure quality and accuracy with scripts reviewed and approved by the consumer administrator before activation.
- Telecom Service Operations Management (TSOM)

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- Patterns-based network discovery: Discover physical network inventory directly from network elements using both SNMP and CLI interfaces. Keep inventory data up-to-date and synchronized with live network resource data, and maintain an accurate, complete CMDB with automated network discovery.
- Telecom Discovery Service Graph Connector: Standardize Nokia Atliplano vendor equipment integration with out-of-the-box multi-vendor PON network discovery. Discover a complete physical network inventory with detailed resource information by connecting to vendor management systems via REST APIs.
- Telecom Reconciliation: Identify and resolve discrepancies between live network inventory and CMDB inventory to help ensure alignment and boost productivity. Auto-generate discrepancy reports detailing the type of discrepancy. Provide engineers with recommended corrective actions and the flexibility and control to choose between manual or automated methods to resolve discrepancies. Improve operations by automatically aligning the operational status of network resources.

- Strategic Portfolio Management for Telecommunications (SPMT)
  - Private 5G construction template: Provide pre-defined workflows for site assessment, equipment procurement and installations. Track milestones for spectrum licensing and regulatory approvals in real time. Integrate risk management module helping to ensure regulatory compliance. Allocate resources for multi-site deployments leading to reduced costs.
  - Fiber broadband rollout template: Manage dependencies with workflow automation and tracker for permits and approvals. Offer centralized view of deployment progress to maximize coverage and minimize costs. Provide onboarding dashboards for customer-ready services, enhancing customer acquisition.
- Telecommunications Network Inventory (TNI)
  - Design & Assign Playbook Experience: Improve customer experience with faster network designs and fewer errors. Visualize a step-by-step canvas view of the design and assign process. Leverage an end-to-end playbook for comprehensive understanding of activities and actions. Leverage framework capability, build custom Design & Assign playbooks to align with your unique products, services, and business processes.
  - Network Site User Interface: See capacity threshold violations on a map and remove the need to sift through excessive data. Accelerate network issue resolution with color-coded operational statuses for sites, circuits, and topologies. Enhance CSAT and meet SLAs by quickly identifying and addressing network events.
  - Enhanced Change Management - Multimodal: Leverage out-of-the-box change management status naming for a clear understanding of workflow stages. Reduce the time to plan, build, modify, and maintain network activities by configuring the platform to align with your business processes. Reduce design errors and fallout by aligning customer status with network status activities.

Public Sector Digital Services

- Now Assist for Public Sector Digital Services
  - Chat summarization: Deliver faster services by allowing agents to quickly understand the context of newly-assigned cases. Boost customer experiences and reduce the need to repeat information already provided to virtual agent. Improve operations by collecting consistent case resolution data.

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Healthcare and Life Sciences Service Management

- Healthcare Operations Core: Enable care teams to request support directly from EMR systems, connect with service departments, and track requests with full visibility. Configure healthcare organizations, manage hierarchies, and control access for care teams. Standardize and customize cases for support service departments, enabling care teams to efficiently report biomedical, IT, and general hospital operations issues.
- Care Team Portal: Enable full visibility into all support cases requested by care teams, including from other team members. Add or remove care team members dynamically to maintain up-to-date collaboration. Capture relevant Epic or other EMR parameters on cases, enriching data for IT and support teams.
- Care Team Operations for Healthcare IT: Standardize IT case management, enabling care teams to request support for EMR and IT-related needs. Facilitate IT support requests through the Care Team Portal with preconfigured, intuitive workflows. Synchronize healthcare IT cases with incidents, giving care teams visibility into reported IT issues while enabling IT teams to resolve them efficiently.
- Care Team Operations for Biomed: Streamline biomed case management, extending healthcare operations to address corrective maintenance needs. Enable direct biomed support requests through the Care Team Portal, using preconfigured record producers. Synchronize biomed cases and work orders, providing visibility into reported issues while allowing biomed teams to resolve them efficiently—without duplicative updates.

Retail Service Management and Retail Operations

- Retail multistore case generator: Minimize configuration needed for OOTB multi-location retail case assignment. Create child cases for multiple stores at once. Improve site productivity by assigning cases directly to managers and tracking completion at each location.
- Retail portal: Increase store productivity with centralized retail cases, catalog items, and quick links with a streamlined interface designed for store teams. Improve store team experience and highlight key metrics like case count and escalations based on store persona. Display retail-specific content OOTB, allowing teams to focus on tailoring the portal for their unique needs.

Application Development

App Engine

- AI Agents for runtime workflows: Apply the same AI enhancements to custom applications as those offered in ServiceNow workflow solutions. Enhance user experiences and expand self-service through AI-powered runtime features. Create and deploy AI agents with custom applications.
- ServiceNow Studio: Build and scale automations faster with a unified development experience across all ServiceNow builders. Manage all metadata in one place with cross-scope editing. Track work, deploy safely, and maintain instance integrity with developer-friendly update set management.
- App Engine Management Center enhancements: Quickly assess whether an app meets production criteria with readiness score. Accelerate deployment of critical apps by using development best practices to determine automatic approvals. Gain confidence that deployed apps match company defined best practices.

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- Creator Studio enhancements: Set parameters on forms to auto- populate fields based on selected values of another field. Make forms more useful for requesters by populating values on their behalf.
- Now Assist for Creator
  - App summarization: Add AI generated app summaries to app descriptions in ServiceNow Studio. Enable admins to easily identify the purpose of applications during deployment and detect duplicate applications. Provide developers and admins deeper visibility into apps being deployed, what they do, and how they will function.
  - Form generation: Use natural language to describe and create request forms in Creator Studio. Empower low-code developers with AI Agents embedded in Creator Studio.
  - Table summarization: Provide admins with a summary of a table included in an app being deployed. Write a text summary of the purpose of the table.
  - RPA bot generation: Generate bot workflows from instructions and process descriptions. Support the learning curve of RPA Desktop Design Studio by lowering the development barrier.
  - Test generation: Increase automated test coverage by reducing the effort of creating and maintaining test cases. Generate ATF tests and test cases from text, Excel upload or story records. Reduce the barrier of adoption for Automated Test Framework.
  - Now Assist in Process Mining: Identify root cause of inefficient process transitions and suggest remediations. Analyze work notes related to inefficient transitions and provide the most relevant reasons. Help process owners better understand stage transitions in their workflows.

App Engine for Enterprise Resource Planning

- OData query capabilities: Transform ERP data with advanced OData queries and customer fields in Model Manager. Order data by one or more fields in the 'Use ERP Data' flow action. Maintain the input, output field names per the business requirement.

ServiceNow Impact

Impact Store Application

- Impact Store Application: Access Impact capabilities directly where you work using the new Impact store application. Take action on Impact insights and recommendations faster. Get a walk-through of the new experience and features in a guided tour.

Value & Adoption

- Strategic Portfolio Management integration: Automatically transfer Impact recommendations and insights into Strategic Portfolio Management. Assign work items to the appropriate portfolio and track execution status. Improve accountability and help ensure recommendations are correctly actioned.

Health & Observability

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- Proactive code check: Reduce future tech debt by aligning new code to best practices. Scan code in sub-production environments to identify issues. Link directly to the issues to fix them before deploying to production.
- Instance Observer enhancements: Automate correlation analysis to identify root causes, reducing the need for manual data sifting. Improve efficiency in addressing issues by quickly pinpointing underlying problems through correlated metrics and logs.

Expertise & Training

- Implement and adopt Now Assist quickly with these new Now Assist accelerators:
  - Jumpstart Your Now Assist Skill Kit
  - Jumpstart Your Now Assist for Customer Service Management
  - Jumpstart Your Now Assist for Virtual Agent

Expertise & Guidance

- Implement and adopt ServiceNow products quickly with these new accelerators:
  - Jumpstart Your Employee Management
  - Jumpstart Your Knowledge Management
  - Jumpstart Your Resource Management
  - Jumpstart Your Legacy Workflow Migration
  - UX Fundamentals*

  *UX Fundamentals is only available for Advanced & Total plans.

- Configuration Assist add-on: Get hands-on help from experts to deploy unused capabilities and act on Impact accelerator and platform health findings. Align a Technical Consultant or Business Process Consultant to a targeted product area. Choose the engagement length and coverage that best fits your needs.

Upgrading to the Yokohama release

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

Get your Yokohama 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 Yokohama release

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

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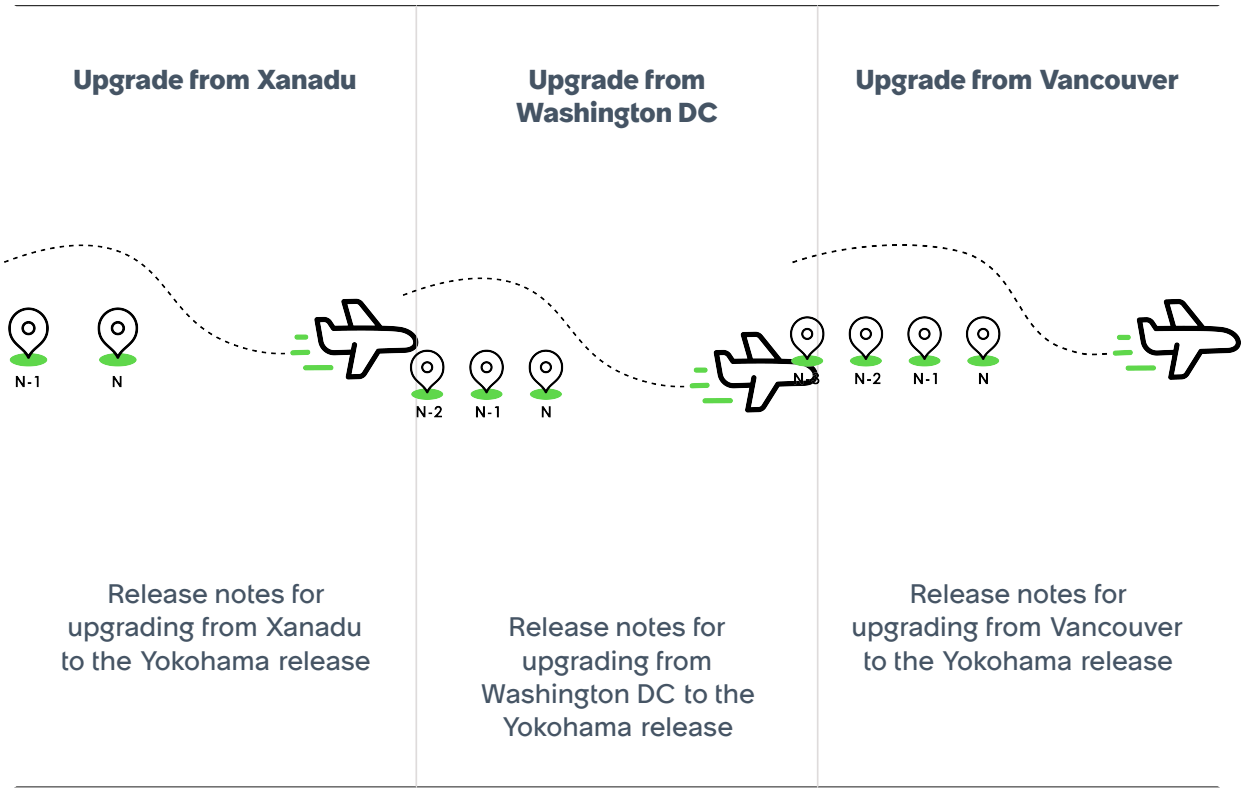
Release dates

- Early availability: January 30, 2025
- General availability: March 12, 2025

Release notes for upgrades

Before you upgrade, review release notes from your current version to the Yokohama 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.



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.

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Upgrading from Xanadu to Yokohama

Experience Yokohama

Features and changes by product

Detailed information on new products and features from Xanadu to Yokohama

Release notes summaries

Consolidated release notes information for all products from Xanadu to Yokohama

Combined product release notes

Combined information on new products and features from Xanadu to Yokohama

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 Yokohama release

List of new, changed, renamed, and deprecated plugins

Available patches and hotfixes

Release notes for fixed issues

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Browser support	Accessibility and conformance	Yokohama highlights
Supported browser versions and additional requirements for specific products	Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	High-level overview of products and features in Yokohama

Combined product release notes for upgrades from Xanadu to Yokohama

To help you upgrade from Xanadu to Yokohama, 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 Yokohama

The table below has a list of all products available between Xanadu and Yokohama. 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
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

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Product	Combined release notes
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Contact Center for Banking	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Agent Advisor	Link
AI Control Tower	Link
AI Desktop Actions	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

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Product	Combined release notes
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
Build Agent	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

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Product	Combined release notes
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
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

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Product	Combined release notes
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 Business Suite	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales Customer Relationship Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Catalog	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link

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Product	Combined release notes
Data Management	Link
Data management for CSM	Link
Data Privacy	Link
Data products	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
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

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Product	Combined release notes
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
Employee Slate	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Enterprise Service Management Foundation	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

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Product	Combined release notes
Financial Services Operations Core	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Verifi	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flows, Subflows, and Actions	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
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

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Product	Combined release notes
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
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link

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Product	Combined release notes
Intelligence for CSM	Link
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Optimization	Link
ITOM Visibility	Link
IT Service Management	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
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

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Product	Combined release notes
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
MCP Server Console	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile Platform	Link
Model Risk Management	Link

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Product	Combined release notes
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 Center	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
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

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Product	Combined release notes
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 Management	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 CRM for Telecommunications	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 Setup	Link

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Product	Combined release notes
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 for Zero Copy Connector	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
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Sustainability Management	Link

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Product	Combined release notes
Operational Sustainability Management (formerly Environmental, Social, and Governance)	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Manager Foundation	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
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Platform Analytics experience	Link
Playbook	Link

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Product	Combined release notes
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
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	Link
Recommended Actions for HRSD	Link

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Product	Combined release notes
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
RPA Hub	Link
Sales Agreement Management	Link
Sales CRM for Telecommunications	Link
Sales Forecasting	Link

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Product	Combined release notes
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
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link

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Product	Combined release notes
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
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
SQL API	Link

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Product	Combined release notes
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
Third-party Risk Management	Link
Threat Intelligence Security Center	Link

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Product	Combined release notes
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
Walk-up Experience	Link
Workflow Studio	Link

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Product	Combined release notes
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 Connector Hub	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 Yokohama

The Yokohama release includes new products.

Employee Service Management

-
- ServiceNow Add-in for Microsoft 365 release notes

Enterprise Architecture

Now Assist for Enterprise Architecture (EA) release notes

Healthcare and Life Sciences

- Care Team Operations for Biomed release notes
- Care Team Operations for Healthcare IT release notes
- Healthcare Operations Core release notes

HR Service Delivery

Intelligent Experiences

Knowledge Graph release notes

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IT Operations Management

- Service Observability release notes
- Synthetic monitoring release notes

Now Assist

- AI Control Tower release notes
- Now Assist AI agents release notes

ServiceNow AI Platform capabilities

Retail

Retail Task Management Core release notes

Telecommunications, Media, and Technology

Strategic Portfolio Management for Telecom release notes

Updated features and products

Other products were changed and updated in the Yokohama 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 Yokohama 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. The AI Inventory, based on a unified AI asset data model on the ServiceNow AI Platform® along with associated governance business processes are available in this workspace.

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

AI Control Tower highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026:
  - AWS
  - Microsoft - Azure Foundry and Copilot
  - n8n
  - GCP Vertex AI

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- LangGraph
- Salesforce

Yokohama Patch 6

- 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.

Yokohama Patch 3

- AI Control Tower helps customers manage and oversee performance, risk profile & workforce transformation while also helping to seamlessly embed AI into enterprise strategy.

- - Create an AI steward role.
  - Use the AI Asset inventory to catalog AI-related artifacts.
  - Use the AI skills Approvals to review and approval flows.
  - Create a AI Control Tower Workspace.

Important information for Upgrading AI Control Tower to Yokohama

General availability release, no upgrade.

AI Control Tower Features

Yokohama Patch 6

Health tab in AI Control Tower

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

Evaluation tab in AI Control Tower

Measure and improve the quality of interactions with virtual agents using the Evaluation tab.

AI model providers

Explore AI model providers

Enable choice for third party model providers powering ServiceNow® skills and agents.

Yokohama Patch 3

AI Control Tower

- A single pane view of the AI inventory, its state, and its risk and compliance posture.
- Lifecycle to manage AI asset onboarding and deployment.
- Helps user oversee and manage AI Asset inventory's risk profile with regard to enterprise policies and global regulations, as defined by the user, with a focus on privacy, data governance, and ethical AI.
- AI Case management to oversee AI asset-related inquiries and cases, enabling faster response and improved tracking.

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- Multi-instance management to synchronize AI asset inventory from sub-prod to prod instances to initiate governance early in the build process.
- Control settings to block only "other" skills in Now Assist AI deployment pending approvals.

AI Control Tower

- AI Steward role- Facilitate and coordinate governance activities between innovation, legal, security, risk and compliance teams.
- AI Asset inventory- Unified data model on the ServiceNow AI Platform to catalog AI Model, datasets, prompts, and other related artifacts including Now Assist and AI leveraging Generative AI Controller.
- AI skills Approvals- Review and approval flows for Now Assist skills and other related assets like AI Models and AI datasets deployed through Now Assist or generative AI Controller.
- AI Control Tower Workspace- Intuitive workspace to surface governance tasks, reports, inventory, and insights.

UI changes

Yokohama Patch 3

Enhancements to landing page dashboards for AI steward.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

The AI Control Tower application is installed as part of the generative AI Controller.

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Browser requirements

The AI Control Tower application supports all the browsers.

Accessibility information

The AI Control Tower application supports all the platform accessibility features.

Localization information

Yokohama Patch 3

The AI Control Tower application isn't localized

Related ServiceNow applications and features

Yokohama Patch 3

AI Risk and Compliance

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 Yokohama release.

Conversation Insights highlights for the Yokohama 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

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- 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

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.

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 Yokohama release.

Document Intelligence highlights for the Yokohama release

Yokohama Patch 6

- Summarize content in document and image attachments with the document and visual insights AI agent.
- 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.

Yokohama Patch 3

- Boost productivity by using the document and visual insights AI agent in Now Assist to autonomously analyze and extract data from documents and images.

Early Availability

- Speed up your document processing workflows and quickly extract the text and tables from your documents by using Now Assist.
- Save time looking for the information that you need in a document and quickly find the answers to predefined questions by using Now Assist.

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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 Yokohama release

Yokohama Patch 6

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.

Yokohama Patch 3

Document and visual insights AI agent

Use an AI agent to help process tasks that analyze and extract data from documents and images.

Early Availability

Now Assist in Document Intelligence

Use Now Assist in Document Intelligence to extract information from documents and provide answers to defined questions using generative AI.

Changed in this release

Yokohama Patch 6

Document and visual insights AI agent enhancements

Generate a summary of document and image attachments with the document and visual insights AI agent.

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.

Related ServiceNow applications and features

Accounts Payable Operations

Use Document Intelligence for 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 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

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Use Document Intelligence integrated with the digital workflows in the 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 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. You can reduce complexity and enhance the user experience in your organization by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Yokohama release.

Generative AI Controller highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Protect your users by configuring settings for anonymization of personally identifiable information (PII) with the Data Privacy application.

See Generative AI Controller 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 Yokohama

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.

New in the Yokohama release

yokohama-patch-13

Connect Generative AI Controller to your Azure OpenAI deployment by configuring a custom resource path in your bring your own key (BYOK) model configuration. Use this when your Azure OpenAI endpoint includes a path segment that Generative AI Controller does not add by default.

Yokohama Patch 10

Administrator access to Gen AI log

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

Enhanced AI asset inventory

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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.

Yokohama Patch 8

AI Model Version Mappings

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

Yokohama Patch 6

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.

Yokohama Patch 1

Global Model selection for conversational skills

Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Yokohama Patch 1

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Configure Data Privacy and Data Discovery to protect the personally identifying information (PII) of your users.

Generative AI Controller has changed to use the Data Privacy application instead of the Sensitive Data Handler to help anonymize PII. The process for choosing what gets anonymized and how has shifted to different tables and forms that your administrator must configure for your organization.

Deprecations

The dependency on Sensitive Data Handler has been removed. Regular expressions that are configured with Sensitive Data Handler are applied to the Data Privacy application with a fix script when you upgrade to Yokohama.

Activation information

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

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 the 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® 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.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (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.

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Knowledge Management

The ServiceNow® Knowledge Management (KM) 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 (ITSM) 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.

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. Now Assist for Security Operations is a new application in the Xanadu release.

Workflow Studio

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

Configurable Workspace UI

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.

Knowledge Graph release notes

The ServiceNow® Knowledge Graph enables you to create and manage knowledge graph schema for the out of the box (OOTB) integrations for Virtual Agent. Knowledge Graph is a new Now Assist platform capability in the Yokohama release.

Knowledge Graph highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Knowledge Graph now supports aggregate queries.
- Improved accuracy for Now LLM Service.

Yokohama Patch 8

- 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.

Yokohama Patch 6

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- 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.
- Supports nodes from parent and grandparent nodes from the hierarchy.
- Supports CMDB queries in Now Assist panel.

Yokohama Patch 3

- Seamlessly integrated with Now Assist in Virtual Agent, AI Agents and AI Search enabling personalized search results and context driven skills execution.
- Seamless Integration with Now Assist in Virtual Agent for Natural Language Query.
- Use Knowledge Graph as a tool to complete custom tasks for AI Agents.

Yokohama Patch 1

- Knowledge Graph helps you in transforming large amount of data into a semantic representation, fostering more connected and customized user experiences.
- Knowledge Graph boosts Virtual Agent by enabling large language models (LLMs) to provide contextually relevant responses tailored to each user.
- Knowledge Graph creates a complex data model called Knowledge Graph schema with numerous entities and their relation within a few steps.
- Knowledge Graph admins can use Knowledge Graph to create and manage the Knowledge Graph schemas. These Knowledge Graph schemas are the customized Knowledge Graph that consist of nodes, node properties, and edges.

See Knowledge Graph for more information.

Important:
Knowledge Graph is enabled automatically in your BU Generative AI Application. For details, see the "Activation information" section of these release notes.

Knowledge Graph features

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.

Access Knowledge Graph Schema

Knowledge Graph now has a new NLQ graph schema available prebuilt along with user profile schema. See KB article for schema attributes.

Leverage Knowledge Graph prebuilt integration with Virtual Agent

Knowledge Graph provides the following new prebuilt integrations:

- Integration with Now Assist Virtual Agent: Helps requesters with personalized responses on people queries and Natural Language queries. Also supports people citation card.

Leverage Knowledge Graph prebuild integration with AI agents

Knowledge Graph provides the following prebuilt integrations:

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- Integration with Now Assist AI agents for User Context: Helps users with personalized responses.
- Integration with AI agents as a tool: Used to perform specific tasks that are assigned to the AI agents.

Exploring Knowledge Graph

Knowledge Graph helps requesters with personalized responses using its Integration with Now Assist Virtual Agent for User Context.

Use Knowledge Graph integration with Now Assist Virtual Agent for Slot filling to helps pre-fill the slots for Virtual Agent topics using Natural Language Querying feature of Knowledge Graph.

Leverage Knowledge Graph prebuilt integration with Virtual Agent

Use the Knowledge Graph integrations with Now Assist Virtual Agent to utilize Knowledge Graph APIs built with LLM models, for personalized responses and slot-filling fields to execute LLM topics and skills in Virtual Agent.

Using Knowledge Graph Designer

Use Knowledge Graph designer to manage Knowledge Graph schemas, their nodes, node properties and edges. You can also use the interface to create, edit, duplicate, or delete a Knowledge Graph schema.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Knowledge Graph is a ServiceNow AI Platform feature that is active by default if you have downloaded the Generative AI for BU.

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Additional requirements

Ensure that your instance is upgraded to XP7.

Related ServiceNow applications and features

Now Assist

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 Yokohama release.

Now Assist highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- 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.

Yokohama Patch 8

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

Yokohama Patch 6

- Enable administrators to set up a security access control list (ACL) that checks user authentication for Now Assist context menu skills and new setup options. This gives them control over who can use Now Assist context menu skills and actions, as well as the built-in options like shorten, elaborate, and change tone.

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- 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 out-of-box 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.
- Select a display option for custom Now Assist context menu event with an option to suppress the modeless window.
- View the numbered citation and links to the source of information when you use Now Assist context menu for Email reply recommendation.

Yokohama Patch 3

- Access and monitor your Now Assist skills in the skill list or grid view. By toggling between the layouts, you can navigate from the Now Assist skills to specific products and then back to the skills page.
- Identify and mark duplicate articles in the list view by using Now Assist in Knowledge Management and take action as required.
- Apply the Now Assist Sentiment Analysis application to each record so that you can assess how satisfied your customers are. With this feature, you can make better decisions to improve customer experience.
- Use the Now Assist context menu guided setup to create a Now Assist context menu configuration.
- Use the Now Assist context menu to deploy the custom skills created using Now Assist skill kit.
- Monitor how the Now Assist context menu is being used across the different applications with the new Now Assist context menu usage dashboard.
- Customize the ServiceNow skills with new prompts or providers in the Now Assist Skill Kit for your specific business needs.
- Enable your users to use voice to interact with the Now Assist panel by enabling the Voice Input setting.
- Use the new Conversational Q&A option in the Now Assist panel to achieve an enhanced and accurate query resolution.
- Generate a record summary, share or copy the summary, and provide feedback by using the Summarize option in the Now Assist context menu.
- Customize and choose between the casual, formal, or sympathetic tone by using the Now Assist context menu.

See Now Assist 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:
After purchasing a generative AI product, you can install it from ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist to Yokohama

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.

New in the Yokohama release

Yokohama Patch 10

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.

Yokohama Patch 8

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)

Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

Yokohama Patch 6

Manage large language models

Choose and update your preferred large language model (LLM) provider at the instance, skill or skill group level for Now Assist out-of-box skills with ServiceNow® third-party model strategy.

Deactivate skills that are not compliant with any of the LLM providers and access the audit history to view updates by the AI steward.

Configure multilingual service for Now Assist applications

Manage the default and supported languages by the different LLM providers under Multilingual service for translation.

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Access the citations to the articles referenced from the knowledge base. Explore references and insert the suggested reply to your email.

Now Assist Guardian supports third-party LLMs

Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud (AI Studio and Vertex), and OpenAI to ensure 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 Now Assist custom skill beyond default value 1000 to support dynamic pricing based on output tokens and calculate the price for each skill executed per assist.

Yokohama Patch 3

Exploring Now Assist

Access the Now Assist skills through an identifier tab on the Now Assist Admin console, and find the associated workflows.

Navigate to your skills by using the intuitive list or grid view. The skill details are displayed, which means that you don't have to make additional selections.

Access the Data privacy section under Now Assist Admin settings. View and edit the data privacy policies that apply to your Now Assist skills.

Accessing the external content in Now Assist panel Q&A capability

Get relevant answers to your questions from external content sources, such as Microsoft SharePoint, Google Drive, and Confluence Cloud, within the Now Assist panel, without manual indexing. Each response shows the source of information to reference later.

Enhanced log visibility

- Access the Generative AI Metric table [sys_generative_ai_metric] to gain insights into the guardian logs and determine if they are for monitoring only or for both logging and blocking. Each guardrail shows its status value as Monitor, Block, or Off, to help administrators to manage their security policies.
- View the logs of masking that involve personal identifiable information (PII) in the Generative AI Metric table [sys_generative_ai_metric]. You can identify which data is masked, the type of request, system response, processing time, errors, or error codes.

Define the output field destination so that you can select any multi-line text field from the base table You can customize incident forms and improve the usability of the resolution notes generation skill.

Enable requesters to extract information from emails and email attachments to generate tasks. This email-to-task agentic workflow effectively addresses the challenge of task creation from emails.

Identify and review duplicate Knowledge articles

Identify duplicate Knowledge articles by using Now Assist capabilities. You can review the list and deselect articles that you don’t consider to be duplicates.

Streaming responses

Enable streaming responses on the Now Assist panel. Only synthesized responses are streamed.

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Multiple Now Assist panels

Create separate, independent Now Assist panels that work across Next Experience and ServiceNow® Studio app shells.

Create Now Assist context Menu configuration

Create a Now Assist context menu configuration for a streamlined custom skill deployment process with the help of a guided setup.

Yokohama Patch 1

Now Assist Guardian analytics

Monitor the performance of offensive content and prompt injections guardrails with the help of the Now Assist Guardian analytics dashboard.

Configuring Now Assist settings and features

For custom skills, explore an additional display option in the form of **Conversational experiences**. You can select Now Assist Virtual Agent to assist you with the display.

Create and activate a Now Assist skill copy, and have both the original skill and its copy to remain active simultaneously.

Now Assist Context Menu usage dashboard

View and monitor the use of the Now Assist context menu across the different applications. Gain insights into the usage patterns, frequency, and effectiveness of the context menu actions with the Now Assist context menu usage dashboard.

Customizing ServiceNow skills in the Now Assist Skill Kit to tailor skills to meet your specific business requirements.

Clone the skills provided by ServiceNow in Now Assist applications by using the Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. By editing the prompt, you can choose the additional inputs to be considered by the large language model (LLM) and arrange the formatting and content of the LLM response. After the skill is edited, you can activate the edited skill in the Now Assist Admin console to enable it.

Enabling the voice input for the Now Assist panel

Enable the Voice Input setting for the Now Assist panel in the Now Assist Admin console. This setting gives users a voice-to-text input option to access the skills in the Now Assist panel in any supported language. After it's enabled, the option is available in individual user accessibility preferences.

Setting your data overflow processing preferences to control your data

Set your data overflow processing preferences to control your data. By default, all Now Assist network traffic is managed within ServiceNow datacenters, but during periods of high traffic, the traffic is burst to Microsoft Azure datacenters. You can choose whether you want to opt out of cloud bursting from the Now Assist Admin console data overflow processing settings.

Using multi-turn Q&A in the Now Assist panel

Ask questions and get relevant answers directly in the Now Assist panel. The system remembers your previous questions for effortless follow-ups and pulls answers from multiple sources to give you the best results. You can select the source name in the response to access the full Knowledge article for more details.

Using dashboard and visualization export in the Now Assist panel

Export Platform Analytics dashboards and data visualizations through conversations. You can select from several output formats, and download or email the files.

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Summarize records with the Now Assist context menu

Generate summaries by using the Now Assist context menu for the Core UI and Workspace. You can also expand or collapse the summary card, regenerate the summary, copy and share the summary, or provide feedback.

Email recommendations using the Now Assist context menu

Select and choose the tone of your content with the change tone feature. You can select from the elaborate, shorten, casual, formal, or sympathetic tone.

UI changes

Edit a Now Assist skill

You can now view the Helpful resources and Frequently asked questions (FAQ) tabs on the list view of the Now Assist skills page.

Email reply recommendation

The email response creation skill offers guidance in choosing the most appropriate template based on the user's specific context. Additionally, it identifies the potential errors when a response isn't generated as intended.

Now Assist data sharing opt-out moved to Data sharing and processing tab.

The opt-out button in the data sharing card from the Now Assist Admin Account page has moved to the Settings page on the **Data sharing and processing** tab.

Now Assist context menu

You can now open the Now Assist context menu by selecting the Now Assist context menu icon ( ) for effortless access.

The Now Assist context menu enables users to automatically select a sentence, paragraph, or the entire content even if they initially make a partial selection. Administrators can configure the selection to be a sentence, paragraph, or the entire content.

The dynamic header label next to the Now Assist context menu icon can be customized to display the query status.

The new Now Assist context menu icon ( ) was updated with an enhanced animation.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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.
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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.

Previous Patch releases

Configure multilingual service for Now Assist applications

Enable translation settings is now Multilingual service in Now Assist admin console.

Default email client for email recommendation skill

The Seismic email client is enabled by default on Core UI with the activation of email recommendation. This client provides the Generative AI application features for creating email responses, draft management, and template management.

Now Assist panel response **Now Assist panel response**

With the carousel experience removed, the Now Assist panel now generates a synthesized response for any user inquiry. This response includes content from Knowledge articles, flows & actions, skills, and links to those articles, instead of only the Now Assist panel skills.

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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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)

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- 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 PSDS
- 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

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 Microsoft Internet Explorer.

Accessibility information

Voice Input for Now Assist

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.

Once enabled, the Enable voice input for the Now Assist panel option are 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

Now Assist supports Dynamic Translation for Yokohama.

Related ServiceNow applications and features

Agent Chat

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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.

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.

Generative AI Controller

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 Knowledge Base. These Knowledge Base contain articles that provide users with information such as self-help, troubleshooting, and task resolution.

Configurable Workspace UI

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.

Now Assist Analytics release notes

The ServiceNow® Now Assist Analytics application helps Now Assist admins monitor the usage and performance of generative AI features and capabilities offered under Now Assist. Now Assist Analytics was enhanced and updated in the Yokohama release.

Now Assist Analytics highlights for the Yokohama release

- Track the usage and adoption of your Now Assist implementation.
- Monitor the performance of guardrails enabled through Now Assist Guardian.
- Gain insights into the search performance in Now Assist self-service experiences.
- Track the estimated efficiency and productivity gains enabled through Now Assist.

See Analyzing Now Assist performance for more information.

Important information for upgrading Now Assist Analytics to Yokohama

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 knowledge article for steps that may address your issue. Otherwise, you can make a Support case.

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New in the Yokohama release

Yokohama Patch 1

Usage and adoption

Monitor key usage and adoption indicators of your Now Assist implementation.

Custom skill details

View usage and performance indicators of custom skills from the predefined custom skills dashboard page.

Now Assist Guardian analytics

Monitor the performance of guardrails enabled through Now Assist Guardian.

User search analyzer

Gain insights into the search performance in Now Assist self-service experiences like Now Assist in Virtual Agent.

Now Assist context menu analytics.

Monitor the usage and performance of Now Assist context menu actions.

Now Assist value insights

Track the estimated efficiency and productivity gains enabled through Now Assist.

UI changes

Overall health

The Overall health dashboard page has been renamed to Usage and Adoption. The new page includes more indicators on usage and adoption of Now Assist.

Activation information

Now Assist Analytics features are available with activation of any Now Assist plugin from the ServiceNow Store. For more information, see Install Now Assist plugins.

Browser requirements

Now Assist Analytics supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Related ServiceNow applications and features

Now Assist Admin console

The Now Assist Admin console provides you with quick and effortless access to monitor the usage, performance, and value of Now Assist Analytics.

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 Now Assist's generative AI capabilities. Now Assist Skill Kit was enhanced and updated in the Yokohama release.

Now Assist Skill Kit highlights for the Yokohama release

Yokohama Patch 11

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- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Use UI Builder to deploy custom skills.
- Import data into Now Assist Skill Kit with a CSV file.
- Use AI to create ground truth for your data.
- Use a custom data generator to create synthetic datasets.

- Users can create synthetic data in Now Assist Data Kit.
- Generated synthetic data can be saved as a dataset.
- Add and manage tools of a custom skill, visually in the new Tools editor, including conditional execution of tools.
- Customize ServiceNow skills with new prompts or providers in Now Assist Skill Kit to suit your specific business needs.

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.

Important information for upgrading Now Assist Skill Kit to Yokohama

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.

New in the Yokohama release

Yokohama Patch 6

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

Customize ServiceNow skills in Now Assist Skill Kit to tailor skills to meet your specific business requirements.

Eligible skills provided in ServiceNow Now Assist applications can be cloned in Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. Editing the prompt enables you to arrange the formatting and content of the large language model (LLM) response. After the skill is edited, activate the edited skill in the Now Assist Admin console to enable it.

Add and manage tools visually in the new Tools editor, including decision branching, to execute different tools for your skill.

Adding decision branches between tools enables you to define the conditions that must be met for a tool to run. If no conditions are met, the default branch's step is executed.

UI changes

Now Assist Skill Kit add tools function moved to Tool editor tab.

The ability to add and edit tools for Now Assist Skill Kit previously appeared on the **Prompt editor** tab. It now appears on the **Tool editor** tab.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

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

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for App Engine

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- 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 (formerly ESG)
- 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 PSDS
- 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

Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

Browser requirements

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

Accessibility information

Admins can enable an optional Voice Input setting for the Now Assist panel that enables users to interact with the panel using their voice or in voice assist mode.

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Localization information

Now Assist supports Dynamic Translation for Yokohama.

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 Yokohama release.

Now Assist in Document Intelligence highlights for the Yokohama release

Yokohama Patch 13

- Now Assist in Document Intelligence skills are on by default.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Summarize the content in document and image attachments with the document and visual insights AI agent.
- Choose a large language model (LLM) to generate predictions for extraction and Q&A (question & answer) use cases.
- 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.

Yokohama Patch 3

- Boost productivity by using the document and visual insights AI agent to autonomously analyze and extract data from documents and images.
- Streamline document data extraction by automating document tasks.
- Use Virtual Agent to ask questions about the document content.
- Extract the data from invoices with Now Assist for Accounts Payable Operations (APO).

Early Availability

- Speed up your document processing workflows and quickly extract the text and tables from your documents.
- Save time looking for the information that you need in a document, and quickly find the answers to predefined questions.

See Now Assist in Document Intelligence for more information.

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

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New in the Now Assist in Document Intelligence release

Yokohama Patch 13

Document and visual insights AI agent enhancements

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

Yokohama Patch 6

LLM selection for use cases

Configure a different LLM to generate predictions for extraction and Q&A use cases.

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.

Yokohama Patch 3

Document and visual insights AI agent

Use an AI agent to help process the tasks that analyze and extract data from documents and images.

Full automation for document data extraction

Automatically extract the document data and process the document task without agent review.

Data extraction from accounts payable (AP) invoices

Extract data from invoices with Now Assist for APO.

Document chat in Virtual Agent

Integrate Now Assist for Virtual Agent with Now Assist in Document Intelligence to enable the chat responses that are based on the document content.

Attachment summarization in ITSM

View the summaries of attachments with the record summary in ITSM.

Early Availability

Document extraction

Extract the data from documents by using LLMs to provide the recommended field values.

Document Q&A

Use generative AI to find the answers to the predefined questions in a document.

Setting up use cases for Now Assist in Document Intelligence

Set up Document Intelligence use cases to enable agents to use the document extraction and document Q&A skills.

UI changes

Yokohama Patch 3

Usability enhancements to use case setup features

Various features for the use case setup are updated to create a more effective user experience:

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- **Field** is changed to **question** in the field form for Q&A use case setup.
- **Single field** is changed to **Field** in the field form for the document extraction use case setup.
- An **Additional Details** field is added to the table form for the document extraction use case setup as a way to help the large language model (LLM) extract the relevant information from the document.

Changed in this release

Yokohama Patch 13

Document and visual insights AI agent enhancements

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

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.

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are turned on by default

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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.

Yokohama Patch 6

Document and visual insights AI agent enhancements

Generate a summary of document and image attachments with the document and visual insights AI agent.

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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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- 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

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.

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Related ServiceNow applications and features

Document Intelligence

Use 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.

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 Skill Kit

Use the generative AI skills in 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 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.

Predictive Intelligence release notes

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

Predictive Intelligence highlights for the Yokohama release

- Learn which classes contribute the most to your model's predictions by adding Model Explainability to Workflow Classification solutions.
- ITSM Predictive Intelligence Workbench is deprecated in the Yokohama release.
- New advanced options for classification solutions are available from Yokohama Patch 4.

See Predictive Intelligence for more information.

New in the Yokohama release

Model Explainability

Learn which classes contribute most to your model's predictions by optionally adding Model Explainability to Workflow Classification solutions. Model Explainability provides a new tab labeled **Feature Importance** where you can run an analysis of each class's contribution to the overall prediction.

Leverage new advanced options for classification solutions, from Yokohama Patch 4.

- 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.

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- 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.

Deprecations

With the Yokohama release, ITSM Predictive Intelligence Workbench is deprecated and no longer supported. To obtain the latest experience for this functionality, install the Task Intelligence for ITSM application (com.snc.itsm_ml_task). For more information, see ITSM Predictive Intelligence Workbench release notes.

Activation information

Predictive Intelligence is a ServiceNow AI Platform feature that is available with activation of the Predictive Intelligence plugin (com.glide.platform_ml). For details, see Install Predictive Intelligence.

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 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 is a new application in the Yokohama release.

ServiceNow AI Lens highlights for the Yokohama release

Yokohama Patch 11

- 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.

Yokohama Patch 6

- 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 now attached to the record that is auto-filled 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.

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Yokohama Patch 3

- Boost productivity by scanning artifacts and auto-filling information into forms instead of manually entering the information into forms.
- Provide specific instructions to ServiceNow AI Lens on what to do with the data that it captures.
- Get insights from multiple images so that you know what actions to do next.

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 Yokohama release

Yokohama Patch 11

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

The following fields have been added to handle post-processing timeout for previewing data in the standalone mode:

- **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.

Yokohama Patch 6

ServiceNow AI Lens UI enhancement

Use ServiceNow AI Lens to launch the scanner window by using the context defined in 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.

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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 ServiceNow AI Lens topic in Virtual Agent.

Auto-attach images to a record

View captured images that are automatically attached to the record that is auto-filled 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.

Yokohama Patch 3

Capture data

Get actionable insights from such visual data as images, handwritten notes and forms, emails, websites, and applications. For example, ServiceNow AI Lens can scan an email to gather data for auto-filling the fields on the Incident form.

Act on visual data

Provide instructions to Now Assist on what to do with the captured data. For example, you can convert the extracted data into a JSON format.

Launch from ServiceNow forms

Launch ServiceNow AI Lens from a form to fill the extracted data automatically into the form fields.

Use as a standalone application

Use ServiceNow AI Lens as a standalone application for previewing extracted data when you're connected to a ServiceNow instance.

UI changes

Yokohama Patch 11

Changes in the scanner window UI

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The UI of the scanner window has been changed. See the following

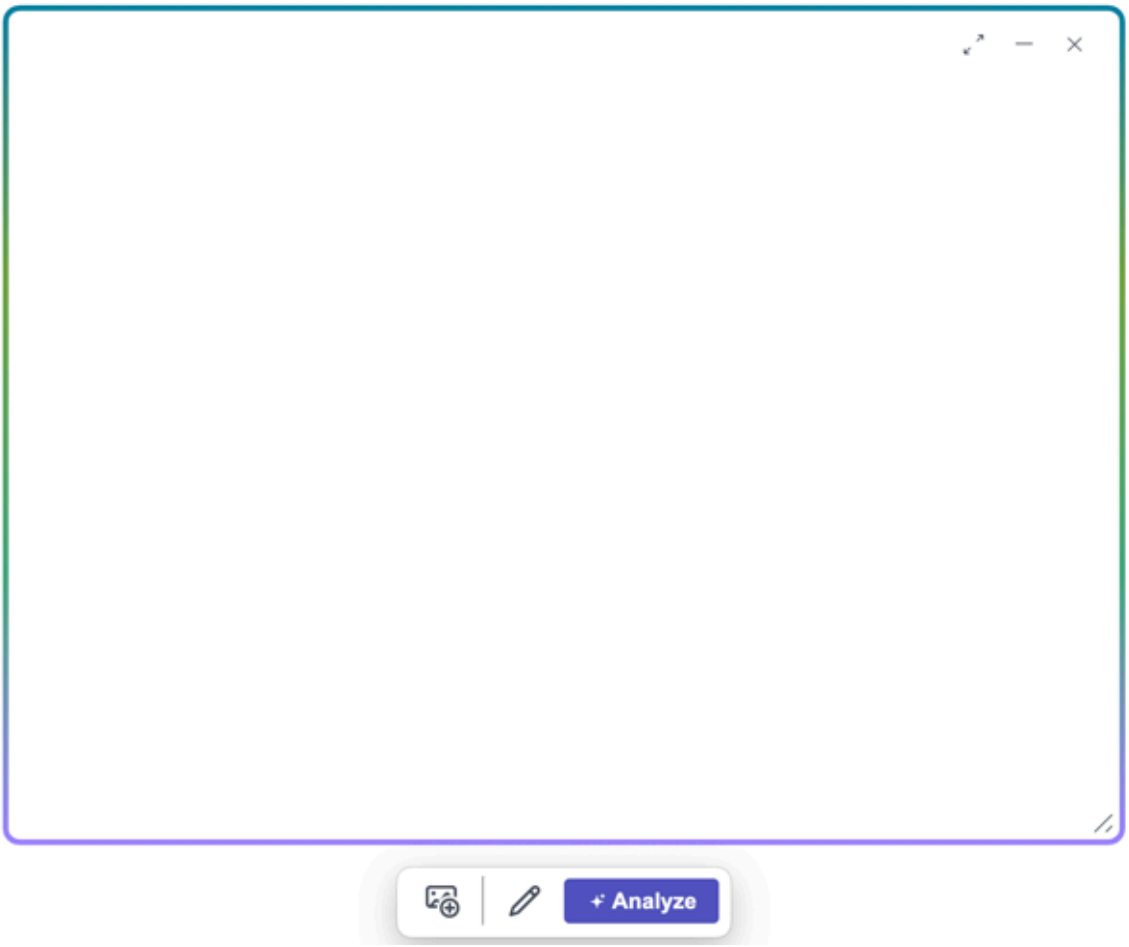

image.

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

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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

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

Now Assist

Help improve 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

The Now Assist Admin console provides you with quick and easy access to the important information that you must set up, configure, and monitor in 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.

API release notes

ServiceNow® APIs let you build custom applications and experiences. APIs were enhanced and updated in the Yokohama release.

API highlights for the Yokohama 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.

See API implementation and reference for more information.

New in the Yokohama release

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

Class	Methods
Console - Scoped, Global	• error() • group() • groupCollapsedString() • groupEnd() • info() • log() • table() • time()

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

Class	Methods
	• timeEnd() • timeLog() • trace() • warn()
Fetch - Scoped, Global	fetch()
Fetch Headers - Scoped, Global	• Headers() • append() • delete() • entries() • forEach() • get() • getSetCookie() • has() • keys() • set() • values()
Fetch Request - Scoped, Global	• Request() • arrayBuffer() • blob() • bytes() • clone() • formData() • json() • text()
Fetch RequestInit - Scoped, Global	requestInit()
Fetch Response - Scoped,Global	• arrayBuffer() • blob() • bytes() • formData() • json() • text()

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

Class	Methods
GlideUser - Scoped	• getTimeZoneLabel() • getTimeZoneLabelLang()
OrderUtil - Scoped	• getStateFromOrder() • isOrderInDraftState()
PDFGenerationAPI - Scoped, Global	• convertToPDFAsync() • convertToPDFWithHeaderFooterAsync()
ProcessMiningIntegrationAPI - Scoped	• createProject() • deleteProject() • getBreakDownStats() • getFindings() • getMiningStatus() • getProject() • scheduleMining()
RESTMessageV2 - Scoped, Global	setAllowedRedirectURIs()
SOAPMessageV2 - Scoped, Global	• setAllowedRedirectURIs() • setFollowRedirect()
UriMatcher - Scoped	• UriMatcher() • match()
UriMatcherResponse - Scoped	• getErrorMessages() • isError() • isFragmentMatches() • isHostMatches() • isMatch() • isPathMatches() • isSchemeMatches()
v_record - Scoped, Global	setLastErrorMessage()

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

Class	Methods
Console - Scoped, Global	• error() • group() • groupCollapsedString() • groupEnd() • info() • log() • table() • time() • timeEnd() • timeLog() • trace() • warn()
Fetch - Scoped, Global	fetch()
Fetch Headers - Scoped, Global	• Headers() • append() • delete() • entries() • forEach() • get() • getSetCookie() • has() • keys() • set() • values()
Fetch Request - Scoped, Global	• Request() • arrayBuffer() • blob() • bytes() • clone() • formData() • json() • text()

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

Class	Methods
Fetch RequestInit - Scoped, Global	requestInit()
Fetch Response - Scoped,Global	• arrayBuffer() • blob() • bytes() • formData() • json() • text()
GlideDynamicAttribute - Global	• getSysId() • getName() • getType() • getGroupName() • getPath() • isTransient()
GlideDynamicAttributeStore - Global	getDynamicAttributes()
GlideElementDynamicAttributeStore - Global	• getDynamicAttributesInSchema() • getDynamicAttributesInStore()
GlideTransientDynamicAttribute - Global	• getSysId() • getName() • getType() • getGroupName() • getPath() • isTransient()
GlideUser - Global	• getTimeZoneLabel() • getTimeZoneLabelLang()
PDFGenerationAPI - Scoped, Global	• convertToPDFAsync() • convertToPDFWithHeaderFooterAsync()
RESTMessageV2 - Scoped, Global	setAllowedRedirectURIs()

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

Class	Methods
SOAPMessageV2 - Scoped, Global	• setAllowedRedirectURIs() • setFollowRedirect()

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

API	Endpoints
AWA Offer Work API	POST /now/awa/documents/{document_table}/{document_sys_id}/offer
Continuous Integration and Continuous Delivery (CICD) Update Set API	• POST /sn_cicd/update_set/retrieve • POST /sn_cicd/update_set/commitMultiple • POST /sn_cicd/update_set/preview/{remote_update_set_id} • POST /sn_cicd/update_set/back_out • POST /sn_cicd/update_set/commit/{remote_update_set_id} • POST /sn_cicd/update_set/create

New scoped classes and additional methods to existing scoped classes in the ServiceNow Store

Application	App Version	Class	Methods
Lead Management	v3.0	LeadAPIHelperOOB - Scoped	• getJSONFromGR() • getLeadsJSON() • getTransformedLead()
Lead Management	v3.0	LeadAPIProcessUtilOOB - Scoped	• processCreateLead() • processGetAllLeads() • processGrtLeadById() • processUpdateLead()
Lead Management	v3.0	LeadAPIValidationUtilOOB - Scoped	• validateLeadObjectForPatchCall() • validateLeadObjectForPostCall()

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New scoped classes and additional methods to existing scoped classes in the ServiceNow Store (continued)

Application	App Version	Class	Methods
Sales and Service API Core	7.0.0	IBQConfigBase API - Scoped	• generateParentRecord() • getRunMode() • processInboundQueueRequest()
Order Management	v12.5.0	OrderGuide - Scoped	isOrderInDraftState()

New client classes and additional methods to existing client classes in the ServiceNow Store

Application	App Version	Class	Methods
Customer Service Management	v1.2	openFrameAPI - Client	setICContext()
Mobile SDK	v2.9.0	NowChatService class - Android	updateTheme()
Mobile SDK	v2.9.0	NowWebService class - Android	updateTheme()
Mobile SDK	v2.9.0	NowChatService class - iOS	updateTheme()
Mobile SDK	v2.9.0	NowChatServiceDelegate protocol - iOS	chatService(_chatService: NowChatService, systemThemeDidChange traitCollection: UITraitCollection)
Mobile SDK	v2.9.0	NowWebViewController class - iOS	updateTheme()
Mobile SDK	v2.9.0	NowWebViewControllerDelegate protocol - iOS	nowWebViewController(_ nowWebViewController: NowWebViewController, systemThemeDidChange traitCollection: UITraitCollection)

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

Application	App Version	API	Endpoints
Accounts Payable Operations	v2.0.0	AP Invoice API	• POST /sn_spend_intg/ap_invoice/xml

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

Application	App Version	API	Endpoints
Expanded Product Model and Asset Classes	v1.0	AI Assets API	• GET /sn_ent/asset/ai_dataset/{sys_id} • GET /sn_ent/asset/ai_model/{sys_id} • GET /sn_ent/asset/ai_prompt/{sys_id} • GET /sn_ent/asset/ai_system/{sys_id} • POST /sn_ent/asset/ai_dataset • POST sn_ent/asset/ai_model • POST /sn_ent/asset/ai_prompt • POST /sn_ent/asset/ai_system • PUT /sn_ent/asset/ai_dataset/{sys_id} • PUT /sn_ent/asset/ai_model/{sys_id} • PUT /sn_ent/asset/ai_prompt/{sys_id} • PUT /sn_ent/asset/ai_system/{sys_id}
Customer Contracts and Entitlements	v6.0	Service Contract API	• POST /sn_pss_core/servicecontract • GET /sn_pss_core/servicecontract/{id} • POST /sn_pss_core/servicecontract/contractline • GET /sn_pss_core/servicecontract/contractline/{id}
Customer Contracts and Entitlements	v6.0	Verify Entitlements API	GET /sn_ent_verify/verifyentitlements
Lead Management	v3.0	lead API	• GET /sn_lead_mgmt_core/lead • GET /sn_lead_mgmt_core/lead/{sys_id}

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

Application	App Version	API	Endpoints
			• PATCH /sn_lead_mgmt_core/lead/{sys_id} • POST /sn_lead_mgmt_core/lead
Sales Customer Relationship Management	v4.0	Sales Agreement API	• GET /sn_sales_agmt_core/salesagreement#/{id} • POST /sn_sales_agmt_core/salesagreement

Changed in this release

Changed scoped classes in Yokohama

Class	Methods
PDFGenerationAPI - Scoped, Global	• convertToPDF() • convertToPDFWithHeaderFooter() New properties, glide.pdf.url.whitelisting.enabled and com.snc.pdf.whitelisted_urls, have been added to ensure whether external URLs provided should be rendered in the PDF output. A new property, accessibilityEnabled, has been added for PDF accessibility support.

Changed global classes in Yokohama

Class	Methods
PDFGenerationAPI - Scoped, Global	• convertToPDF() • convertToPDFWithHeaderFooter() New properties, glide.pdf.url.whitelisting.enabled and com.snc.pdf.whitelisted_urls, have been added to ensure whether external URLs provided should be rendered in the PDF output. A new property, accessibilityEnabled, has been added for PDF accessibility support.

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Changed REST APIs in Yokohama

API	Endpoints
Attachment API	POST /now/attachment/file: A new parameter, creation_time, can be used to capture attachment creation times when the Now Mobile app is offline and the attachment is uploaded to a record at a later time.

Changed scoped classes in the ServiceNow Store

Application	App Version	Class	Methods
Lead to Cash Core	V1.4	LeadtoCashCore - Scoped	Enhanced the performance of the Commit Instance API to improve number generation for the number field: • effect(): The *_records_count* return object is added to provide details about newly inserted records for a particular table, such as the table name and number of inserted records. • commitInstance(): A new additional parameter, useNumberGenerator, is added to optionally generate and apply sys_ids to new table records in bulk.
ATF Test Generator and Cloud Runner	2.7.2	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests, String suiteName)	Added the *testSuite* parameter allowing you to set the name of the new test suite that is created during test generation.

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Changed client classes in the ServiceNow Store

Application	App Version	Class	Methods
Customer Service Management	v1.2	openFrameAPI - Client	subscribe(): Added new events • openframe_wrap_up_submitted • openframe_heart_beat
Mobile SDK	v2.9.0	NowChatTheme interface - Android	Updated available chat UI color defaults.
Mobile SDK	v2.9.0	NowWebTheme interface - Android	Updated available web view UI color defaults.
Mobile SDK	v2.9.0	NowChatThemeable protocol - iOS	Updated available chat UI color defaults.
Mobile SDK	v2.9.0	NowWebThemeable protocol - iOS	Updated available web view UI color defaults.

Changed global classes in the ServiceNow Store

Application	App Version	Class	Methods
ATF Test Generator and Cloud Runner	2.7.2	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests, String suiteName)	Added the *`testSuite`* parameter allowing you to set the name of the new test suite that is created during test generation.

Changed REST APIs in the ServiceNow Store

Application	App Version	API	Endpoints
Accounts Payable Operations	v2.0.0	AP Invoice API	Add properties supporting bill-to address information. • POST /sn_spend_intg/ap_invoice/cxml • POST /sn_spend_intg/ap_invoice/json
ATF Test Generator and Cloud Runner	2.7.2	Cloud Runner Test Generation - POST /now/sn_atf_tg/test_generation	Added the *`testSuite`* parameter allowing you to set the name of the new test suite that is created during test generation.
Order Management	v11.3.0	Product Order Open API	The *`productSpecification`* request parameter has changed from required to optional.

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Changed REST APIs in the ServiceNow Store (continued)

Application	App Version	API	Endpoints
			• 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
Order Management	v12.5.0	Product Inventory Open API	The *`productSpecification`* request parameter has changed from required to optional. These endpoints now retrieve all product inventory records. In prior releases, product inventory records without a specified product specification weren't returned. • POST /api/sn_prd_invt_/product • GET /api/sn_prd_invt_/product • GET /api/sn_prd_invt_/product/{id}
Product Catalog	v14.1.0	Product Catalog Open API	The ability to specify product bundles has been added to the following endpoints: • GET /sn_tmf_api/ catalogmanagement/catalog • GET /sn_tmf_api/ catalogmanagement/catalog/{id} • GET /sn_tmf_api/ catalogmanagement/ productOffering • GET /sn_tmf_api/ catalogmanagement/ productOffering/{id} • PATCH /sn_tmf_api/ catalogmanagement/ productOffering/{id} • POST /sn_tmf_api/ catalogmanagement/ productOffering • GET /sn_tmf_api/ catalogmanagement/ productSpecification • GET/sn_tmf_api/ catalogmanagement/ productSpecification/{id} • PATCH /sn_tmf_api/ catalogmanagement/ productSpecification/{id} • POST /sn_tmf_api/ catalogmanagement/ productSpecification

Activation information

The following APIs are available by default:

- *`Attachment`*
- *`Console`*

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- `Fetch`
- `Fetch.Headers`
- `Fetch.Request`
- `Fetch.Response`
- `Fetch.RequestInit`
- `GlideDynamicAttribute`
- `GlideDynamicAttributeStore`
- `GlideElementDynamicAttributeStore`
- `GlideTransientDynamicAttribute`
- `GlideUser`
- `openFrameAPI`
- `PDFGenerationAPI`
- `RESTMessageV2`
- `ScriptableUriMatcher`
- `SOAPMessageV2`
- `UriMatcher`
- `UriMatcherResponse`

The following APIs require plugin activation:

- The `AI Asset API` requires the Asset Classes (sn_ent) plugin to be activated.
- The `AP Invoice` API requires the Accounts Payable Invoice Processing (com.sn_ap_apm) plugin to be activated.
- The `AWA Offer Work` API requires the Advanced Work Assignment (com.glide.awa) plugin to be activated.
- The `IBQConfigBase` API requires the Sales and Service API Core (com.sn_tmt_core) plugin to be activated.
- The `lead` API requires the Lead Management Data Model (sn_lead_mgmt_core) plugin to be activated.
- The `Mobile SDK` requires the Mobile SDK Android library (NowSDK) or the Mobile SDK iOS library to be downloaded and installed.
- The `openFrame` API requires the com.sn_openframe_store plugin to be activated.
- The `OrderUtil` API (script include) requires the Order Management (com.sn_ind_tmt_orm) plugin to be activated.
- The `ProcessMiningIntegrationAPI` requires the Process Mining Core (com.sn_process_optimization) plugin to be activated.
- The `Product Order Open` and the `Product Inventory Open` APIs require Order Management (sn_ind_tmt_orm) plugin to be activated.
- The `Sales Agreement` API requires the following plugins to be activated:
  - Sales Agreement Data Model (com.sn_sales_agmt_core)
  - Product Catalog Management Core (com.sn_prd_pm)
  - Pricing (com.sn_csm_pricing)
- The `Service Contract` API requires the following plugins to be activated:

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  - Customer Contracts and Entitlements (com.sn_pss_core)
  - Customer Service Install Base Management (com.snc.install)
  - Product Catalog Management Core (com.sn_prd)
- The `v_record` API requires the Remote Tables (com.glide.script.vtable) plugin to be activated.
- The `Verify Entitlements` API requires the Entitlement Verification (com.sn_ent_verify) plugin to be activated.

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 Yokohama release.

App Engine Studio release notes

The ServiceNow® App Engine Studio (AES) 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 Yokohama release.

App Engine Studio highlights for the Yokohama release

Use the App Readiness and Compliance report in App Engine Management Center (AEMC) to check if apps are ready to go live.

See App Readiness and Compliance Report for more information.

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

Important information for upgrading App Engine Studio to Yokohama

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.

New in the Yokohama release

App Readiness and Compliance Report

As an App Engine Admin, use the App Readiness and Compliance report in AEMC to check if the apps you're making are ready to go live. You can run an instance scan suite that looks for any issues that can impact app deployments. This feature helps determine if the app is prepared for use in the real world.

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

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

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 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.

Zero Copy Connector for ERP

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

ERP Semantic Mining (ERP-CM)

Find legacy application candidates with custom ERP data that can be replatformed onto the ServiceNow AI Platform.

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.

Playbooks

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

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

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Edit and customize workspaces built in AES.

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 Yokohama release.

Creator Studio highlights for the Yokohama release

- Create forms quickly by using Now Assist.
- As of Creator Studio version 27.2.2, revamped navigation means you can more easily see what's in your app.
- Populate any question on the form based on the answer given for a record choice question.
- Use answers to form questions to trigger an activity in playbooks.
- Switch seamlessly between no-code, mid-skill, and pro-code app development experiences for a more unified development platform with the new experience switcher.

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 Yokohama release

Generate a form from text prompts using the Build with Now Assist tab

Enable users to generate forms automatically from text prompts by using the Build with Now Assist dialog box.

Auto-populate question values on a form

Help users complete forms faster with the new **Add auto-fill** option, which automatically populates answers based on answers to questions that are record choices.

Use catalog variables in playbook activities and decisions

Playbook activities and decision branches can now be triggered by answers to one or more questions on a form when you configure the conditions.

Select your development experience

Seamlessly change between development environments using the new experience switcher. Depending on the products and versions that are installed and the role you have, you can switch between the following environments:

- Creator Studio to get a no-code experience
- ServiceNow Studio to get a platform coding experience
- ServiceNow IDE to get a pro-code ServiceNow experience

Test forms with the new Try it button

As of Creator Studio version 27.2.2,you can test using published forms through a **Try it** button. After you submit the form, any associated playbooks run and their results appear in the generated record that opens in a new tab within Creator Studio.

Change the table for an app

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As of Creator Studio version 27.2.2, admins can change the table where data from apps built in Creator Studio is saved.

Seamlessly open apps in ServiceNow Studio

As of Creator Studio version 27.2.2, you can open an app in ServiceNow Studio to make additional, more complicated edits by selecting an **Open with ServiceNow Studio** link from the app's tile on the Creator Studio home page.

UI changes

Navigation moved from header to sidebar

As of Creator Studio version 27.2.2, the navigation has moved from the application header to a navigation panel so you can more easily see what's in your application. The following changes have been made:

- The **Forms in your app** section of the navigation panel enables you to easily access forms. If an app has multiple forms, each of them appears separately in the navigation panel.
- Automations appear in the navigation panel under the form they're associated with. The link to **Add automation** now appears under each form.
- The form submissions section has been renamed **List configurations** and now appears in the **Manage your submission configurations** section of the navigation panel.
- The submitted record configuration is now available in the **Record details** in the **Manage your submission configurations** section of the navigation panel.
- A search box in the new navigation panel enables you to search all forms and automations in an app.
- A bookmark icon ( ) in the navigation panel enables you to bookmark an app for faster access.

Streamlined app creation

As of Creator Studio version 27.2.2, the following changes have been made when you create an app:

- A new page appears asking you what type of app you want to build, such as a Service Desk app. Note that admins can choose not to display this page.
- Choosing a template, adding a form, and previewing it is now a separate process rather than being done during the app creation process.

Form preview change

As of Creator Studio version 27.2.2, the way you preview forms has changed in the following ways:

- The option to select between **Portal**, **Now Mobile**, and **Virtual Agent** experiences has moved to the top of the preview.
- You can preview only the form you're currently viewing rather than being able to switch between forms in the preview.
- The preview no longer shows the record details and workspace configuration. Those items have moved to the new navigation panel.

Request App Workspace more intuitive to use

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As of Creator Studio version 27.2.2, the Request App Workspace has been streamlined to help fulfillers find and analyze requests more easily. The following changes have been made:

- The **Home** view has been removed, so the **Lists** view now appears by default.
- The **Analytics** view has been renamed **Dashboard overview**, and the analytics **Home**, **Data Visualizations**, and **KPIs** tabs have been removed.
- A link to the **Request App Workspace** now appears in **All** > **App Engine** > **Workspaces**.

Search for apps on the home page

Quickly find the app that you're looking for using the new search bar on the Creator Studio home page.

Save and quickly find apps with bookmarks

Bookmark apps to find them faster using the new **Bookmarks** pill on the home page.

Changed in this release

Playbooks use only published forms

As of Creator Studio version 27.2.2, forms must now be published (marked as ready) before you can use them to create an automated playbook.

Hide the App Engine Studio template with a new system property

As of Creator Studio version 27.2.2, Creator Studio users who have both App Engine Studio (AES) and Creator Studio installed will no longer see the AES template when they create an app. Admins can choose to show the AES template using the new `com.glide.creator_studio.template_deny_list` system property.

Form location removed from form creation

Defining the catalogs and topics for a form is now accomplished by modifying the form settings rather than being done during the form creation process. If you haven't defined a location for a form, you are prompted to do so before you can mark it as ready.

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.

Related ServiceNow applications and features

App Engine Management Center

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.

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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.

Zero Copy Connector for ERP release notes

The ServiceNow® Zero Copy Connector for ERP application (formerly known as ERP Data Hub) 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 Yokohama release.

Zero Copy Connector for ERP highlights for the Yokohama release

Yokohama Patch 3

- View charts and graphs on the Zero Copy Connector for ERP home page dashboard.
- Accelerate your adoption of Zero Copy Connector for ERP using content packs.
- Preview entities in the Model Manager.

Yokohama Patch 1

- The name of the application has been changed from ERP Data Hub to Zero Copy Connector for ERP.
- Export and import custom ERP models between instances.
- Enhance communication security between SAP systems and your ServiceNow instance by using the SAP Secure Network Communication (SNC) connection option.
- Manually name, edit, and maintain model manager fields.

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.

New in the Yokohama release

Yokohama Patch 3

Zero Copy Connector for ERP dashboard

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View charts and graphs about transactions on the home page dashboard.

Implement and deploy faster with ERP content packs

Use prebuilt content packs containing models to get Zero Copy Connector for ERP running on your instance faster.

Preview entities in the Model Manager

Preview operations, fields, values, inputs, and outputs in the Zero Copy Connector for ERP Model Manager instead of having to open App Engine Studio.

View detailed software information

View software information including machine type, node name, supported database, and more.

Yokohama Patch 1

Export and import Zero Copy Connector for ERP custom models

Share custom models between instances using export and import instead of re-creating the custom models.

Use an SAP Secure Network Communication (SNS) connection

Configure an SAP Secure Network Communication (SNC) connection to have a certificate-based authentication to access SAP production data based on X.509.

Control model manager field names

Manually edit and maintain model manager fields for a more customizable model management experience.

More easily create a new table transform map from an extraction table

Select and map source fields with target fields when creating a table transform map from an extraction table.

Enhanced $orderby OData query capability

Specify the order, ascending or descending, in which data should be returned from an output variable.

Use guided tours in Zero Copy Connector for ERP

Learn about features and complete tasks through interactive steps by taking guided tours within Zero Copy Connector for ERP.

Changed in this release

Yokohama Patch 3

View Zero Copy Connector for ERP software information

From the Zero Copy Connector for ERP system form, view detailed system information including machine type, node name, supported database, and Unicode status.

Preview model entities before adding to a model

In the Model Manager, confirm you are adding the correct entity by examining and verifying read table entities before adding the entity to a model.

Yokohama Patch 1

ERP Integration application name change

The name of the application has been changed from ERP Data Hub to Zero Copy Connector for ERP.

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Removed in this release

The sn_erp_integration.enableJobModification property has been removed and is no longer required in order to schedule an extraction.

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

Related ServiceNow applications and features

ERP Semantic Mining (ERP-CM)

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.

ERP Semantic Mining release notes

The ServiceNow®ERP Semantic Mining (ERP-CM) product enables ERP (Enterprise Resource Planning) consultants and architects to identify customizations and recommend candidates for replatforming from the ERP system onto the ServiceNow AI Platform. ERP Semantic Mining was enhanced and updated in the Yokohama release.

ERP Semantic Mining highlights for the Yokohama release

Yokohama Patch 3

- Easily clear a blocked ETL (extract, transform, and load) processing flow when an automatic or manual synchronization of ERP data between the ERP system of record and your ServiceNow instance is not successful by using the **Reset AI/ML analysis** option.

Yokohama Patch 1

- View charts and graphs on the new ERP Semantic Mining home page dashboard.
- Take guided tours with interactive steps to learn about features and interactively complete tasks in ERP Semantic Mining.

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See ERP Semantic Mining (ERP-CM) for more information.

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

New in the Yokohama release

Yokohama Patch 3

Reset AI/ML analysis to control the ML training

Use **Reset AI/ML analysis** option to clear the AI/ML analysis so the flow can run again.

Yokohama Patch 1

ERP Semantic Mining dashboard

View statistics about mining results and candidates on the home page dashboard.

Guided tours in ERP Semantic Mining

Learn about features and complete tasks through interactive steps by taking guided tours within ERP Semantic Mining.

Updated home page

The new home page provides a dashboard showing metrics through charts and graphs related to ERP Semantic Mining.

Changed in this release

Yokohama Patch 1

Faster initialization

In addition to daily total application statistics, the SQLM and APPSTATS initial scan now also retrieves all monthly total application statistics up to the current date.

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.

App Engine Studio

App Engine Studio consumes remote tables and extraction tables from the ERP system to enable you to create custom low-code apps and flows based on the migration candidates.

Remote tables

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

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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 Yokohama release.

Integration Hub highlights for the Yokohama release

- Get alerts and alert notifications for your Stream Connect integrations.
- Use error evaluation with Data Stream actions to catch step errors and specify error behavior for each step.
- Edit, configure, and create connection aliases in the Action Properties section of actions in Workflow Studio.

See Integration Hub for more information.

New in the Yokohama release

Stream Connect alerting

- Get alerts for your Stream Connect integrations. Stream Connect uses both active and scheduled monitoring to detect events across multiple Stream Connect components. If an issue is detected, an alert is created, and a message is logged to the Stream Connect Log.
- Specify alert thresholds by configuring alerting properties. For example, you can specify a maximum amount of time to process the current message queue. If the estimated processing time exceeds your specified time, an alert is generated.
- Receive alert notifications via email, SMS, or the ServiceNow® mobile app. Notifications contain detailed alert information, including the alert number, level, and a description. You can configure notification settings based on alert types, severity, and user preferences.

View producer statistics in the Stream Connect dashboard

Get detailed information about Stream Connect producers and their performance, including a producer's status and type, the number of bytes and messages produced to a topic, and producer data trends over time, in the Stream Connect dashboard.

Check data usage in the Stream Connect dashboard

View total data usage and data usage per month and topic with the Stream Connect dashboard. Data usage history is available for the last 12 complete months plus the current month.

Use error evaluation with Data Stream actions

Catch step errors and specify error behavior for each step in a Data Stream action. Create your own error conditions by specifying when an action returns an error state and the status codes and messages they return.

View connection aliases in integration actions

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Edit, configure, and create connection aliases in the Action Properties section of actions in ServiceNow® Workflow Studio. View connection error details for connection aliases that are not set up or configured.

UI changes

Create an HTTP(s) connection **Options to specify the MID Server capabilities and MID application in a connection record**

The Configure Connection form, that you use to configure a connection between your ServiceNow instance, and a third-party application now provides the following fields when you select **Auto-Select MID Server** from the MID Selection list.

- Capabilities: The capabilities that the MID Server must support to be eligible for selection.
- MID Application: The application that the MID Server must support to be eligible for selection.

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.

Removed in this release

Important:

- Starting with the Yokohama release, Microsoft Teams Spoke is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Microsoft Teams Graph Spoke provides the latest experience for this functionality.

  For more information, search for the term `Microsoft Teams Spoke for ServiceNow IntegrationHub` in Plugins planned for deprecation.

- Starting with the Yokohama release, Gremlin Spoke is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Spoke Generator provides the latest experience for this functionality.

  For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

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.

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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.

Next Experience Developer (NED) Tools release notes

The ServiceNow® Next Experience 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 Yokohama release.

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

Reduce troubleshooting time with enhanced component visualization, filters for traces, and new event filters.

See Next Experience Developer Tools for more information.

UI changes

Component visualization

Highlighted components feature a tooltip that displays the element tag name and element ID.

Changed in this release

Time filters for events

Icons were added to each event to enable you to select a timeframe when filtering events.

Subtree filters for events

Scroll and search through a selected portion of the component tree.

Filters for traces

Filter traces with front-end filters to streamline span visualizations, specialty filters to view targeted waterfall analysis without losing overall context, and level filters to adjust the detail display in span visualizations.

Activation information

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

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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 is a new application in the Yokohama Patch 3 release.

Now Assist for App Engine highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 3

- Create and deploy AI agents within custom applications, helping to empower creators and accelerate time-to-value.
- Build custom AI agents and skills for the unique workflow of an application using Now Assist Skill Kit and AI Agent Studio.
- Leverage AI agents and skills created with Now Assist for App Engine in custom applications at runtime, helping improve efficiency.

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.

Now Assist for App Engine features

Yokohama Patch 3

Create an AI agent

Create a custom AI agent in AI Agent Studio to assist your application users with their tasks.

Create a skill

Create a custom skill for Now Assist, enabling you to have greater flexibility with the generative AI capabilities available on the ServiceNow AI Platform.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are turned on by default

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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 Yokohama Patch 11): 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.

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.

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.

Additional requirements

Check your entitlements to determine whether you have access to the Now Assist for App Engine application.

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.

Now Assist

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

Now Assist Admin console

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

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 make developing on the ServiceNow AI Platform more efficient. Now Assist for Creator was enhanced and updated in the Yokohama release.

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Now Assist for Creator highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE.
- Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder.
- Choose an AI model provider for all Now Assist for Code skills in the script editor.

Yokohama Patch 8

- Removed the now.assist.creator role as a requirement for test generation.

Yokohama Patch 6

- 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.

Note:
Additional AI model providers are supported for the following Now Assist for Creator skills:

  - App generation
  - App summarization
  - Catalog item generation
  - Code generation
  - Flow generation
  - Flow summarization
  - Playbook generation
  - Process Mining
  - RPA bot generation
  - Spoke generation
  - Test generation

Yokohama Patch 3

- Summarize what a flow or subflow does by using generative AI.
- Generate playbooks from inputs that refer to active actions, flows, subflows, content from installed spokes, or activity definitions.
- Create automation and UI components in Now Assist for app generation.
- Use the code explain and summarize feature of Now Assist for Code to explain and summarize the code. This feature is supported by both Now LLM Service and the Azure OpenAI model providers.
- Use the Client Script Summarization skill to generate a high-level summary and a detailed explanation of a client script.

Yokohama Patch 1

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- Enable your users to create applications by using the Now Assist for app generation skill even if they don't have the admin role.
- Use the improved application preview before generating an application by using the Now Assist for app generation skill.
- Enable your RPA Desktop Design Studio users to create and edit automations and activities, and extend automation logic flow with Now Assist for RPA Hub.
- Enable your ServiceNow Studio users to generate a summary of an app.
- Use the **Quick Actions** button in the Now Assist for Code enabled script editor to edit code and add comments.
- Use the prompt modal in inline or floating mode with Now Assist for Code.
- Now Assist for Code now supports both Now LLM Service and Azure OpenAI model providers. When you select the Azure OpenAI model provider, all requests for the Now Assist for Code model are redirected to Azure OpenAI for evaluation and response. Additionally, you get access to the Code Explain and Code Summarize features.
- Use the auto-complete feature of Now Assist for Code to get contextually relevant code suggestions while typing.

See Now Assist for Creator for more information.

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

New in the Yokohama release

Yokohama Patch 11

Build Agent, an autonomous AI agent for ServiceNow application development

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.

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.

Yokohama Patch 6

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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Note:
Additional AI model providers are supported for the following Now Assist for Creator skills:

- App generation
- App summarization
- Catalog item generation
- Code generation
- Flow generation
- Flow summarization
- Playbook generation
- Process Mining
- RPA bot generation
- Spoke generation
- Test generation

Yokohama Patch 3

Add columns to existing tables with Now Assist for app generation

Add columns to existing tables in Now Assist for app generation.

Add flows in Now Assist for app generation

Create a flow when creating an application in Now Assist for app generation. Enhance an existing application by adding a flow.

Add workspaces in Now Assist for app generation

Create a workspace when creating an application in Now Assist for app generation. Enhance an existing application by adding a workspace.

Configure an event handler with Now Assist

Use Now Assist in UI Builder to configure event handlers. At present, you can configure links to a destination, open or close modals, and view load requested event handlers using Now Assist in UI Builder.

Create a flow or subflow from an image

Create a flow or a subflow from an image by using Now Assist. Capture the detailed process in an image and attach the image to Workflow Studio. Now Assist generates a preview of the flow that you can modify and regenerate.

Enable Code Explain and Summarize

Support Code Explain and Code Summarize features with the Now LLM Service. Ensure compliance with any regional restrictions and help APAC users who may face limitations with US-based models.

Summarize client scripts

Use client script summary generation to get both a high-level summary and a detailed explanation of the client scripts.

Summarize a flow or subflow

Summarize what a flow or subflow does by using generative AI.

Support additional components in the RPA Bot generation skill

Support 97 additional components with Now Assist for RPA Hub.

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Support Retrieval Augmented Generation (RAG) with playbook generation

Generate playbooks from inputs that refer to custom actions, flows, subflows, content from installed spokes, or activity definitions. Include the names of commonly used and recently published actions, subflows, flows, and activity definitions that are available on your instance in your playbook generation requests.

Time out long running app summaries

Time out app summary generation after two minutes.

Use the Now LLM Service with Now Assist for app generation

Choose Now LLM Service or OpenAI GPT-4o to ensure compliance with any regional restrictions. This feature is helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

Yokohama Patch 1

Create applications in ServiceNow Studio by using Now Assist with the guided app creator role

Enable your users with the guided app creator role (in addition to users with the admin role) to create applications with the Now Assist for app generation skill.

Create and edit automations and activities and extend automation logic flow in RPA Desktop Design Studio by using Now Assist

Use the Robotic Process Automation (RPA) bot generation skill in RPA Desktop Design Studio to create and edit automations and activities through short text instructions and preview options. This feature helps you to accelerate automation development because new and existing users can develop and build faster automations.

Enhance the automation logic by using the **Build automation** option, starting from components or from an empty design surface that is based on text instructions.

Summarize an app in ServiceNow Studio

Use the new Now Assist for app summary generation skill to quickly generate a summary of an app. You can then copy the summary to the app description, and then use the summaries to find duplicate or redundant apps.

Generate and edit automated tests faster by using the Test generation skill

Use the new Test generation skill to generate automated tests faster by simply describing your test requirements. Review the generated test, make edits directly, or refine your original prompt to generate a revised version of the test.

UI changes

Yokohama Patch 1

Find files faster when previewing an application in the Now Assist for app generation skill

Filter the app files list and narrow the search when previewing an application that is created with the Now Assist for app generation skill.

Enhanced visibility of apps created by the Now Assist for app generation skill

On the ServiceNow Studio home page, apps that are generated by AI display the AI indicator.

Changed in this release

Yokohama Patch 11

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Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Previous Patch releases

More easily identify changes when previewing and updating applications

When previewing an application, any requested changes made by the Now Assist for app generation skill are listed when the preview pane loads.

Edit applications without having to change the scope manually

When editing applications, the Now Assist for app generation skill now changes the scope that you're working in to the scope of the application automatically.

More easily query Analytics Generation

Analytics Generation now uses a semantic filter instead of Natural Language Query (NLQ), resulting in less rigid requirements for queries.

Yokohama Patch 1

Improved query engine for Analytics Generation

Starting in Yokohama Patch 1, analytics generation supports GPT-4o for generating queries, to provide better accuracy in responses. These improvements include support for up to two levels of dot-walking based on user utterances.

Removed in this release

Yokohama Patch 12

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

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Activation information

Install Now Assist for Creator 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

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.

Integration Hub

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

Integration Hub available 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.

Now Assist

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.

Process Automation Designer

ServiceNow® Playbooks enables 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.

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 Yokohama release.

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RPA Hub highlights for the Yokohama release

- Use generative AI to create and edit automations, activities, and extend automation logic flow through text instructions and preview options in the RPA Desktop Design Studio.
- Run multiple unattended robots on different user sessions at the same time on the same Windows Server machine using the high-density robots feature.
- Use new sample automations that were added in the RPA Desktop Design Studio that cater to different use cases.
- Leverage the communication capabilities of the SSH protocol in the automation processes with the new Secure Shell (SSH) connector in the RPA Desktop Design Studio.
- Use the SAP connector to identify the screens and elements and to automate workflows on SAP graphical user interfaces (GUI).
- 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.
- 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 Yokohama

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.

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

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tables to sys_metadata in Utah and beyond release [KB1223629] article in the Now Support Knowledge Base.

New in the Yokohama release

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.

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).

RPA bot generation

Use the Robotic Process Automation (RPA) bot generation skill in RPA Desktop Design Studio to create and edit automations and activities through short text instructions and preview options, accelerating automation development for both new and existing users. For more information about creating automations using Now Assist, see Create an automation with Now Assist. For more information about creating activities using Now Assist, see Create an activity with Now Assist.

Enhance automation logic using the **Build automation** option, starting from components or from a blank canvas based on text instructions. For more information, see Build an automation with Now Assist.

High density robots

Enable multiple unattended robots to run simultaneously on the same Windows Server machine using the high-density robots feature. These unattended robots run automations in separate Remote Desktop Protocol (RDP) sessions. For more information, see High density robots in Unattended Robot and Set up Windows Server machine for high density robots.

Sample automations

Use sample automations to jumpstart your automation journey with a library of pre-built automations.

The following unattended and attended sample automations were added to the Sample Explorer and home page of RPA Desktop Design Studio:

- User Creation in Badging App
- Universal Timezone Converter
- Decode Barcode and QR Code to Text
- PDF Text to Images
- PDF to Word
- HTML to CSV
- Word Operations
- Excel Operations
- Highlight Excel Rows
- City Weather Reports

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- Tiff to PDF
- Add Word Footer
- Date Delta Across Apps
- File Ops: Copy, Delete, Move
- Extract Data from JSON to Excel
- Automate Offer Letters
- Summarize Sales Data
- Invoice Data Extraction to Excel
- Download File from URL
- Health Check Bot

Secure Shell (SSH) connector

Establish an Secure Shell (SSH) connection to a remote server and execute commands in the RPA Desktop Design Studio. In the UNIX environment, SSH is the preferred way to access remote systems. Robots often interact with remote systems such as UNIX servers.

The connector comprises three methods:

- Connect: Establishes an SSH connection.
- Run Command: Executes commands over an established connection.
- Disconnect: Disconnects the session that was established using connect method.

Ensure to install the SSH plugin from the Plugins Manager as a prerequisite.

Bypassing the legal notice

In RPA Hub, enable the *sn_rpa_fdn.bypass_legal_notice* system property to authorize the unattended robot to clear the legal notice message set by the system-level policy. This property ensures that a legal notice isn't displayed during the robot's login process.

What's New tab in the Help Center for RPA Hub

Learn about the following newly released RPA features in your instance in the What's New tab in the Help Center for RPA Hub:

- Now Assist for RPA Hub
- High density robot

SAP connector

The SAP connector helps identify the screens and elements and automating workflows on the SAP GUI. For example, create and save a vendor entry. The SAP Connector is built by Bristlecone, Inc.

New methods for Universal app connector

In the RPA Desktop Design Studio, the following three new methods for Universal app connector are added.

- GetValue: Retrieves a value from an element.
- SetValue: Assigns a specified value into an element.
- Click: Performs a click action on an element.

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UI changes

Build with Now Assist wizard

In the RPA Desktop Design Studio, create an automation with Now Assist by selecting the **Create automation** button and follow the next set of steps in the Build with Now Assist wizard.

Create an activity with Now Assist

In the RPA Desktop Design Studio, create an activity using Now Assist by selecting and holding (or right-clicking) **Activities** in the Project Explorer. Then, select the **New activity using Now Assist** option.

Build an automation with Now Assist

In the RPA Desktop Design Studio, extend the automation logic using the **Build automation with Now Assist** option. On the design canvas, select a component and hover over the AI icon ( ). Select the AI icon ( ) to open the Build automation with Now Assist window, you can describe the automation logic based on the selected components.

High density robots

In the Robot form of RPA Hub, the **High Density Robot** and **Screen Resolution** fields are added to support the high-density robot feature.

Enhanced user experience on the Sample Automation home page

The following options have been added to enhance user experience on the Sample Automation home page in RPA Desktop Design Studio:

- Pagination: Scroll through different pages containing sample automations using the pagination option.
- Search bar: Filter and display only the automations that contain the search keyword in their title or description using the search bar option. The search is case-insensitive and dynamically updates the list of displayed automations based on the search query.

Changed in this release

Changed fields for the Unattended Robot application

In the Unattended Robot dialog box, the **RPA Hub** field name has been changed to **Instance URL**.

Embedded Task Automation in RPA Hub

Trigger attended bot processes (attended automations) from the ServiceNow forms in the Workspace experience apart from initiating them from a classic UI or the Attended Robot application.

Microsoft Software Installer (MSI) compatibility

Older MSIs that are related to Attended Robot and RPA Desktop Design Studio from the RPA Hub store release versions 7.0.3 and 9.0.0 are compatible and can be used with the current store release version (12.0.X) of RPA Hub. For Unattended Robot, the latest MSI must be installed, as it is not backward compatible.

However, there are some limitations:

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- Any new automation components available in the latest version aren't available in the older versions. For example, the SSH connector in version 12.0 doesn't work in older versions.
- Components of the same name with different parameters aren't backward compatible.

If robot machines use older MSIs than the current instance version, they won't have the new features from later versions. For example, features released after version 10.0 won't work in version 10.0 MSIs. Only features from version 10.0 are available in that version.

TerminateByName component behavior change

The TerminateByName component stops processes or applications only within the current user session.

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.

Install the Now Assist for RPA Hub application to add the generative AI capability and turn on the Robotic Process Automation (RPA) bot generation skill to use generative AI to create automations. For more information about these tasks, see Configure Now Assist for RPA Hub and Turn on the RPA bot generation skill.

For cumulative release notes information on RPA Hub, see RPA Hub release notes.

For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes.

For cumulative release notes information on Now Assist for RPA Hub, see Now Assist for RPA Hub release notes.

If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**.

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

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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 Yokohama, verify that you have the latest robot MSI from Yokohama 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
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:

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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.

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.

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 Yokohama release.

Table Builder highlights for the Yokohama release

- Transition to NOW Design Systems (NDS) icons from the previous custom table builder icons.
- Launch the Table Builder App from the App Navigator.
- Consistency in role assignment during the table creation process to avoid access issues for the developers.

See Table Builder for more information.

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UI changes

Transition to NOW Design Systems (NDS)

Shift from the previous custom table builder icons to the NOW Design System (NDS) icons in the user interface.

Launching App from the App Navigator

You can directly access Table Builder by searching it. You can find Table Builder in the search results of the app navigator.

Accessing Table Builder

At least one role with Read permissions should be assigned to each table during creation to ensure proper Access Control List (ACL) setup and help prevent access issues for developers.

Activation information

Table Builder is available without App Engine Studio.

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

Launching from the App Navigator

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 Yokohama release.

ServiceNow IDE highlights for the Yokohama release

- Convert existing scoped applications to support development in source code.
- Use TypeScript in JavaScript modules.
- Install and use npm packages from private registries.

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.

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Important information for upgrading ServiceNow IDE to Yokohama

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 applications.

New in the Yokohama release

Convert scoped applications for use in the ServiceNow IDE

Convert existing scoped applications to support development in source code in the ServiceNow IDE.

Use TypeScript in JavaScript modules

Create an application that uses the TypeScript template to use TypeScript in modules and compile them to JavaScript when building your application.

Use npm packages from private registries as third-party libraries

Install npm packages from a private registry to use as third-party libraries in your application.

Switch between development experiences

Work in the right environment for your task by using the experience switcher to switch between developing in ServiceNow IDE, ServiceNow Studio, and Creator Studio.

Activation information

ServiceNow IDE is active by default starting in the Yokohama release 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.

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.

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 Yokohama release.

ServiceNow SDK highlights for the Yokohama release

- Create and develop applications in source code using an upgraded ServiceNow SDK CLI workflow.
- Refer to content from a file from properties in ServiceNow Fluent APIs.

See ServiceNow SDK for more information.

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Important information for upgrading ServiceNow SDK to Yokohama

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.

New in the Yokohama release

Version 3.0

Init command replaces create and convert commands

Create a custom scoped application or convert an existing scoped application from a ServiceNow instance or local directory to support development in source code using the `now-sdk init` command.

Download application metadata and transform it into source code

Download application metadata (XML) from a ServiceNow instance and transform the metadata into ServiceNow Fluent source code.

Refer to content from a file in ServiceNow Fluent APIs

Use content from files in ServiceNow Fluent APIs by referring to the file from a property using the syntax `Now.include('path/to/file')`.

Map metadata to custom directories

Map any application metadata to output directories that load only in specific circumstances using the `$meta` property in ServiceNow Fluent APIs.

Specify a path to a custom tsconfig.json file

Use the `tsconfigPath` parameter in the `now.config.json` file for your application to specify the location of a `tsconfig.json` file with custom options for transpiling TypeScript into JavaScript during the build process.

Changed in this release

Version 3.0

Subcommands replaced with parameters on the auth command

Configure authentication credentials with the `--add`, `--delete`, `--list`, and `--use` parameters of the `now-sdk auth` command.

Dependencies command installs type definitions

Download TypeScript type definitions for Glide APIs and script includes from a ServiceNow instance based on the scripts in your application.

Build command includes --frozenKeys parameter

Validate that the auto-generated `keys.ts` file is up to date for continuous integration (CI) builds by setting the `--frozenKeys` parameter to true with the `now-sdk build` command.

Deploy command renamed install

Install or update an application on a ServiceNow instance using the `now-sdk install` command.

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Automated Test Framework Test API supports two-way synchronization

Synchronize changes to Automated Test Framework tests made outside of source code into source code definitions and back to metadata.

Table API supports licensing configurations

Create a licensing configuration [ua_table_licensing_config] to track subscription counts for a table with the `licensing_config` object in the `Table` API.

Table API supports remote tables

Create a remote table with the `scriptable_table` property in a `Table` object.

Removed in this release

- The `now-sdk convert` command has been removed. Use the `now-sdk init` and `now-sdk transform` commands instead.
- The `now-sdk fetch` command has been removed. Use the `now-sdk transform` command 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® 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 Yokohama release.

ServiceNow Studio highlights for the Yokohama release

- Work in the best development environment for your task by using the experience switcher to switch between developing in Creator Studio, ServiceNow Studio, and ServiceNow IDE.
- As of version 27.2.4, the ServiceNow Studio File Navigator performance has been improved for large applications.
- As of version 27.2.4, you can easily identify apps created in Creator Studio or ServiceNow IDE by looking at the App Details page in ServiceNow Studio.

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- As of version 27.2.4, the file creation experience is now a full-page, guided process with built-in security checks. Admins see all application files, while delegated developers only see file types they have permission to create within the specified scope.
- As of version 27.2.4, users with Write permission for an application description can use Now Assist for app summary generation to generate an app summary. The Summarize button is disabled for users without access to edit the app description, preventing failures after clicking.

See Building applications with ServiceNow Studio for more information.

Important information for upgrading ServiceNow Studio to Yokohama

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 Yokohama release

Change your development experience in ServiceNow Studio

Use the best tool for your app development by switching between Creator Studio, ServiceNow Studio, and ServiceNow IDE.

Summarize the contents of an app in ServiceNow Studio

Help prevent duplicate app creation by summarizing the contents of an app using Now Assist app summary generation in ServiceNow Studio and using the summary if accurate as the app description.

Modify an app's settings in ServiceNow Studio

Change settings or see related links for an app from the app details page. Refresh your app to load updated details.

Create an application in ServiceNow Studio

In the November 2024 release, only admins could create apps in ServiceNow Studio. Now, users with Guided Application Creator (GAC) roles can also create applications.

File Navigator performance has been improved for large applications

As of version 27.2.4, smaller apps load all files on open, while larger apps (exceeding a configurable limit) load a subset initially, with additional files available on demand. Search for files in larger apps will perform server-side calls to decrease load times. Contact your ServiceNow support team to change the app size limits.

Create an app file in ServiceNow Studio

As of version 27.2.4, use the new full-page, guided file creation experience to create any type of file for which you have permission.

Viewing app origination information in ServiceNow Studio

As of version 27.2.4, the app details page for each app shows which development environment your app was created in. Use this information to switch between environments as needed in the course of app development and deployment.

Changed in this release

Modify an app's settings in ServiceNow Studio

The App settings icon in ServiceNow Studio used to open a small modal where only a few settings could be updated and the app could be deleted. In this release, the icon opens a Core UI view of all the app settings and related links for the app.

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Create an application in ServiceNow Studio

As of version 27.2.4, the available options at the success page for creating an application changed from **Go to app dashboard** to **View App Details** and **Create File**.

Activation information

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

Localization information

As of version 27.2.4, there is Right-to-Left language support for ServiceNow Studio.

Related ServiceNow applications and features

Access Control

Work with access controls and roles for apps and files in ServiceNow Studio.

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.

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.

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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 Yokohama release.

Workflow Data Fabric Hub highlights for the Yokohama 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.

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.

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.

Workflow Studio release notes

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications. Workflow Studio was enhanced and updated in the Yokohama 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 multi-step flows from reusable components. Workflow Studio was enhanced and updated in the Yokohama release.

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Workflow Studio highlights for the Yokohama release

- Create a flow or a subflow from an image by using Now Assist.
- Debug flows and subflows from a dedicated debugging tab.
- Pause a flow until it receives a specific message from the flow API.
- Run a published Now Assist skill from an action.
- Save flow triggers for reuse in other flows.

See Exploring flows for more information.

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

New in the Yokohama release

Yokohama Patch 3

Add and edit flows in Now Assist for app generation

Create a flow when creating an application in Now Assist for app generation. Enhance an existing application by adding a flow.

Call a Now Assist skill from an action

Run a published Now Assist skill from an action. Configure the Now Assist skill inputs and skill outputs from the step inputs and step outputs.

Check for conversational compatible actions

Run a compatibility check on new or all actions to determine if they are conversational compatible. Review the inputs of an action to determine if their data types are compatible.

Check for conversational compatible subflows

Run a compatibility check on new or all subflows to determine if they are conversation compatible. Review the inputs of a subflow to determine if their data types are compatible.

Create a flow or subflow from an image

Create a flow or a subflow from an image by using Now Assist. Capture the detailed process in an image and attach the image to Workflow Studio. Now Assist generates a preview of the flow that you can modify and regenerate.

Display text descriptions of the data used by actions and flow logic

See a natural language description of the data each component of a flow uses. Understand what data flow triggers, actions, and flow logic blocks use without having to open their configuration details.

Generate skill and input descriptions for conversational actions

Configure conversational settings for conversational actions by generating skill and input descriptions with generative AI.

Generate skill and input descriptions for conversational subflows

Configure conversational settings for conversational subflows by generating skill and input descriptions with generative AI.

Set default values for action inputs

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Set a default value for a conversational action input. Hide action inputs that have a default value if you don't want users to change the input value in a conversation.

Set default values for subflow inputs

Set a default value for a conversational subflow input. Hide subflow inputs that have a default value if you don't want users to change the input value in a conversation.

Summarize a flow or subflow

Summarize what a flow or subflow does by using generative AI.

Support additional input data types for conversational actions

Support conversational actions that have Dynamic Choice and Array of Objects input types.

Support additional input data types for conversational subflows

Support conversational subflows that have Dynamic Choice and Array of Objects input types.

Create the recommended automation type

Answer a few questions about your automation and Workflow Studio displays recommendations on whether you should create a playbook, flow, subflow, action, or a data stream.

Yokohama Patch 1

Configure conversational settings

View the subflows and actions that are conversational compatible. Configure conversational settings to make a subflow or action available to conversational interfaces.

Yokohama Early Availability

Debug flows and subflows

Debug flows and subflows from a dedicated Workflow Studio tab. Set breakpoints and step through a paused flow to review configuration and runtime values.

Save a flow trigger for reuse in other flows

Save a set of trigger definitions as a reusable trigger. Enable flow authors to select the saved trigger from some or all application flows. Specify whether flow authors can see the trigger details or add conditions to the trigger.

Use the Flow API to send a message to a paused flow

Send a specific message and payload response to a flow that is paused and waiting for a message.

Wait for a specific message from the Flow API

Pause a flow until it receives a specific message from the flow API. Specify the string message that resumes running the flow, and optionally provide a time out value to resume the flow if no message is received after a specific amount of time.

UI changes

Yokohama Patch 3

Display text descriptions of data changes

See a natural language description of the data each component of a flow uses. Understand what data flow triggers, actions, and flow logic blocks use without having to open their configuration details.

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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

ARIA label improvements

Added and updated ARIA labels to support screen readers.

Keyboard navigation improvements

Improved keyboard navigation with working with actions, flows, and subflows in Workflow Studio.

Reflow improvements of canvas headers and footers

Added support for the reflow of canvas headers and footer content in Workflow Studio actions, flows, and subflows. These components can be zoomed up to 400% through your browser settings without loss of content or functionality.

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

Integration Hub

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

Integration Hub available 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.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation 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.

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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 Yokohama release.

Playbooks highlights for the Yokohama release

- Add custom translations for playbooks.
- Restart playbook activities that have ended in error.
- Create a checklist directly in the side panel without needing a checklist template.
- Generate a playbook via API in other ServiceNow applications such as IT Operations Management (ITOM).
- Generate playbooks from inputs that refer to active actions, flows, subflows, content from installed spokes, or activity definitions.

See Exploring playbooks 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 Playbooks to Yokohama

After you upgrade to Yokohama, update the Workflow Studio application in the ServiceNow Store.

New in the Yokohama release

Translate playbooks content

Add custom translations for labels, descriptions, and UI Layout properties in your playbooks.

Restart playbook activities that end in error

Configure activities so that end users can restart any activity that ends in an error and variant conditions are automatically re-evaluated when playbooks are restarted.

Support for Retrieval Augmented Generation (RAG) with playbook generation

Generate playbooks from inputs that refer to custom actions, flows, subflows, content from installed spokes, or activity definitions. Include the names of commonly used and recently published actions, subflows, flows, and activity definitions available on your instance in your playbook generation requests.

Generate playbooks with the OpenAI GPT-4o LLM

Use the OpenAI GPT-4o LLM to generate a playbook from text.

Add more fields in Create Task activities

Add more fields in a more configurable Create Task activity.

Create a checklist directly in Workflow Studio

Create a checklist directly in the side panel without needing a checklist template.

UI changes

Trigger label updated

The trigger is now labeled "Start" in Workflow Studio.

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Changed in this release

Change triggers in any playbook

Edit triggers when you duplicate a playbook, in a variant, etc.

Deprecations

- If you have the old Create Task activity in your existing playbooks, it will continue to function. You just can't add the extra fields that are available only in the new Create Task activity.
- If you have the old Checklist activity in your existing playbooks, it will continue to function. You just won't be able to update the checklist directly in Workflow Studio the way that you can with the new Checklist activity.

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 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.

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.

Decision Builder in Workflow Studio release notes

The ServiceNow® Workflow Studio application provides an intuitive interface that you can use to create and manage decision tables. Workflow Studio was enhanced and updated in the Yokohama release.

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Workflow Studio highlights for the Yokohama release

- Filter condition and result columns in decision tables to show only relevant rows, simplifying large table edits.
- Use the lookup icon to select a reference record from the default list view and the info icon to preview the record.
- Use the pagination feature to switch between pages by selecting the page you'd like to see.
- Activate rows or Deactivate rows to include or exclude the logic in that row while executing the decision tables.

See Exploring Decision Tables for more information.

New in the Yokohama release

Filter decision tables

Apply filters to both condition and result column values in decision tables. Once filters are applied, only the relevant decisions are displayed, making it easier to refer or edit large tables.

Use enhanced reference record

When choosing a reference value as a condition or result, a new lookup icon enables you to select the reference record from the default list view. Additionally, you can preview the selected reference record by selecting the info icon.

Set rows active or inactive

Turn the rows on or off. Activating a row includes its data while executing a decision table, while deactivating a row excludes it. This feature helps you to temporarily use or skip conditions without deleting them.

UI changes

Pagination

Use the pagination feature to switch between pages by selecting the page you'd like to see.

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.

Related ServiceNow applications and features

Workflow Studio

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

Exploring flows

Flows automate a repeatable multi-step process. When the flow trigger conditions are met, the flow runs a sequence of reusable actions and flow logic to complete the process.

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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.

Next Experience Components release notes

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

Next Experience Components highlights for the Yokohama 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 Developer 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 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 Yokohama release

Components

Component	Description
Active call	Handles phone calls as part of the Interaction controls component (ICC). Manages call functions, including actions such as disconnect, mute, hold, record, and transfer.
Animation	Places Lottie animations in Next Experience pages or components created in UI Builder.
Dialpad	Dial a phone number in Workspace.
Feedback	Captures detailed feedback from users for AI products or skills through a series of pre-determined options or free-text responses.
Filter group	Groups up to 3 filter components into a single container with configurable **Apply**, **Clear**, and **Reset** buttons that apply to all filters in the group.
Flyout menu	Menu that organizes multiple levels of options within a hierarchical structure.
Knowledge view	Embeddable container that renders a Next Experience Knowledge article view.
Loader custom	Renders custom animations with an optional progress bar and label.
Skeleton loader	Decorative placeholder for generated content.

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Changed in this release

Components

Component	Enhancement
Appointment calendar	• Select multiple slots • Add customizable categories for appointment slots • Hide past and unavailable slots • Add contextual tags in appointment slots • Configure number of rows displayed in each slot in the Day and DAYMOBILE views • Configure container height adjustment
Attachments	• Option to download all attachments • Revised delete attachment confirmation popup message
Avatar	Configure avatar to behave as a button or a link.
Calendar	• DST support with multiple time zones in the Calendar and Timeline views • Hide header • Multiple time zones in the Timeline view • Scroll control for the Calendar and Timeline views
Email composer	Now Assist generative AI suggestions for all email scenarios, email templates, response templates, and quick messages.
Email composer (mini)	Now Assist generative AI suggestions for all email scenarios, email templates, response templates, and quick messages.
Form	• Configuration panel updates • Form controller configuration panel updates
Form templates	• Sort templates alphabetically and by last used. • New tab for Favorites for you to add and remove templates. • Larger cards that don't truncate template name and description, and show Last used timestamp.
Highlighted value	• Medium size variant. • Custom tooltip property.
iFrame	Send messages to iframed document.

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Components (continued)

Component	Enhancement
Kanban Board	• Multi-select in cards • Configure selecting dependency lines • Add secondary header
Modeless dialog	Make the dialog dynamic and automatically resize to fit the content.
Node Map	• Force layout for representing graphs without structure or hierarchy • Custom popover configuration in Hierarchical, Layered, and Force layouts • Customizable nodes in non-unified layouts • Self-referencing nodes denoted with edges looping back to the node • Export maps in JPG and PNG • Aggregate or segregate multiple connections between the same nodes
Pill	Display the selected pill state which doesn't display by default.
Quick filter	• Configure section headers in typeahead dropdown • Configure footer action button • Configure placeholder text value for input field
Record lookup	• Search for contacts by name, phone, or email • Preview shortlisted results in a paginated form • Quickly link or unlink a shortlisted contact to a case • Edit details for a record without accessing the parent record • Hide record header • Configure search results • Render highlighted values in the linked card • Qualify search results using specific conditions (reference qualifiers) • Hide fields with empty values • Hide link button • Expand or collapse card
Stepper	• Standardized font size (small or medium) for all steps • By default, pagination adjusts to display the current selected step

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Data visualizations

Chart	Enhancement
Bar	Percent (%) information added to chart tooltips and data table below chart.
Bubble	Percent (%) information added to chart tooltips.
Geomap	Percent (%) information added to chart tooltips and data table below chart.
Heatmap	• Percent (%) information added to chart tooltips and data table below chart. • When the metric value is set to "Count," show a zero (0) when no data is available.
Pivot table	• When there's no value in the selected dataset or for the configuration, choose the display format. • Data sources limit increased from 10 to 15.

Time series	• Percent (%) information added to chart tooltips and data table below chart.
	• Support for business calendars such as Gregorian, fiscal, and any manually added calendar.
	• For all chart formats, except "column:"
	  ○ When there's no value in the selected dataset or for the configuration, choose the display format.
	  ○ For table data sources, when there's no data for a specific time on the chart, show a continuous line without gaps.
	• Show a chart and graph data table for easier screen reader access.
	• For line, spline, area, and step charts, have a marker show at each data point on the chart including where values are zero (0) or missing.
	• For a chart with up to 3 metrics, you can add alternative Group by's for each metric for the user to select from.
	• Sorting when data is grouped.
	• New Date range option to set the period end date to update automatically to the current date.

Templates

Template	Description
Dashboards	• Pills at the top of the page display any categories assigned to the dashboard • User avatars at the top of the page indicate real-time editing

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Bundles

Bundle	Enhancement
Record list	• Condition builder available in the list header • If live list is enabled, infinite scrolling is enabled by default

Activation information

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

Accessibility information

For Next Experience Components accessibility conformance, refer to the ServiceNow Horizon site Components section.

Related ServiceNow applications and features

UI Builder

UI Builder is a low-code tool that enables 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.

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.

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 Yokohama release.

Now Assist in Virtual Agent highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are 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.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where your users can enter into a full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window.
- View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.
- View and work with suggested actions after completing an action in Now Assist in Virtual Agent.
- Stream responses for Now Assist LLM - enhanced chat conversations.
- Upload or drag documents and images into a standard or enhanced chat.
- Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on.
- Use the Web Search custom skill to search for an answer on the internet.

Yokohama Patch 1

- Stream responses for Now Assist LLM chat conversations.

See Now Assist in Virtual Agent for more information.

New in the Yokohama release

Yokohama Patch 11

Assistant Designer

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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.

  Note:
  The supported languages are:
  - English
  - German
  - Spanish

- Secure the voice interactions by setting up caller authentication methods and safeguards.

Create a chat assistant

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- 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

- 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

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- 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.

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

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- 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.

Yokohama Patch 8

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

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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.

Yokohama Patch 6

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 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.

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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- Now Assist in Virtual Agent assistants: By default, all global skill types are turned on in Now Assist Admin console.
- Now Assist panel Platform assistant: By default, all global skill types, except for Catalog skill, are turned on in Now Assist Admin console.
- Now Assist panel Developer assistant: By default, Now Assist Topic skill is turned on in Now Assist Admin console. No other skills are available for the Now Assist panel Developer assistant.

Display your chat assistant on a portal, channel, or mobile app

- Now Assist in Virtual Agent: For mobile search widgets, allow 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 resizable 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 allow 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 allow 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 web search fallback option and web search mode to allow users to search the web from within a chat window.
- Now Assist panel Platform assistant:

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- 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 allow 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.

Yokohama Patch 4

Now Assist in Virtual Agent system properties

Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.

Yokohama Patch 3

Use enhanced chat

Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar.

View inline citations

View the expanded list of inline citations for standard and enhanced chat:

- Catalog
- Topic, subflows, or actions
- Q&A Knowledge Base articles
- External content connections

Note:
External content connections now include the following connection types:

- Microsoft SharePoint
- Confluence
- Atlassian Jira Cloud
- Google Drive
- Microsoft Teams
- Predefined web sources
- ServiceNow® documentation
- Slack

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- People

> **Note:**
> If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information.

Use suggested actions

View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header.

Stream enhanced chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

Use language detection to automatically switch the conversational language for enhanced chat conversations

Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field.

Recognize the Boolean user input control during dynamic translation

Recognize the Boolean user input control in chat conversations during dynamic translation.

Adjust Shorten responses toggle to impact Show more option in chat

For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response.

Configuring assistants overview

In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants.

Create a chat assistant

- If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other.
- Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants.

- Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience.
- Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant.

Display your chat assistant on a portal, channel, or mobile app

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- Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat.

Manage an assistant chat experience

- Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in a chat.

Review chat assistant settings

- Document uploads appear as active if it's turned on when managing the chat experience.

Upload documents in a chat

Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary.

Now Assist in Virtual Agent system properties

Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams.

Web Search custom skill

Use the Web Search custom skill to query the internet for information using a third-party AI. The skill triggers when the LLM and AI Search cannot provide an answer. Both values are shown in the System Properties [sys_properties] table item *`sn_nowassist_va.websearch_fallback_enabled`*. Set a chosen definition (such as Perplexity) to `true` in the AI Search answers OneExtend capability along with its matching API in the Credentials list. You can set one definition and credential to true at any one time.

Yokohama Patch 1

Stream chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

Benefit from Knowledge Graph integration

Receive fewer Virtual Agent slot-fill questions during conversations whenever Knowledge Graph is activated.

Receive personalized synthesized response answers with Knowledge Graph integration

Discover more personalized conversational catalog, topic, subflows, or action responses and receive more personalized answers for Q&A Knowledge Base synthesized responses. Personalized responses may appear depending on whether the questions or requests sent to Virtual Agent trigger the Knowledge Graph user profile schema. These personalized responses are slot-filled based on the following table and column attributes:

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- sys_user table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format
  - Time zone
  - Zip code
  - City
  - State
- cmn_location table's columns:
  - City
  - State
  - Country
- cmn_department table's column:
  - Name
  - Headcount
- core_company table's column:
  - Name
- manager table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format

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- Time zone
- Zip code
- City
- State

- reportees table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format
  - Time zone
  - Zip code
  - City
  - State
- assets table's columns:
  - Display name
  - Purchase date
  - Retired date

Configuring assistants overview

Now Assist skills:

- An alert appears, at the assistant level, if a global level skill is turned off.
- By default, all global level skills are turned on in the Now Assist Admin console, except for subflows and actions.
- Custom skill is a new skill that has been added to the list of Now Assist skills.

Display experience:

- Select the chat launcher function to open an assistant.
- Select a custom mobile app, integrated with the mobile SDK, to open an assistant.
- Custom apps section appears if the mobile SDK plugin is installed.

Information sources:

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- Add an external search source to your assistant's search profile.
- Create custom skills in the Now Assist Skill Kit and assign the skills to the assistant.
- Associate Knowledge Graph with an assistant if Knowledge Graph is enabled.

Chat experience:

- Promoted topics has been renamed to promoted assets.
- Tags appear in promoted assets indicating whether it's a topic, subflow, or action.
- Streaming responses can be activated if Dynamic Translation is deactivated.
- Activate or deactivate pre-chat surveys as an admin with the sys_properties.list item *com.glide.cs.nass.prechat.enabled*.

Review:

- Shows whether stream responses is turned on or off.

Using Now Assist in Virtual Agent

Search through external content connections such as Microsoft SharePoint or Confluence if external search sources are added to information sources when Configuring assistants overview.

Select an inline citation to show a popover containing a link to an article or source, or a description and action to start a request.

Citations with an action are shown after a second clarifying question from Virtual Agent.

Change the order of the fallback and revisit options in the **View more options** results list that appears in the synthesized response. Use the *sn_nowassist_va.synth_response_revisit_position* system property with either the *BEFORE_FALLBACK* or *AFTER_FALLBACK* values.

Show or hide the **Need more help** button in the synthesized response by using the *show_view_more_for_synthesized* system property.

Turn on or off regular results in Virtual Agent from the following Now Assist Search Results Output Types table using the parameter *now_assist_va_search_results_output_type.list* parameter.

Use prechat and postchat surveys with GPT4o and LLAMA. Users can select data pills or enter strings for responses.

Use new prebuilt topics for prechat and postchat surveys in LLM conversations.

UI changes

Yokohama Patch 11

UI Virtual Agent Designer updates

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- 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

- 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.

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- 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.

Yokohama Patch 8

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.

Yokohama Patch 6

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.

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- 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.

UI admin guided setup updates

- **Manage search profile** button replaces the search profile text link.
- **Add external search sources** drop-down list has been replaced with **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.
- **Copy existing configuration** button is featured more prominently, and it's shown with information about its use.

Yokohama Patch 3

UI chat updates

- The summary card in a Now Assist in Virtual Agent conversation was updated to a more modern look and feel.
- The default chat widget button for enhanced chat and standard chat now differs on the portal.
- An Ask Now Assist header now appears with suggested searches in a drop-down on the portal's search bar.
- The Boolean choice, static choice, and dynamic choice controls were updated to a more modern look and feel for requesters.

Yokohama Patch 1

UI chat updates

- The **New messages below** button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The **New messages above** button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- The Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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:

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- Now Assist Multi-Turn Catalog Ordering
- Now Assist Q&A Genius Results
- Now Assist Topics
- Subflows and actions
- Custom skills
- AI agents

Yokohama Patch 6

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.

Yokohama Patch 3

Standard chat

The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat.

Yokohama Early Availability

Dynamic Translation calls

If native translation is enabled, a Dynamic Translation call is only made if an unsupported language for native translation is used.

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Deprecations

- In Patch 11, *sn_aia.use_agents_in_planner* system property has been removed. The system property was used for configuring AI agent discovery behavior.
- In Patch 11, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default.
- In Patch 6, 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.
- In Patch 4, support for Now Assist in Conversational IVR was removed.

Activation information

Note:
When you upgrade to Yokohama Patch 8 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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)

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- 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

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.

Localization information

Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see Configure multilingual service for Now Assist applications and .

Related ServiceNow applications and features

Now Assist

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 Yokohama release.

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Sidebar highlights for the Yokohama release

- Integrate Sidebar with Slack to enable users of both platforms to communicate with each other.
- Create standalone Sidebar conversations that aren't associated with a record.
- Create private discussions on a record that are accessible only to the participants within that discussion.

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 Yokohama release

Exploring Sidebar

Integrate Sidebar and Slack to enable the users of both platforms to seamlessly collaborate with each other.

Using Sidebar

Create standalone Sidebar conversations that aren't associated with a specific record.

Using Sidebar

Create private discussions on a record that are accessible only to the participants within that discussion.

Activation information

Install Sidebar 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

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 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.

Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational interface so that you can design and build automated conversations that help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Yokohama release.

Virtual Agent highlights for the Yokohama release

Yokohama Patch 7

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- Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience.

Yokohama Patch 6

- Start the create flow for all supported conversational assets directly from Virtual Agent Designer.
- Enhance the user experience with Slack response message streaming capability.

Yokohama Patch 3

- View people information in the synthesized response along with people citation when you search a person in Microsoft Teams chat.
- AI agent support for Virtual Agent.
- View AI agents and agentic workflows in Virtual Agent Designer.
- Select AI agents to handle tasks in the AI Connector utility. See AI Connector utility, Managing AI agents in Assistant Designer, and Using AI agents in Virtual Agent topics for more information.

Yokohama Patch 1

- Enhance the user experience with Microsoft Teams response message streaming capability.

Yokohama Early Availability

- Enhance the overall voice-based chat experience in Conversational IVR with Now Assist.
- Generate synthesized responses in Slack conversations with Now Assist.
- Generate synthesized responses in Microsoft Teams conversations with Now Assist.
- View custom skills in Virtual Agent Designer.

See Virtual Agent for more information.

New in the Yokohama release

Yokohama Patch 7

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.

Yokohama Patch 6

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.

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 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.

Virtual Agent server

- In chatHandshake, set *dynamic_step_loader_enabled* to `true` to send stacked Agentic AI messages to 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 LLMs. For more information on surveys, see Chat surveys.

Yokohama Patch 3

AI Connector Utility

Link custom skills to generative AI to add their functionality to LLM conversations.

AI agents and agentic workflows in Virtual Agent Designer

View AI agents and agentic workflows created in AI Agent Studio in Virtual Agent Designer.

Shorten responses option for bot text response

For bot text responses, use the **Shorten responses** toggle in Virtual Agent Designer to turn on the **Show more** option in the chat on the user side.

Yokohama Patch 1

Application scope for topics

Select the application scope for topics in Virtual Agent Designer.

Yokohama Early Availability

Synthesized response in Slack conversations

Generate synthesized responses in Slack conversations with Now Assist.

Virtual Agent feature support in Microsoft Teams conversations

Generate synthesized responses in Microsoft Teams conversations with Now Assist.

Custom skills in Virtual Agent Designer

View skills created in Now Assist Skill Kit in Virtual Agent Designer.

Chat surveys

Create chat surveys compatible with LLM-enabled user inputs, aside from the Carousel user input.

UI changes

Yokohama Patch 6

Changes to Virtual Agent Designer list view

- 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.

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- 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**.
- When a promoted asset has a conditional property that determines the context in which appears for an assistant, it's marked as **Condition applied** under **Show more**.

Yokohama Patch 1

UI chat updates

- The `New messages below` button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The `New messages above` button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

Topic Properties tab

- Create a topic form: Read improved topic description field helper text and tooltip.
- Change the application scope for Virtual Agent Designer topics: View the current scope setting on the Virtual Agent Designer topic properties tab.

Topic Flow tab

- View an updated `Unpublished changes` message on the header bar.
- Hover over the `Unpublished changes` message to get info on which changes are not yet published.
- Recover unsaved changes using the **Recover changes** button that appears on the header bar if you close a topic without saving.
- Both message and button appear on the header bar if you add a node to the canvas before closing without saving.

Testing LLM topics

View a `Matching` badge next to the skill activated during testing.

Custom skills in Virtual Agent Designer

Use an updated Virtual Agent Designer list-based home page that includes custom skills.

Changed in this release

Yokohama Patch 6

Test assistant options

The **Test** button in the Virtual Agent Designer canvas directly opens up the chat widget.

Dynamic Translation calls

For Now Assist, if native translation is enabled, a Dynamic Translation call is only made if an unsupported language for native translation is used.

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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.

Deprecations

Support for Now Assist in Conversational IVR was removed.

Activation information

Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent.

Note:
The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics applications. Subsequent updates to these apps must be installed from the ServiceNow Store.

ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.

Browser requirements

Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Localization information

The ServiceNow® Localization Framework is integrated in Virtual Agent.

Related ServiceNow applications and features

Now Assist

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

Conversational Interfaces Console

The ServiceNow® Conversational Interfaces Console enables you to install, manage, and monitor your virtual and live agents to support your users through chat.

Prebuilt Virtual Agent topics, topic blocks, and ServiceNow NLU models

The following ServiceNow® business applications provide prebuilt Virtual Agent conversation topics, NLU models, and, in some cases, topic blocks as reusable components.

- ServiceNow® Customer Service Management
- ServiceNow® Field Service Management
- ServiceNow® HR Service Delivery
- ServiceNow® Instance Security Center
- ServiceNow® IT Service Management

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- ServiceNow® Project Portfolio Management
- ServiceNow® Universal Request

Natural Language Understanding

Virtual Agent integrates with the Natural Language Understanding (NLU) application, which provides the NLU Workbench for creating NLU models. Virtual Agent uses these models to recognize and process user utterances, intents, and entities in bot conversations.

Customer Service Management release notes

The ServiceNow® Customer Service Management application has new and updated applications and features in the Yokohama 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 Yokohama release.

Agent experience for CSM highlights for the Yokohama release

- Alert agents about the status of current chats by using color-coded session tabs to indicate service level agreement (SLA) threshold timers, chat duration, and unread message counts.
- Create form templates or modify existing templates with enhancements to the form template feature.
- Integrate enhanced knowledge guidance on the Front-line case page and enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs.
- Display native voice configurations in CSM Configurable Workspace with the Voice interaction record page that agents can use to handle phone calls.
- Dedicate time after each call or chat for agents to finalize interaction details.

See CSM Configurable Workspace for more information.

Important:
The following applications are available in the ServiceNow Store:

- CSM Configurable Workspace Bundle v5.0
- Customer Central Bundle v1.0

For details, see the "Activation information" section of these release notes.

New in the Agent experience for CSM release

Chat interaction session tabs

Use the following features to provide your agents with information about their current chats:

- Display informational messages in the session tabs that notify the agent of the current chat condition such as "Chat is in wrap-up" or "Chat has ended."
- Use background colors to distinguish between the active and inactive tabs. For inactive tabs, configure different colors to alert agents to the chat threshold timers.

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- Use a counter to display the number of unread chat messages.
- Use a separator in the chat window between the older messages and the newer unread messages.
- Configure a minimum of one and up to a maximum of three chat SLA threshold timers that alert agents to unread messages in inactive chats. For each level, you can also select a time value and a unique color.

Voice interaction record page

Enable Contact Center as a Service (CCaaS) providers to display native voice integrations in CSM Configurable Workspace that agents can use to handle phone calls.

Interaction wrap-up for call and chat

Provide agents with enough dedicated time after each call or chat to finalize the interaction details and wrap up their work before starting a new conversation.

Customer history component

Enable agents to view a customer's activities in the contextual side panel. Agents can search and filter the activities in the list and select a date range. For more information about the Customer history component, see Next Experience Components documentation.

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.

Changed in this release

Form template enhancements

Use the following form template enhancements to create or edit templates as needed:

- The **Templates** tab in the configurable side panel displays larger template cards with the template name and an expanded description. Users can view different lists of templates, mark their favorites, and sort templates either alphabetically or by last used.
- The template form displays template fields in a clearly labeled form section and displays the line numbers and headings for each template line to improve readability
- The template tab header displays "Edit template" when a user opens a template in edit mode.

Front-line case page integration with knowledge guidance

Enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs.

Resurface special handling notes

Display the special handling notes for a case at any time by selecting **Special handling notes** from the More actions menu on the case record action bar.

Customer Central application moved from family to store release

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Starting with the Yokohama release, the Customer Central application (com.sn_csm_customer_central) has moved to the ServiceNow Store. Any new enhancements to this application are delivered through the Customer Central store app.

Customer Activity Guided Setup now accessible from a new location

Use the following updates in Guided Setup to enhance navigation and access customer history configurations:

- Access the Customer Activity Guided Setup from **All** > **Customer Central** > **Customer Activity** > **Guided Setup**.
- View Activity Contexts, Activity Types, Activity Groups, and Activity Type Templates within Guided Setup. You can also access them in the menu by navigating to **All** > **Customer Central** > **Customer Activity** > **Guided Setup**.
- Customer Activity has been renamed to Customer History, maintaining the same functionality.
- Access the Business Rule in the Activity Feed where it is now listed independently alongside Activity Types, Activity Groups, and Activity Type Templates for improved accessibility. Previously, it was nested under Activity Types.

Front-line case page lookup component

The Front-line case page includes the following enhancements:

- Includes the Consumer lookup component.
- Uses advanced search to look up contacts and consumers.
- Contact and consumer record cards can be collapsed to display more record space.

Action bar layout

The following interaction record pages include an action bar with a single action layout:

- CSM Interaction record page
- CSM voice interaction record page

Comment and Work note modeless dialogs

Create and use form templates that add content to the **Additional comments** and **Work notes** fields on a case record. Automatically display a modeless dialog that includes the content from the form template and then post that content to the activity stream.

Front-line case page contextual side panel

The Record Information tab in the contextual side panel includes the Overview and Active SLA cards. The contact card and timeline card have been removed to improve the page load time.

Recommended Actions AI search replaces Agent Assist

Recommended Actions AI search replaces Agent Assist in the contextual side panel for the following record pages included with the CSM Configurable Workspace:

- CSM default record page
- Front-line case page
- CSM Interaction record page (for type = Chat, Video, Walkup, Email)

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Customer History component features

Use the following features to provide agents real-time updates and customer history details:

- Automatically refresh the Customer History component when account, contact, or consumer details change.
- Prompt agents to add missing account or contact details instead of leaving fields empty.
- Display an empty component until an agent links a contact using the lookup component, then show the contact's details.
- Enables agent to view updated customer information directly in Customer History on the Front-line Case 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 provide 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.

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

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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.

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 Yokohama release.

Case management for CSM highlights for the Yokohama release

- Create cases for invoice-related services such as invoice disputes or requested corrections with the Case management for Invoice Operations application.
- Use process mining to mine the configured base system project to investigate the causes of long resolution times.

See Case management for Customer Service Management for more information.

New in the Yokohama release

Case Management for Invoice Operations

Use the Case Management for Invoice Operations application (com.sn_csm_invoice) to create cases for multiple invoices or for specific invoice lines. Agents can use these cases to process invoice-related services such as invoice disputes or requested corrections.

Process mining

Use the following features to find process improvement opportunities:

- Use work notes analysis to learn the operational reasons behind activity transitions. This feature is Now LLM based.
- Mine the configured base system project to investigate the causes and get a clear view of the long resolution times and delays.

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.

Changed in this release

Process mining

Use the process mining enhancements to improve processes as needed:

- Removed the viewer role from all records in the Process Mining Content Pack for Customer Service Management (CSM).
- Set process configurations as read-only templates, deletable only by a process mining administrator. You can enable customers to copy the template or import specific parts into their custom configuration.

Case lines and workflows

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The Case Line table (sn_case_line) includes the **Install base** and **Asset** reference fields. These fields display information based on the selected account and product.

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

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 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.

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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

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.

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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.

Data management for CSM release notes

The ServiceNow® Data management for Customer Service Management application enables you to organize and manage the data for both your internal users and external customers. Data management for Customer Service Management was enhanced and updated in the Yokohama release.

Data management highlights for the Yokohama release

- Track the status and other information that is related to the Customer Life Cycle workflows by using the Sales and Order Management Request Tracker (sn_tmt_core_inbound_queue) table.
- Track pricing and subscription information for products and services on the CSM Configurable Workspace by using the revenue metrics on the sold product form.
- Integrate Strategic Portfolio Management (SPM) project management with business locations to create and manage projects across your organization.

See Data management for Customer Service Management 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 Yokohama release

Naming customer relationship records

Use the Type field through related party configurations to name records in the account team member, contact relationship, consumer relationship, and household member relationship tables. With this functionality, you can identify the relationship that is based on the industry use case.

Ordering customer relationship records

Organize records in tables such as account team members, consumer relationships, and more by using the **Order** field. You can set the order manually or auto-populate it based on the selected Type through related party configurations. This way, you can arrange records logically based on your use case.

Enhancements to the declarative responsibility framework

Enhance the declarative responsibility framework to simplify administration and access management by enabling administrators to do the following tasks:

- Add new granular roles for accessing customer data that is based on responsibility definitions.
- Include additional entities in the framework.

Subscription metrics for sold products

Enable agents to track and analyze the pricing information for products and services by using the pricing and subscription revenue metrics on the sold product form on the CSM Configurable Workspace.

Project Management for business locations

Integrate SPM project management with business locations to support operations such as opening, closing, or modernizing locations. With the project management

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integration, your teams can track the timelines, collaborate, and execute the business location-facing tasks more effectively.

Work orders for business locations

Fulfill Field Service Management (FSM) work orders at business locations. This way, you can enable location members to view and complete the assigned tasks. By using the existing business location data, you can streamline work order assignments.

Enhanced data fields for business locations

Track additional information about business locations by using new fields for opening and closing dates, status, and description.

Staff movement between internal business locations

Enable managers to transfer the staff between internal business locations. You can streamline updates for organizations that have frequent staff movements.

Company-owned, third-party operated business locations

Assign external staff to internal business locations to support various operating models, including company-owned, third-party operated locations.

Customer Life Cycle workflows for Sold Products and Product Inventory records

Use the Customer Life Cycle workflows to do the following tasks:

- Create a Modify, Suspend, Resume, and Disconnect order for single or multiple root product inventory records that are associated with a service specification.
- Select multiple root product inventories to perform the modify action to create both orders and quotes.
- Track the status of the Modify, Suspend, Resume, and Disconnect flows on sold products and product inventory record by using the Sales and Order Management Request Tracker (sn_tmt_core_inbound_queue) table.

Inbound Request Configuration table

Use the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table to enable configurations that determine how a flow is executed, whether synchronous or asynchronous.

Use the **Trigger Notifications** field on the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table to enable configuration of notification types, whether default, custom,or no notifications.

Activate Customer Life Cycle Management Self-Service

Enable customers who are primary contacts associated to a sold product to perform the Modify, Suspend, Resume, and Disconnect actions on the Business portal.

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Billing account store application

Use the new CSM Billing Account Core store app that provides a foundational data model for managing billing accounts across organizations and users. It enables businesses to define, organize, and maintain billing relationships, supporting accurate billing, payments, and scalable financial operations.

UI changes

Specification Class on Product Inventory related list

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The **Specification class** field on the Product Inventory related list provides information on whether the selected product inventory record has a product specification or service specification that is associated with it.

Changed in this release

Product Inventories configurations for Customer Life Cycle Management workflows

Perform the Modify, Suspend, Resume, and Disconnect operations on product inventory records directly from the Product Inventory related list on the Accounts page.

Grant write access to account relationships

Enable administrators and customer service managers to update account relationship records.

Enable write access to contact relationships

Enable administrators and customer service managers to update the contact relationship records.

Populate the Type field in relationship tables using the fix script

Migrate the account manager responsibilities from the account team member relationships to the new responsibility access configurations. The updated framework enables you to manage access settings more efficiently.

Update roles within relationship agent and relationship contributor

Modify the roles of the relationship agent and relationship contributor to include the new granular roles that can grant access by responsibilities.

Notification for case tasks at business locations

View the notifications for the case tasks that are associated with the business locations on the Business Location Service Portal (BLSP). This way, your location members can stay informed about their pending tasks.

Case resolution by location staff at other business locations

Enable your location staff, whether at company-owned or third-party-owned organizations (internal and external business locations), to handle and resolve issues from other eligible business locations.

Inbound Request Configuration table

The Inbound Queue [sn_tmt_core_inbound_queue] table is renamed to Inbound Request table.

Use the **Request Configuration** field on the Inbound Request [sn_tmt_core_inbound_queue] table to reference the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table while executing synchronous or asynchronous flows.

Activation information

Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

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Sales Customer Relationship 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 Customer Relationship Management.

Starting from the Yokohama release, the following plugins are available on ServiceNow Store for quicker and better maintenance:

- 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 ServiceNow Store for quicker and better maintenance. For details, see Activate business locations.

Browser requirements

Starting with the Yokohama release, data management for Customer Service Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

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.

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.

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Sales Customer Relationship Management

The Sales Customer Relationship 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 Yokohama release.

Intelligence for CSM highlights for the Yokohama release

- Enabled Recommended Actions for chat interactions so that agents can select relevant actions that are based on the chat context.
- Integrated enhanced knowledge guidance on the Front-line case page and enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs.
- Enabled Recommended Actions – AI search for CSM default record page and CSM interaction record pages for the video, chat, walk-up, and email channels.
- Automated the mapping configuration for search results along with default guidances.

See Intelligence for CSM for more information.

Important:
The following applications are available in ServiceNow Store:

- 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 Yokohama release

Recommended Actions - Front-line case page integration with knowledge guidance

Enable agents to attach and share knowledge article links in comments, work notes, or emails by using modeless dialogs.

Recommended Actions - Default guidance for search results

Enable agents to view search results for any records. Use a default guidance for any search sources that don't have a dedicated, mapped guidance.

Recommended Actions - Improved timeout handling for resource generators

Handle timeout errors when calling Machine Learning (ML) resource generators. The system uses a subflow API with a 1-second timeout ensures the RA generation engine prioritizes faster response times by terminating stalled ML prediction calls.

Recommended Actions - Custom guidances

Use a custom guidance to provide actions that are based on the search results from the Case, Problem, Incident, or Change Request tables. Agents can use these actions to link records to the current case and copy resolution codes and notes from resolved cases.

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Recommended Actions - Field values for predicted records

Leverage the actual field value for a predicted record and show it in a custom guidance in place of the display value.

Recommended Actions for Customer Service - Display Recommended Actions on the CSM Interaction record page

Enable agents to view Recommended Actions in the contextual side panel on the CSM Interaction record page. The search tab dynamically displays relevant actions based on the context of the chat interaction.

Recommended Actions for Customer Service - Interaction Context record

Use the Interaction Context record to display the search results from the Knowledge table. The results are based on the interaction's short description. This context record includes a search-mapping record that maps knowledge results to the Share KB in chat interactions guidance.

Recommended Actions - Question font size customization for a Decision tree

Enables you to customize the font size of questions in a Decision tree for a better look and feel. This font size is applied to the questions in the decision trees of playbooks, and recommendations, within the CSM Configurable Workspace and service portal.

Recommended Actions - Control the visibility of completed guidance information

Allows you to manage the visibility of the completed guidance history information of a decision tree in playbooks, and recommendations for an agent, within the CSM Configurable Workspace, and service portal for a streamlined experience.

Recommended Actions – AI search on CSM default record page, Front line case page, and CSM interaction record page

The Recommended Actions – AI search is introduced on the CSM default record page, Front-line case page, and CSM Interaction record page (for the chat, video, walk-up, and email type channels) and it's enabled by default for new customers. The default guidance is also enabled for these pages. Agents can attach and share knowledge article links in comments, work notes, and emails.

Recommended Actions - Catalog item source type for AI search

Search and filter the catalog items easily in the AI search tab of Recommended Actions in the CSM Configurable Workspace.

Recommended Actions - Ability to have multiple active contexts for the same table

Enables multiple active contexts for the same table, so that tailored recommendations are displayed in the CSM Configurable Workspace:

- For different user personas based on their requirements.
- For different Predictive Intelligence models or AI model variants.
- For the same record in different channels, such as chat, email, and so on.

Recommended Actions - Ability to inherit active rules and their recommendations from a parent table context to extended table context

Assign the active rules and their recommendations from the parent table context to the extended context table for a streamlined process.

Recommended Actions - Asynchronous evaluation for recommendations

Enables you to configure loading behavior at the context level by choosing between synchronous and asynchronous modes. In the asynchronous mode,

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recommendations load in the background without blocking the UI, allowing agents to interact with the record immediately.

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

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 artificial 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 the Predictive Intelligence artificial intelligence.

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 improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM was enhanced and updated in the Yokohama release.

Now Assist for CSM highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- 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.

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- Enable agents to access customer, case, and product details instantly through natural language queries with the Provide customer 360 insight 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.

Yokohama Patch 6

- Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Yokohama Patch 3

- Analyze your customers' sentiment and sentiment trends in your cases and the reasoning behind it.
- Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases.
- Integrate the support for public web content in search queries for both standard and conversational search.
- Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information.

Yokohama Patch 1

- Improve agent productivity by managing long-running cases with the Triage cases AI agent.

Yokohama Early Availability

- Use the Now LLM Service scheduling assistance when booking an appointment through Virtual Agent. You can use this scheduling assistance to schedule, reschedule, or cancel an appointment.
- Help requesters find solutions by using Genius Results to reduce the number of cases created and decrease the effort needed by agents to close them.
- Use the Now Assist panel global skill search to ask questions and fetch answers from knowledge articles.

See Now Assist for Customer Service Management (CSM) for more information.

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

New in the Yokohama release

Yokohama Patch 11

Enabled the is_template property

Enabled the is_template property for all Now Assist skills to ensure consistent cloning. Added the ability to clone any base system GenAI skill and customize it in the Now Assist Skill Kit (NASK) to reduce setup time and simplify skill modification. Applies to all Now Assist for CSM skills.

Access Sentiment analysis dashboard in Core UI

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Defined the navigation path in Sentiment Analysis dashboard in the Core UI interface to make it easier for users to locate and access sentiment analysis data without searching through multiple menus.

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 drill down into 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 interaction.

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.

Yokohama Patch 6

Triage cases agentic workflow security directives

Implement security on AI agents and agentic workflows through ACLs and user identities.

Now Assist for CSM Gen AI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Yokohama Patch 3

Sentiment analysis on a case

Make informed decisions on cases that are based on your requester's sentiment and the reasoning behind it. You can update the sentiment when new comments or emails from your customers come in to ensure that the sentiment is always up to date.

Sentiment analysis on an account

Track the sentiment of a business-to-business account and analyze it by using various filters and sorting dashboards. You can get the right insights and reduce the number of escalated cases.

Suggested steps in Recommended Actions

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Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps.

Support for conversational subflows and actions in the Now Assist panel

Use natural language to describe your intent to trigger a subflow or action. This feature helps to improve your agent productivity and enables them to accomplish everything in one place within the Now Assist panel.

External web content in Q&A Genius Results

Provide the support for your public web content so that your requesters can use search queries in both standard search and conversational search. You can also see whether the content is internal or external, with direct links to the source.

Troubleshooting steps identification AI agent

Gather context from cases, identify missed fixes, and troubleshoot potential solutions by using the Troubleshooting steps identification AI agent.

Yokohama Patch 1

Triage cases AI agents use case

Use the Triage cases AI agents use case to improve agent productivity through faster assessment.

Available AI agents use case

AI agent use case	Description
Triage cases	Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer satisfaction and reduces resolution times.

Yokohama Early Availability

Conversational search in the Now Assist panel with results from knowledge articles

Ask questions directly within the Now Assist panel. If the answer is found in the knowledge bases (KBs), the answer is shown with the source information. If the answer isn't available in the KB search, you’re redirected to the global search experience for further assistance.

Now Assist in Virtual Agent-Scheduling Assistant via GenAI

Use the enhanced scheduling assistant with Now LLM Service capabilities to make it more conversational, enabling users to easily schedule, reschedule, and cancel appointments.

Now Assist in portal case form

Guide requesters through a self-service flow to find solutions to their problems by using Genius Results. You can reduce the number of cases created and decrease the effort required by your agents to close open cases.

Changed in this release

Yokohama Patch 11

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

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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 will not 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.

Display sentiment scale in case list view

Added sentiment scoring 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.

Yokohama Patch 8

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.

Yokohama Patch 3

Triage cases agentic workflows enhancements

Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent.

Now Assist in Portal case form enhancement

Added the new **Ask** *`Now Assist`* button that opens a contextual chat window so that a requester can carry the conversation forward. If no results are found or if the requester isn't satisfied with the result, they can get further assistance by selecting the button to chat and get an answer, which helps to avoid case creation.

Yokohama Early Availability

Email reply recommendations enhancements

Refined the AI-generated reply recommendation to create the best response for users by applying tone changes in the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available.

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Chat reply recommendation enhancements

Added the chat reply recommendation enhancements to respond in a conversational tone and get feature parity in the Now Assist Admin console:

- Refined the AI-generated reply recommendation to create the best answer for your users by applying tone changes in the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available.
- Added parity with the chat summarization Now Assist Admin console capabilities. The Now Assist Admin console can specify the portal and channels for chat reply recommendations and assign additional support roles.

Case summarization enhancement

Detailed feedback option is now available for negative feedback in the generated case summary.

Xanadu Patch 7: Extended the capabilities of the case summarization feature so it can now be used on custom tables.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Xanadu Patch 7, Customer Service Management AI agent collection is supported.

Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

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.

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.

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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 Yokohama release.

Customer Contracts and Entitlements highlights for the Yokohama release

- Enable customers to create contracts from product inventory.
- Added a new workspace view for service contracts and entitlements in Customer Service Management workspace for efficiently managing service contracts and entitlements.
- Enable initiation of contract renewal automatically based on the configured date and pricing details.
- Calculate the price of future renewals of contracts with a markup or mark down percentage of the current contract price.
- Validate the contract end date to the product offering end date.

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 Yokohama release

Create contracts from product inventory

Enables customer to create and manage contracts for product inventory records.

New workspace view for service contracts and entitlements

A new workspace view named Service Contract Workspace has been added for customers on service contracts and entitlements in the Customer Service Management workspace. This view is set as the default view and can be changed by an administrator.

Enhancement on contract lines and entitlements

View location and subscription pricing information on contract lines and entitlements.

Automatic renewal of contracts

Enables customers to configure the date and pricing details of contract renewal while creating initial contracts.

Enable renewal opportunity creation

Create an opportunity or an opportunity and quote when you renew service contracts and service contract lines.

Co-terminating of Contract lines

Enables customers to assign same start and end date to multiple quote lines.

End-of-life check

Alert customers when the contract end date is exceeding the product offering end date during quote processing. Customers can then match the contract and product offering end date if required.

Renewal Uplift feature

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Enables customers to set the pricing parameters of future renewals of contracts. You can select the markup or mark down percentage of the current contract price or you can apply the market price of the contract at the time of renewal.

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 designed as part of a workflow and 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 that agents can easily find and add products and services to a quote.

Pricing Management

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-

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specific implementations that provide tools to the tier 1 agents that they must use to respond to customers and resolve cases.

Self-service and omnichannel engagement for CSM release notes

With ServiceNow® Omnichannel support, your customers can use chat on self-service portals or consumer messaging apps to connect with your organization, or connect using email or phone. ServiceNow® Omnichannel and self-service applications were enhanced and updated in the Yokohama release.

Omnichannel and self-service highlights for the Yokohama release

- Integrate with contact centers using Contact Center Integration Core to import data from a third party contact center as a service (CCaaS) application.
- Better integrate with contact centers by adding call controls to Agent Workspace with Interaction Controls Component (ICC).
- Enhance B2B customer support through ServiceNow® self-service capabilities with the new Business Portal.
- Provide a consistent experience for agents handling omnichannel interactions through email interactions, which preserve the context for agents by associating the email conversation between the agent and the customer.
- Improve contact center efficiency by helping avoid the creation of duplicate cases through the use of the Email as an Interaction feature.

See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.

Important:
Engagement Messenger, Playbooks for Portals, and Omnichannel applications are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Business Portal

Support your customers through the Business Portal self-service capabilities, such as knowledge articles, service catalogs, case management, Virtual Agent, and others. Help reduce maintenance effort through low-code configurations on pages with configurable widgets.

Email as an Interaction

Enhance case management with the Email as an Interaction feature.

- Transform emails into interactions, enabling customer communication to be tracked in a central location and help avoid unnecessary case creation.
- Manage straightforward customer inquiries via email, create cases for more complex issues, or link emails to existing cases.
- Notify agents on email responses received from customers.

Contact Center Integration Core

As an admin, import data automatically from a third-party contact center as a service (CCaaS) application to facilitate external routing and third-party telephony integration in their ServiceNow® instance.

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Note:
The Contact Center Integration Core is a framework that includes voice call features, which doesn't work unless CCaaS implements it.

- Import records such as queues, skills, and wrap-up codes from a third party into your ServiceNow instance.
- Maintain data consistency between your ServiceNow instance and third-party systems. Verify that chats and cases are routed to the correct agent and that the correct wrap-up codes are available when dispositioning an interaction.

Interaction Controls Component (ICC)

As an agent, manage calls, such as muting, holding, and transferring, directly within the Configurable Workspace. As a part of the new Voice interaction page experience, the ICC framework helps improve workflow efficiency and promotes a consistent agent experience across all channels.

Note:
ICC must be integrated with your specific Contact Center as a Service (CCaaS) plugin to establish the telephony connection.

Connect customers with field agents or third-party support teams in the embedded call interface. Choose between the following transfer options:

- Consult transfer: Share the call context with the external contact before transferring the customer.
- Blind transfer: Immediately transfer the call to the external contact.

OpenFrame Integration to Interaction Controls Component (ICC)

ICC is a new component for a native call controls interface embedded in Agent Workspace. With the ICC component, you can do the following:

- Create the state context in OpenFrame to read the state of idle and active call state, and the state of the transfer.
- Provide iframe sandbox parameters to allow iframe access to security features and to enable additional iframe restrictions.
- Create an extension point implementation to create and get phone log segments.

Integrating Conversational SMS with AWS End User Messaging

Integrate the ServiceNow SMS channel with AWS end-user messaging to engage in conversations with Now Virtual Agent and live agents to address and resolve any customer queries or issues.

UI changes

Using the email interaction page

The following UI elements have been added to the Email Interaction page:

- A **Contact** card to simplify the process of adding and viewing customer information.
- A **Customer History** tab that displays the details of previous conversations between the customer and the agent.

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Changed in this release

Using the email interaction page

Manage and view customer-related information and past conversations while interacting with customers via email.

Using the Now Assist in Virtual Agent enhanced chat in self-service portals

Receive comprehensive and detailed answers with intelligent search and conversational experiences using Now Assist in Virtual Agent. The search results are synthesized from Knowledge Base articles, Virtual Agent articles, and catalog items with links to the sources. The agent retains conversation context across multi-turn questions, promoting continuity and relevance in responses.

Activation information

Install the Engagement Messenger, Playbook for Portals, and Omnichannel 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.

Browser requirements

Internet Explorer isn't supported.

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

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information using the ServiceNow® Knowledge Management application. Customer service agents can use knowledge content to help resolve cases.

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.

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 Yokohama release.

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Workforce Optimization for Customer Service Highlights for the Yokohama release

- Equip managers with comprehensive, real-time insights for continuous optimization.
- Enable managers to take prompt action with key alerts organized by priority.
- Provide real-time visibility into performance KPIs, work item status, and agent performance.

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 Yokohama release

Manager Workspace landing page

Empower managers with real-time insights and actionable metrics, organized in a unified view, to drive performance optimization and facilitate prompt action.

Note:
Existing customers on release versions prior to the Yokohama release can still view the old Legacy Manager Workspace landing page.

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

Screen reader support has been extended to ARIA labels for buttons in CSM Workforce Optimization for Customer Service. The support provides users who rely on assistive technology with an explanation of button actions, such as the toggle button.

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 Yokohama release

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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 Yokohama release.

Case and Knowledge Management release notes

The ServiceNow® Case and Knowledge Management application enables you to standardize the documentation, interaction, and fulfillment of employee inquiries and requests, which helps to improve HR efficiency and services over time. Case and Knowledge Management was enhanced and updated in the Yokohama release.

Case and Knowledge Management highlights for the Yokohama release

Use HR Benchmarks to provide instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insight relative to the industry averages of your peers and to the industry top performers.

See Case and Knowledge Management for more information.

New in the Yokohama release

HR Benchmarks

Use your key performance indicators (KPIs) to compare your performance with global benchmarks, which contributes to improved performance for your organization. Gain deeper insights by comparing your performance with your peers based on industry, size, or region, and implement recommendations for improving performance.

Employee passport

Enable movement of employee data between departments and agencies for tracking, compliance, and regulatory purposes. Enable employee profile data, such as employment history and progression to be made available across different ServiceNow instances.

Survey responses

View employee responses by selecting the **View Responses** related link on an HR case. The **View Responses** related link displays responses that are collected from an employee via the survey form sent through the HR task of type **Collect Employee Input**.

Personal Data Rights in HR Service Delivery

- Enable employees or alumni to request their personal information reports and have better visibility of their personal data that is held in the database of an organization.
- Include an approval step before deletion of data, confirming better compliance and audit capabilities with respect to General Data Protection Regulation (GDPR) requirements.
- Have HR Agents manage the approval process by generating reports using the Real-Time Business Intelligence (RTBI) configuration from the Data Classification (com.glide.data_classification) plugin.

Deprecations

The CTI Demo Data for HRSD (com.sn_hr_cti_demo) plugin is being deprecated. Use Workflow Studio instead.

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Activation information

Case and Knowledge Management is a ServiceNow AI Platform feature that is available with activation of the Human Resources Scoped App: Core [com.sn_hr_core]. See Activate Case and Knowledge Management for more information.

Related ServiceNow applications and features

Agent Workspace for HR Case Management (Configurable)

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Agent Workspace for HR Case Management release notes

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly. Agent Workspace for HR Case Management was enhanced and updated in the Yokohama release.

Agent Workspace for HR Case Management highlights for the Yokohama release

- The HR Triaging Dashboard enables you to review your teams' case assignments through cases displayed as cards. Once you set up a layout for HR services, priorities, or assignment groups, moving of case cards between lanes, auto-updates the HR service, user assignment, or priority of cases.
- Provide a convenient and efficient way for deskless workers to seek in-person or remote assistance, report issues, and receive guidance from HR agents through designated walk-up centers.

See Agent Workspace for HR Case Management (Configurable) for more information.

Important:
Agent Workspace for HR Case Management (Configurable) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Survey responses

View employee responses collected from an employee via the survey form sent through an HR task.

Response templates

Display response templates based on the language preference of selected user.

Copy a case in Agent Workspace for HR Case Management

Avoid having to fill in the fields of a case manually by creating a copy of a case to auto-populate the case values.

HR Triaging Dashboard

View your teams' case assignments based on categories such as priority, HR service, or HR assignment group. Drag a case card from one lane to another to automatically update the priority, HR service, or assignment group of a case.

HR Walk-up

Provide a convenient and efficient way for users to seek in-person or remote assistance, report issues, and receive guidance from HR agents through designated walk-up centers.

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Page configurations

Configure the layout and functionality of the HR Agent landing page or HR case page. You can preview your settings before implementing them.

PDF template preview

Preview a PDF document template attached to an HR case rather than being able to preview only HTML document templates.

Link child cases

Associate child cases to an HR case.

Delegation list

View cases delegated to you or that you have delegated to other HR agents. The Delegation list appears only when you have activated the Granular Delegation (com.glide.granular_service_delegation) plugin.

Agent Workspace for HR Case Management contextual side panel

- Apply template values to the HR case without having to fill in values manually.
- Download or delete multiple attachments at once.

Configure fields for Bulk case request

Configure fields that you want to view in the User segment group form in bulk case request through the Case Creation Configuration form.

Activation information

Install Agent Workspace for HR 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.

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.

Now Assist for HR Service Delivery (HRSD)

Summarize case information, generate resolution notes, and summarize chat information using GenAI capabilities. Enable your agents to understand the chat and case context and to propose quicker resolutions to requesters.

Now Assist for HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for HR Service Delivery (HRSD) was enhanced and updated in the Yokohama release.

Now Assist for HR Service Delivery (HRSD) highlights for the Yokohama release

Yokohama Patch 11

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- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- 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 a copy of the KB generation skill to create custom templates.
- View the list of sources that are used to generate an email reply recommendation.
- Select citations to view the source articles and industry research from Galileo AI Assistant for HR.
- Leverage an AI agent to generate a step-wise fulfillment plan for an HR case from both Core UI and Agent Workspace for HR Case Management.
- Make career conversations easy to create and track using the growth conversations agentic workflow.

Yokohama Patch 3

- Automate the resolution of routine employee inquiries by using the Resolve noncritical HR cases agentic workflow.
- Receive research-backed responses to HR management queries that are sourced from both internal knowledge bases and The Josh Bersin content library.
- Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations.

Yokohama Patch 1: Improve agent productivity by managing long-running cases with the Triage cases AI agent.

Yokohama Early Availability

- Use the new Virtual Agent topics to place employee requests in the Human Capital Management (HCM) system.
- Use Knowledge Graph to create personalized knowledge models in the form of Knowledge Graph schemas.
- Create Journey Accelerator plans by using Now Assist for HRSD in Journey designer.

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 Yokohama release

Yokohama Patch 6

Resolve HR cases agentic workflow

Generate a step-wise fulfillment plan 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.

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Growth Conversations agentic workflow

Use the new growth conversations workflow to streamline your employee growth discussions in 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.

Generate a knowledge article from HR Agent Workspace with Now Assist

Create a copy of the KB generation skill to create custom templates that are based on your organization's requirements. When a skill copy is activated, the main skill is automatically deactivated.

Generate an email reply recommendation by using Now Assist for HR Service Delivery (HRSD)

View the list of KB articles, related records, and current records that are used to generate email reply recommendations.

Generate onboarding ramp-up plan agentic workflow

Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans.

Yokohama Patch 3

Resolve HR cases agentic workflow

Use the Resolve noncritical HR cases agentic workflow for faster mean time to repair (MTTR) cases, automate the resolution of routine employee inquiries, and reduce the costs for HR operations organizers.

Available agentic workflows

Agentic workflow	Description
Resolve noncritical HR cases	AI agents detect criticality and retrieve relevant knowledge-based responses to automate the resolution of employee queries.

Access knowledge from internal and external content sources

Find reliable answers to HR management queries from multiple data sources, including the research and articles from The Josh Bersin Company, with attribution to each source.

Override sensitivity detection false positives

Proceed with the interaction when the virtual agent incorrectly identifies a phrase as containing sensitive information.

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

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Yokohama Patch 1

Help resolve tuition requests agentic workflow for Now Assist for HRSD

Use the Resolve policy use case for faster mean time to repair (MTTR) cases that require validation that is based on the policies that are built for tuition reimbursement.

Available AI agents use case

AI agent use case	Description
Resolve policy for tuition reimbursement	AI agents resolve tuition reimbursement requests by connecting to various parties (for example, the manager for approval) and resolving the case, while keeping the human agent in the loop.

Yokohama Early Availability

Now Assist for HRSD Virtual Agent topics

Use the Now Assist for HR Service Delivery (HRSD) Virtual Agent topics to place employee requests in the HCM system. Examples of requests are when an employee requests time off or updates their personal details.

Use Knowledge Graph in Now Assist for HRSD

Create and manage personalized knowledge models as Knowledge Graph schemas that are represented as nodes, edges, and their properties. Virtual Agent uses the assigned Knowledge Graph schema to resolve employee requests and queries.

Create a journey using Now Assist

Create Journey Accelerator plans by entering prompts to Virtual Agent without having to manually create lists and forms.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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

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user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Yokohama Patch 6

Flow name

The Resolve noncritical HR cases flow has been renamed to Resolve HR cases flow.

Activation information

Install Now Assist for HRSD 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

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.

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 (Configurable)

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.

Manager Hub release notes

The ServiceNow® Manager Hub application increases managers 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 personalised resources. Manager Hub was enhanced and updated in the Yokohama release.

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Manager Hub highlights for the Yokohama release

- Enable manager-employee conversation scheduling.
- Track skill proficiency and assign targeted learning for effective development by using the Kill score analysis panel.
- Enable managers to view all direct and indirect reports by using multi-manager reporting to improve team productivity and engagement.

See Manager Hub for more information.

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

New in the Yokohama release

Know your team members

View employee availability and schedule conversations with employees using the **Create a conversation** panel if you do not have Microsoft Outlook integration enabled or the **Schedule a conversation** panel if you do.

View employee cards in Skills Expectations section

Track skill proficiency, assign targeted learning, and view in-depth skill progress bars to monitor employee development by using the **Skill score analysis** panel.

Know your team members

Enable managers to view all direct and indirect reporting details, daily team stats, and other employee details such as tasks submitted for approval, upcoming time off, and employee profiles.

Activation information

Install Manager 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.

Related ServiceNow applications and features

Journey Accelerator

Create and publish customized plans for key employee transitions using the Journey Accelerator templates. Create and access the journey plans from Manager Hub in Employee Center.

Journey designer

Facilitate daily activities among various cross-functional processes and departments, and automate processes such as new hire onboarding.

Enterprise Employee Experience Pack

Administer and coordinate your employees return to the workplace in a manner that promotes your company's safety requirements. Select the **Manage return to office** link in the **Manager Library** tab in Employee Center.

Human Resources Scoped App

Contact HR personnel directly through Employee Center.

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Employee Center

Complete your tasks and approve any team requests from the **Overview** tab in Manager Hub in Employee Center. Team tasks and requests appear only when the Employee Center Core application is installed.

Proactive Prompts

Provide prompts in Manager Hub to encourage managers or employees to act quickly.

Talent Development

Help your team achieve their next career milestones by reviewing the development plans of your team members and completing approvals promptly.

Learning

Assign courses and help your team members get training to grow in all aspects of their career. Assign learning courses in Manager Hub.

Skills Foundation

Get an in-depth understanding of your team's skills by reviewing the skill set from Manager Hub.

Contract Management Pro release notes

The ServiceNow® Contract Management Pro is a contract lifecycle management solution that's easy to use and adopt. You can use it 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.Contract Management Pro was enhanced and updated in the Yokohama release.

Contract Management Pro highlights for the Yokohama release

- 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.
- Perform wet signature in the electronic signature workflow. The enhanced electronic signature workflow capability provides flexibility to complete the signature process when the signatories want to do a wet signature instead of an electronic signature.
- Upload the contract document directly from the Microsoft Word add-in for ServiceNow Contracts instead of selecting it from your system.
- Use Logout icon ( ) to log out from Microsoft Word add-in for ServiceNow Contracts.
- Change the application scope to edit a contract template in the Microsoft Word add-in for ServiceNow Contracts. This option is only visible to the administrators.

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 Yokohama release

Link parent contract requests

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Establish a hierarchical relationship between the parent and child contract requests by using the **Link** option in the **Related contract requests** tab during drafting and negotiation phases.

Establish a hierarchical relationship between the parent and child contract requests and automatically inherit the configured fields from the parent request by using the **Link and inherit fields** option in the **Related contract requests** tab during drafting and negotiation phases.

The linked parent contract request appears in the **Related contract requests** tab and displays the parent-child hierarchy. The contract repository records that are associated with the parent and child contract requests are automatically linked after the contracts are signed.

Use the **Remove linked contract** option in the **Related contract requests** tab to remove the linked parent contract request when you have linked a wrong contract request or the linking is no longer required.

Perpetual contracts

Select the **Perpetual** check box in the Details tab of a contract request to classify it as a perpetual contract. When this check box is selected, the contract end date must be blank.

The **Perpetual** check box is available in contract requests that are initiated from Sales Customer Relationship Management and Source-to-Pay Operations.

Signature workflow for a contract request

During the electronic signature process, one or more signatories can now choose to use a wet signature. In this scenario, the contract fulfiller uploads the partially signed document and sends the uploaded document to the remaining signatories to complete the signature process.

Add document content controls using Microsoft Word add-in for ServiceNow Contracts

Logout and application scope change functionality in Microsoft Word add-in for ServiceNow contracts.

Changed in this release

Select contract type while initiating a third-party contract

In the Initiate contract window, the **Type** field appears when you select the **Third party paper** option. You can specify whether the contract request is for a single contract or multiple contracts.

If you select **Single contract**, a **Contract type** field appears where you can define the type of contract document. This field isn't available when you select **Multiple contracts**.

Classify contract requests as a single or multiple contracts type based on selected documents

When you're creating a third-party contract review request from Employee Portal, you can now select a single contract document to classify it as a single contract type. By selecting multiple contract documents, you can classify them as a multiple contracts type. 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

You can now define the clause conditions on the fields and variables of a table that isn't directly linked to the contract template table. The **Advanced script** check box

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in the Clause Variation form enables you to add custom logic to determine when a clause variation is used in a contract.

Configure tables in a contract template to append or add fields from related tables

You can now use scripts to insert additional data from the related table fields into the dynamic tables of a contract. The **Advanced script** check box in the Column Mapping form enables you to configure dynamic tables in a contract template to 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.

Note:
To avoid configuration issues, ensure that you select the same table across all related configurations.

Configure dynamic tables for contract template

You can now set up the contract template on the Contract Request [sn_cm_core_contract_request] table. 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 to **Lookup table** where 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.

Signature blocks enabled by default for new contract templates

When you're creating a contract template, the **Signature blocks** check box in the Word Template New Record form is selected by default. If you want to configure the participant-based signatories for the contract template, you can clear the check box.

Copy fields from parent request to contract request

You can now configure the `ContractManagementExt` extension point to automatically copy the required fields from the originating business unit record to the contract request when it's initiated.

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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.

Signature workflow for a contract request

The wet signature process has been enhanced for better control and clarity. Wet signature requests are sent one signatory at a time, starting with the first signatory in order. When the signatory signs and returns the document, the fulfiller manages the remaining signatures.

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.

Upload and parse a Microsoft Word document that includes content controls

Upload the contract document directly from the Microsoft Word Add-in instead of selecting it from your system.

Activation information

Contract Management Pro is a ServiceNow AI Platform feature that is available with activation of the Contract Management Pro (sn_cm_pro). For details, see Install Contract Management Pro.

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.

Now Assist in Contract Management

The ServiceNow® Now Assist in the Contract Management application analyzes 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 Yokohama release.

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Now Assist in Contract Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- 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.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Activate and configure the contract metadata extraction skill for Contract Management Pro in the Now Assist Admin console.
- Activate and configure the contract analysis skill for Contract Management Pro in the Now Assist Admin console.
- Use the Manage contract repository agentic workflow to autonomously set milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

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 Yokohama

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**.

For more information, see Post-upgrade steps for Now Assist in Contract Management.

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New in the Yokohama release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

Yokohama Patch 6

Reviewing AI-extracted results in the playbook

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

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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 models (LLM) provider at 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.

Yokohama Patch 3

Manage contract repository agentic workflow

Use the Manage contract repository agentic workflow to improve productivity by autonomously creating milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

Agentic workflows

Agentic workflows	Description
Manage contract repository	Uses AI agents to retrieve contract details such as renewal notice period, termination notice period, or auto-renewal clause information, and determine the average lead time for similar contracts to create contract milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

Changed in this release

Yokohama Patch 11

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

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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.
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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.

Yokohama Patch 6

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 available in the base system.

Yokohama Patch 3

Configuring contract metadata extraction

Create a use case and its associated fields for contract metadata extraction in the Now Assist Admin console to define the information that you want Now Assist to detect in a signed contract.

Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for metadata extraction.

Configuring contract analysis

Create a use case and its associated question groups for contract analysis in the Now Assist Admin console to identify the non-standard and missing clauses in a contract.

Create a clause mapping Now Assist Admin console to map question groups of a use case to active clauses in the clause library to display suggestions for non-standard clauses in a contract.

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Create an expected response mapping in the Now Assist Admin console to map questions of a use case to an expected response to identify the non-standard clause in a contract.

Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for contract analysis.

Activation information

Now Assist in Contract Management is a ServiceNow AI Platform feature that is available with activation of the Now Assist in Contract Management (sn_cm_gen_ai). For details, see Configure Now Assist in Contract Management.

Browser requirements

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

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.

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 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.

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.

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 Yokohama release.

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 Yokohama release.

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Legal Hold Notification highlights for the Yokohama 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.

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.

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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.

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.

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 Yokohama release.

Contract Management Pro for Legal Service Delivery highlights for the Yokohama 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 Yokohama 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.

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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.

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.

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 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 Yokohama release.

Now Assist for Legal Service Delivery (LSD) highlights for the Yokohama release

Yokohama Patch 11

- 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.

Yokohama Patch 6

- 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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See Explore 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 Yokohama release

Yokohama Patch 11

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 Yokohama Patch 11): 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.

Yokohama Patch 6

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

Yokohama patch 11

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 Yokohama Patch 11): 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 will not 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.

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

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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.

Now Assist Admin console

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.

Now Assist

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.

Employee Center release notes

The ServiceNow® Employee Center application is a multi-department dynamic portal for service delivery and employee engagement. Employee Center was enhanced and updated in the Yokohama release.

Employee Center highlights for the Yokohama release

- Resolve tasks created from submitted negative feedback with the Integrated experience and service feedback functionality.
- Enable employees to seek assistance through virtual or in-person appointments, or by joining walk-up queues for immediate support.
- Host live company events seamlessly in the employee portal with streamlined pre-event communications and a drag-and-drop editor for easy content creation.

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 Yokohama release

Favoriting topic pages

Enable one-click access for employees to their most frequently accessed topics through topic pages added to the Favorites widget.

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Single-click taxonomy sync

Sync taxonomy updates across Advanced Portal Navigation hierarchy levels with one click.

Guided Self-Service enhancements

- Admins can provide more detailed answers or guidance to a Guided Self-Service response by adding rich media, including images and videos and formatted text.
- Employees can review and edit their previous responses.
- Employees can search for and discover Guided Self-Service processes using AI-powered search.

Enhanced apps discovery and visibility preferences (Employee Center Pro)

Employees can search for authorized work applications using the AI-powered global search bar.

Appointment booking with HR representative (Employee Center Pro)

Employees can schedule in-person or virtual appointments to get help through a quick link in the Mega Menu or Quick links widget.

Rich Content Editor updates (Employee Center Pro)

Build more visually engaging content in microsites and news through additional formatting elements including bulleted and numbered lists, table or grid layouts, and accordion lists.

Portal shortcuts for content authoring (Employee Center Pro)

Content authors can now easily edit or create news articles and banners using shortcuts in the Content Experiences or News widgets. The system auto-generates publishing plans, streamlining content delivery to the selected widget and reducing the effort needed for configuration.

Integrated experience and service feedback (Employee Center Pro)

- Set a rating threshold that automatically generates a feedback task.
- Receive feedback tasks from negative feedback submitted through Now Mobile®.
- Receive automated email notifications when feedback tasks are completed.
- Track your feedback responses through the Feedback Analytics dashboard for portal, email, Virtual Agent, kiosks, and Now Mobile®.

Live company events hosting and communications framework (Employee Center Pro)

Live company events can now be hosted directly in the Employee Center Pro portal, with prebuilt configurations to streamline the pre-event communications and handle traffic surges. Content authors can easily create and share event content using the drag-and-drop Rich Content Editor, combined with mass-publishing capabilities similar to news articles.

Improved topic search ranking

The Topic content search widget now ranks topics based on user clicks, improving the relevance of search results and making it easier for employees to find their frequently used topics.

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.

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Activation information

Install the Employee Center plugin 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 Mobile app

Now Mobile® application enables users to manage and create tasks and access other company resources from their mobile device.

Install the Now Mobile® application from ServiceNow Store 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.

ServiceNow Add-in for Microsoft 365 release notes

The ServiceNow Add-in for Microsoft 365 provides an extensible framework to invoke multi-department service workflows in ServiceNow® Employee Center embedded in Microsoft 365 apps. ServiceNow Add-in for Microsoft 365 is a new application in the Yokohama release.

ServiceNow Add-in for Microsoft 365 highlights for the Yokohama release

- Access any catalog form in Employee Center and submit requests within Microsoft 365 apps.
- Load any ServiceNow form or navigate to a link in Employee Center.
- Map message or appointment fields in Microsoft Outlook to be auto-populated in ServiceNow catalogs or forms.
- Configure extension points to support messages and appointments in read and compose modes.

See ServiceNow Add-in for Microsoft 365 for more information.

Important:
ServiceNow Add-in for Microsoft 365 is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

ServiceNow Add-in for Microsoft 365 features

Create a manifest file

Create a manifest file with the configurations that you want to enable for the ServiceNow Add-in for Microsoft 365.

Map email fields to a catalog item

Map fields from an email or meeting invite to copy and auto-populate a catalog form.

Map email fields to a form

Map fields from an email or meeting invite to copy and auto-populate a ServiceNow form.

Configure single sign-on for ServiceNow Add-in for Microsoft 365

Enable employees to access the add-in from any Microsoft 365 app without having to sign in to Employee Center.

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Activation information

Install ServiceNow Add-in for Microsoft 365 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 Microsoft Outlook 2019 or a later version to use ServiceNow Add-in for Microsoft 365.

Related ServiceNow applications and features

Employee Center

Use Employee Center embedded in Microsoft Outlook by loading any catalog form.

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 Yokohama release.

Journey designer highlights for the Yokohama release

Yokohama Patch 3

- As a journey user, track your journey more effectively—view real-time journey states, follow your progress with an improved progress bar, and easily filter your journeys to find exactly what you need.
- As a manager, request the status of an employee's journey to quickly understand progress and take timely, informed action.
- Managers can instantly summarize the information that appears on the Journey detail page to acquire an overview of an employee's journey. The summary that is generated also reflects the blockers that are impeding the journey's progress and the steps required to resume the journey's progress.
- View banner messages on the Journey detail page when your journey status is marked as 'Overdue' due to others' pending tasks. The messages are tailored based on personas and help you understand the reason of the overdue task.
- Use the updated 'All Tasks' filter, which now matches the overall task count shown in the progress bar. Read the revised tooltip on the Progress Bar that states, 'Completed tasks include skipped tasks.' Check the information icon on the 'All Tasks' filter to understand that 'Some of the total tasks may not be visible to you in this Journey,' ensuring clarity on task visibility.

- As a manager, managing the journey of reportees using Journey designer you can draft a journey with custom plans and tasks with help from Now Assist. Provide an AI prompt so that Now Assist can help you build a journey that matches your career goals and aspirations.
- The following Lifecycle Events flows have been migrated to flows.
  - HR Activity Set Trigger Check
  - Lifecycle Event Notification
  - Lifecycle Event Case Approval

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- HR Activity Set Launcher
- HR Activity Launcher
- Account Notification
- Add LE activity user to Pulse Survey

See Journey designer for more information.

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.

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

Related ServiceNow applications and features

Journey Accelerator

Define and manage plan types for employee transitions, such as promotions, onboarding, offboarding, and more.

Learning Posts

With the ServiceNow Learning Posts application, create an omnichannel learning experience that empowers employees to access the right learning when they need it.

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 easier.

Now Mobile® release notes

The ServiceNow® Now Mobile® application enables your users and employees to submit incidents and requests, manage tasks, and access company resources from anywhere. Now Mobile® was enhanced and updated in the Yokohama release.

Now Mobile® highlights for the Yokohama release

Get personalized search results with the Now Assist genius results search functionality in Now Mobile®.

See Now Mobile app for more information.

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

New in the Yokohama release

Now Assist genius results in Now Mobile®

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Now Assist genius results in Now Mobile® provides a personalized way of using the search functionality as opposed to the traditional AI Search experience.

The following plugins are required to access this functionality.

- Now Mobile® version 29.2
- Employee Center version 35.0

Activation information

Install Now 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

Employee Center

The Employee Center portal is a standard multi-department dynamic portal for service delivery, and employee engagement. Employee Center mobile capabilities enable employees to stay connected regardless of when, where, and how they're working.

Now Assist for Workplace Service Delivery (WSD) Release Notes

The ServiceNow® Workplace Service Delivery application improves the employee workplace experience by automating workplace management and provides a single platform for all workplace services. Now Assist for Workplace Service Delivery (WSD) is enhanced and updated in the Yokohama release.

Now Assist for Workplace Service Delivery (WSD) release notes

The ServiceNow® Now Assist for Workplace Service Delivery (WSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for WSD was enhanced and updated in the Yokohama release.

Now Assist for Workplace Service Delivery (WSD) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Help map admins configure the map during bulk updates to Indoor Mapping using the Automate map updates AI 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 AI agentic workflow.

Yokohama Patch 3

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- Manage temporary space closures AI agentic workflow for emergency meeting room maintenance. This team of AI agents block a space for maintenance and move any existing reservations from the blocked room to a new location.
- Help manage workplace reservations for updating existing event planning reservations. This team of AI agents retrieve the reservation from workplace case details, analyze the reservation, and update the workplace case notes.

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 Yokohama release

Yokohama Patch 6

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 AI agentic workflow to configure the map during bulk updates to Indoor Mapping.

The Map Admin Agent 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.

Yokohama Patch 3

Manage temporary space closures agentic workflow

Use the Manage temporary space closures agentic workflow when an emergency maintenance request is created.

Available agentic workflows

Agentic workflows	Description
Manage temporary space closures	AI agentic workflow blocks a room for emergency maintenance and moves any existing reservation from the blocked location to another.

Help manage workplace reservations agentic workflow

Use the Help manage workplace reservations agentic workflow for updating a planned event reservation's time, date, or duration.

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Available agentic workflows

Agentic workflows	Description
Help manage workplace reservations	AI agentic workflow autonomously reschedules events happening in the workplace and update an existing reservations date, time, or duration.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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

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

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Use this conversational interface to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Talent Development release notes

The ServiceNow® Talent Development application 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. Talent Development was enhanced and updated in the Yokohama release.

Talent Development Core release notes

The ServiceNow® Talent Development Core application supports an end-to-end process for individuals and managers to take control of their career growth and development plans. Talent Development Core was enhanced and updated in the Yokohama release.

Talent Development Core highlights for the Yokohama release

Yokohama Patch 3

- Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations.

- As an employee, Credly integration now enables you to display your digital credentials better demonstrating your skills in a tangible way.
- As an administrator, use Achievements and Credentials, to view various forms of digital credentials such as badges, awards, certifications.
- As an employee that meets the Talent Development user criteria, you can add custom opportunities with help from ServiceNow® Now Assist. Provide an AI prompt so that Now Assist can help you build a growth plan that matches your career goals and aspirations.

See Talent Development Core for more information.

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

New in the Yokohama release

Yokohama patch 8

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

Yokohama patch 6

Credly integration

As an employee, Credly integration now empowers you to display your digital credentials better demonstrating your skills in a tangible way.

View user credentials

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As an administrator, Achievements and Credentials now enables you to view user credentials and use achievement credential templates to sync credentials from third-party credential providers, for example: Credly

Import latest badges and related skills with the **Refresh credentials** option.

Credential badges are displayed in the skill activity insights.

Skills related to Credentials (badge template) are synced to the user profile. New skills identified are added to the harmonisation queue. Once imported, dynamic skills are associated with the respective user profile.

Note:
Credential Core has a soft dependency on Skills Foundation (8.0).

Create a growth plan with the help of Now Assist

As a Talent Development user, manage your career growth by creating a growth plan with the help of Now Assist. With Now Assist, you can provide details to craft a prompt that describes your career goals.

Note:
This feature is available when you have both Talent Development Core and Now Assist for HRSD installed.

UI changes

Credly Badges

As an employee, view your achievement badges on your employee profile. (Available across multiple applications within Talent Development Core).

Create a growth plan with the help of Now Assist

You can create growth plans with the help of Now Assist. Employees can select the **Build with Now Assist** button to access help from Now Assist.

Review skills

A new **Review skills** button has been added in Career Conversations that employees can use to rate their proficiency for each skill they've added.

Activation information

Install Talent Development 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

Career Conversations

Career Conversations support an end-to-end process for individuals and managers to create and manage career growth conversations.

Opportunity Marketplace

Opportunity Marketplace enhances career mobility. It 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.

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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.

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. It 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 offers improved networking opportunities and enables individuals to forge meaningful connections. Mentoring was enhanced and updated in the Yokohama release.

Mentoring highlights for the Yokohama release

- Auto-close mentoring relationship a certain number of days after the due-date. Configure the number of days followed by a grace period to allow any final interactions before auto-closure.
- Store a Mentoring snapshot of all overlapping preferences at the time of the relationship acceptance by the mentor. Derive skills tagged to Mentoring Relationships based on the snapshot.
- As a mentee, view Match Insights with a particular Mentor to understand how well they are matched before choosing the Mentor.
- As a mentee, share mentoring preferences and timeline information with your manager that help in the validation of your skills.

See Mentoring for more information.

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

New in the Yokohama release

Snapshot of preferences

Store a Mentoring snapshot of all overlapping preferences at the time of relationship acceptance by the mentor.

Mentor match insights

Mentees and Mentors can view suggested matches based on their enrolled preferences or skills.

UI changes

Share mentor names and key dates with my manager check box

A new **Share mentor names and key dates with my manager** check box is introduced in the mentee preferences form. Selecting this check box shares information with your manager and helps them validate your skill levels.

Activation information

Mentoring can be installed with the activation of the Employee Connections plugin, which is part of Talent Development Core. For more information, see Talent Development Core.

Related ServiceNow applications and features

Skills Intelligence

The ServiceNow® Skills Foundation application is an accessible and dynamic artificial intelligence (AI) platform that effectively solves the challenge of managing and using skills-related data.

Career Conversations

The ServiceNow® Career Conversations application supports an end-to-end process for individuals and managers to create and manage career growth conversations.

Opportunity Marketplace

The ServiceNow® Opportunity Marketplace application enhances career mobility. It 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.

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 Yokohama release.

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Skills Foundation highlights for the Yokohama release

- Skill Harmonization lets you import and combines skills from the external learning management system (LMS) to have one source for skills.
- Integrating Workday Learning skills and Workday Employee skills into the current import flow and relate them to the respective employees in the ServiceNow system.
- Support for dynamic skills import requests from Credly (OOTB source) and other external sources. The skills are verified with the skills library (exact or mapped match), and new skills are added to the queue for processing. The harmonized skills are then linked back to the source using metadata.

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.

New in the Yokohama release

Bring in skills through Skills import

Import skill sets from the Workday Employee spoke using the existing import flow in the Skills Workspace. The imported sets of skills can either be the full list of skills from a given input or a subset.

Import skills data from the external systems with the new Integration option in the Skills import.

Automatically identify skills that are similar to the existing skills in the library (cmn_skills) and display them in the Existing matches section.

Import skills from any external source and harmonize them with the new **Custom import** option.

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 Skills Workspace plugin (sn_skills_int_ws) must be installed to access the workspace experience.

Related ServiceNow applications and features

Workday Learning Spoke

Use the Workday Learning spoke to import course related skills from the Workday Learning instance to your ServiceNow instance.

Workday HR Spoke

Use the Workday HR spoke to import all skills users have in their Workday profiles to your ServiceNow instance.

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Talent Feedback release notes

The ServiceNow® Talent Feedback application allows managers to request feedback on employee skills from the employee's collaborators. Talent Feedback is a new application in the Yokohama release and is compatible with Xanadu and Washington DC releases.

Talent Feedback highlights for the Yokohama release

- Add multiple perspectives by gathering skill feedback from an employee's collaborators to gain a more well-rounded view of their capabilities.
- Enhance skill visibility by assessing skills when managers don't work closely with employees or have different domain expertise.
- Support skill validation by providing managers with qualitative inputs to validate employees' skills.
- Identify growth opportunities by uncovering skill gaps and learning needs.

See Talent Feedback for more information.

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

Talent Feedback features

Request and view feedback

As a manager, request skill feedback for your team members on any skills from the employee's collaborators.

View feedback and skill activities

As a manager, view all the feedback received for a skill along with skill activities, during skill validation to get a full-fledged view of an employee's proficiency.

Request feedback

As an employee, receive feedback requests in your Employee Center To-dos, where you can provide feedback and skill rating for one or more skills in the request.

Decline a feedback request **Accept or deny feedback requests**

As an employee (feedback provider), you can choose to decline requests that are not relevant to you.

Activation information

Install Talent Feedback 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 Skills Foundation plugin (sn_skills_int) must be installed to be able to request skill feedback on Talent Feedback.

Related ServiceNow applications and features

Skills Foundation

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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.

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.

Opportunity Marketplace release notes

The ServiceNow® Opportunity Marketplace application transforms internal mobility, providing employees with a unified hub to explore career opportunities. Opportunity Marketplace was enhanced and updated in the Yokohama release.

Opportunity Marketplace highlights for the Yokohama release

- Opportunity owners can select multiple user criteria when creating opportunities.
- Import an opportunity from the ServiceNow Project Workspace. Importing a project from the Project Workspace is only available with the Project type opportunity.

See Opportunity Marketplace overview for more information.

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

New in the Yokohama release

Create project opportunities by importing project details from Project Workspace

Opportunity owners create gigs, projects, and volunteer opportunities. Opportunity details for Project type opportunities can be imported from projects in the ServiceNow Project Workspace. These opportunities are different from internal jobs. OPM enables you to manage any opportunities that you create and track applications. The ability to create opportunities is based on user criteria.

Select multiple user criteria groups

Access to opportunities is controlled by assigning user criteria groups to an opportunity. From the Opportunity details page of the Create an opportunity widget, you can select multiple user criteria to manage access to the opportunity.

UI changes

A new step is added in the task for creating opportunities.

You must select how you want to get started with creating an opportunity.

- **Create using an existing project** enables opportunity owners with the correct assigned roles to import details from Project Workspace projects.

  Note:
  This option is only visible when both Project Workspace and Opportunity Marketplace are installed.

- **Create on your own** enables Opportunity Marketplace opportunity owners to create opportunities of type **Gig**, **Project**, or **Volunteer**.

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Enable selection of multiple user goups to manage which groups of users can view an opportunity.

Select multiple user criteria groups from the **Who can view this opportunity?** field on the Opportunity details widget page.

Changed in this release

Import Project Workspace project information to create an opportunity

Opportunity Marketplace opportunity owners can create Project Opportunity types by importing projects from the ServiceNow® Project Workspace.

Note:
Creating a project opportunity type by importing a project file is only available to users with both ServiceNow Project Workspace and Opportunity Marketplace installed.

An opportunity owner must have the following roles assigned to them to create a Project type opportunity by importing project details from Project Workspace.

reource_user **Resource management process**

If you're assigned the resource_user role, you can be a resource requester.

sn_ppm_read

The sn_ppm_read role provides read-only access to the Portfolio, Program, and Timecard dashboards along with the Resources report to the assigned users.

Select multiple user criteria groups

Opportunity owners can select multiple user criteria groups from the **Who can views this opportunity?** field on the Opportunity details page. For more information, see Create opportunities in Opportunity Marketplace.

Activation information

Install Opportunity Marketplace 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

Talent Development Core

Talent Development Core helps employees identify growth and development areas, create a plan, and track the success of the plan.

Career Conversations

Career Conversations support an end-to-end process for individuals and managers to create and manage career growth conversations.

Opportunity Marketplace

Opportunity Marketplace enhances career mobility. It provides employees 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.

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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.

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. It enables users to configure learning catalogs that contain course items from both internal and external learning systems.

Career Conversations

Supports an end-to-end process for individuals and managers to create and manage career growth conversations.

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

The ServiceNow Employee Center portal is a standard multi-department, dynamic portal for service delivery and employee engagement.

Manager Hub

The ServiceNow® Manager Hub increases managers 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.

Enterprise Architecture release notes

Enterprise Architecture (formerly Application Portfolio Management) has new and updated features in the Yokohama release.

Enterprise Architecture (formerly Application Portfolio Management) 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 Yokohama release.

Enterprise Architecture highlights for the Yokohama release

Yokohama Patch 6

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- Select a fiscal period on the Application Rationalization pages using the new fiscal period filter option. The fiscal period filter enables you to view application rationalization data for the selected fiscal period.
- 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.
- Generate business process modeling diagrams and model the future state of the business processes using Enterprise Modeling and Visualization.
- Associate business capabilities to a business application from the business application related list.
- View the past due certification tasks for your business applications from the Application Portfolio tab of the Insights section.
- Generate scores for indicators and scoring profiles in the Enterprise Architecture Workspace.
- Read-only access to the#Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read).

Yokohama General Availability

- Generate business process modeling diagrams and model the future state of the business processes using Enterprise Modeling and Visualization.
- Associate business capabilities to a business application from the business application related list.
- View the past due certification tasks for your business applications from the Application Portfolio tab of the Insights section.
- Generate scores for indicators and scoring profiles in the Enterprise Architecture Workspace.
- Read-only access to the#Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read).

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

New in the Yokohama release

Yokohama Patch 6 Application rationalization page enhancements

- 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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Enterprise Modeling and Visualization in the EA Workspace

- 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.
- Create diagram actions for newly added custom shapes that can be used in Enterprise Modeling and Visualization to create diagrams.
- Add custom shapes to use in the Enterprise Modeling and Visualization.
- Create your own modeling diagrams using the Blank diagram option.

Business application related list enhancements

In the **Architectural Artifacts** tab of the business application related list, selecting the **New** button displays a modal to create an architectural artifact.

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

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  - 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

Regenerate indicator scores in Enterprise Architecture Workspace

Generate a score for application and capability indicators for a particular period. Also, generate scores for an application scoring profile and capability scoring profile, to calculate scores for all indicators attached to that particular scoring profile.

Business stakeholder role for Enterprise Architecture Workspace

Read-only access to the#Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read).

TRM technical debt form

The *`TPM Discovered Technologies and Lifecycles`* scheduled job fetches the server details for the TRM products.

Technology portfolio management (TPM) enhancements

- Added a restart button on the TPM Logs page to restart the Populate TPM Discovered Technologies and Lifecycles scheduled job, in case the job is stuck and doesn't refresh the log data for more than an hour. For more information, see View TPM logs and Restart Populate TPM Discovered Technologies and Lifecycles scheduled job.

UI changes

Application Rationalization page enhancements

- 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.

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View business capabilities associated with a business application

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 the available tabs are:

- Business Capabilities
- Information Objects
- Architectural Artifacts
- Digital Interfaces
- Digital Integrations
- Application Model Lifecycle
- CI Scores
- Architecture Reviews

Insights section enhancements

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 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

- In the Diagrams page, added an option to create a business process map.
- Added a field in the shape library element form to show or hide the shape for different diagram types.
- The following categories are added for the ArchiMate shapes:
  - ArchiMate- Application Layer
  - ArchiMate- Business Layer
  - ArchiMate- Technology Layer
  - ArchiMate- Relationships
- Enhanced the Enterprise Architecture shape library with new shapes for Value Stream and Value Stream Stage.

Architectural Artifacts enhancements

- In the Architectural Artifacts list of the Portfolio page, selecting the **New** button displays a modal to create an architectural artifact.
- In the architectural artifact details page, the **Upload Version** button is renamed to **New version** version.
- In the architectural artifact related list, the following tabs are removed:
  - Role permissions
  - User Criteria permissions

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  - User permissions
  - Group permissions
- Added the **Share** button in the architectural artifacts **Details** tab in the Portfolio page to share the architectural artifacts with users and groups.
- In the architectural artifact related list, renamed the Architectural Artifact Versions tab to Artifact versions.
- In the **Artifact versions** tab, the New button is removed.
- In the Portfolio page, the Architectural Artifact Versions section is removed from the Information Portfolio. Added the **New version** button at the artifact version details page.
- In the architectural artifact **Details** tab, the Access Setting section is removed.
- In the architectural artifact **Details** tab, the **Download artifact** button is removed. Added the **Download** button on the artifact version page.

Configure certification policies

In the Setup page, the Certification Schedules section is renamed to Certification Policies.

Regenerate indicator scores in Enterprise Architecture Workspace

The following buttons are added to generate scores for indicators and scoring profiles:

- The **Regenerate indicator score** button is added in the Indicator record.
- The **Generate scores** button is added in the Scoring Profile record.

Create diagram action

An option to open diagram actions list for the Enterprise Modeling and Visualization in the Setup page.

Create a blank diagram using modeling in the EA Workspace

In the Enterprise Modeling and Visualization, an option to create blank diagrams is added.

Restart Populate TPM Discovered Technologies and Lifecycles scheduled job

The **Restart** button added on the TPM Logs page to restart the Populate TPM Discovered Technologies and Lifecycles scheduled job.

TRM technical debt form

The technical debts table [sn_apm_trm_standards_technical_debt] displays the server details for the TRM products along with the associated business applications details, and the reason for the technical debt.

Portfolio list view

New modules and features have been added in the Portfolio section.

Add additional category details for TRM products

The **Other Category** field is added in the Request TRM Product form and the Create TRM product form. Using this data, you can filter for TRM products using additional categories details.

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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.

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. You can summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) is a new application in the Yokohama release.

Now Assist for Enterprise Architecture (EA) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 1: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise architecture diagrams AI agent.

Yokohama Early Availability

- Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.
- Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent.

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

Yokohama Patch 1 **Using Enterprise Architecture Diagramming AI agent**

Use the Enterprise architecture diagrams AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them.

Yokohama Early Availability **Now Assist for Enterprise Architecture (EA)**

- Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision.
- Register a business application and a digital integration with an interactive generative AI experience using Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA).

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UI changes

Yokohama Patch 3 **Agentic workflow name update**

Renamed the Enterprise Architecture Diagrammer AI agent to Enterprise architecture diagrams AI agent.

UI name updates

- In the All menu, renamed the **Features** option under **Now Assist Admin** to **Skills**.
- On the Now Assist Admin page, renamed the **Now Assist Features** tab to **Now Assist Skills**.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

Help improve 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

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.

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Now Assist panel

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® ESG Management application helps you to manage all your environmental, social, and governance (ESG) commitments. ESG Management was enhanced and updated in the Yokohama release.

ESG Management highlights for the Yokohama release

- Model and prepare for potential outcomes with what-if scenario analysis tools that can help with your strategic planning.
- Review the calculated metric definition data by using a formula tree so that you can access detailed information on the operands, metric definitions, metrics, and emission factors.
- Streamline ESG metric tracking and enable trend analysis with enhanced Metric data tasks that support choice and HTML response formats and table improvements.
- Import your historical metric data by using an import template to update and manage metric data within your organization.
- Assign data owners dynamically for metrics that are based on configurations.

See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.

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

New in the Yokohama release

Forecast planning and analysis

Model and prepare for potential outcomes by using forecast planning analysis. With these tools, you can create, save, or visualize multiple scenarios.

Formula tree

Explore the calculated metric definitions by reviewing a structured and visual representation of the entire calculation chain. By using a formula tree, you can access the calculation details and view how the different metrics and emission factors are interconnected.

Historical metric data

Import the historical metric data by using a pre-defined import template with instructions. With this process, you can update and manage the metric data within your organization and help to ensure that all data complies with the established business rules.

Dynamic filtering for Microsoft 365 for ServiceNow Reporting

Filter the fields dynamically and set up dependencies by using related fields. In the Microsoft 365 add-in, you can configure fields so that cascading filters are supported dynamically. You can select a value in a field and have the related fields

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automatically update to show the relevant options. This process helps you to streamline data entry and improve efficiency.

UI changes

Forecast planning and analysis

The forecast planning analysis module is now included in the List view of the Operational Sustainability Workspace.

Changed in this release

Result types

If you have the ESG manager [sn_esg.metric_manager] role, you can now configure either text, choice, or HTML format options for responses to qualitative metric data tasks that are related to manual metric definitions, including both initial and overridden responses. These options help you achieve more precision and detail in your data collection process.

Metric data table filters and side panel enhancements

If you have the ESG data owner [sn_esg.data_owner] role, you can now apply filters by using the filter menu and reject or approve tasks from the metric data table side panel. Data owners can now multi-submit and assign approvers to multi-approve or reject tasks, with the option to use choice and HTML response formats.

Data owner assignment types

If you have the ESG Manager [sn_esg.metric_manager] role, you can now configure the Data Owner Assignment type to be either simple or advanced for manual metric definitions. When you select the Simple option, the system assigns the specified Data Owner or Data Owner Group to the Metric Data Task. If you choose the Advanced assignment option, which is available with the GRC: Approver Configurator application, you can set custom configuration conditions, tables, or data owners to dynamically assign data owners.

Table added to the GRC: Metrics application

The following tables were added to the GRC: Metrics application:

- sn_grc_metric_import_job
- sn_grc_metric_data_import
- sn_grc_metric_st_import_log
- sn_grc_metric_st_transform_history
- sn_grc_metric_import_template

Table added to the ESG content accelerator application

The sn_esg_content_issb_citation table was added to the ESG content accelerator application.

Table added to the Forecast planning analysis application

The following tables were added to the Forecast planning analysis application:

- sn_grc_forecast_analysis
- sn_grc_forecast_context
- sn_grc_forecast_data
- sn_grc_forecast_parameter_data

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Database view added to the Scope 3 emissions management application

The sn_esg_scope3_asset_emissions database view was added to the Scope 3 emissions management application.

Changes made to the sn_grc_metric_data_task table

In the sn_grc_metric_data_task table, the job_submitted, job_errors, choice, overridden_choice, html, and overridden_html columns were added. The type="string" attribute was added to the state column.

Changes made to the sn_grc_metric_metric table

In the sn_grc_metric_metric table, the period_date, data_owner_type, data_owner, and data_owner_group columns were added. The type="string" attribute was added to the domain_area column.

Changes made to the sn_grc_metric_parent_data table

In the sn_grc_metric_parent_data table, the formula_operands columns, and html columns were added.

Changes made to the sn_grc_metric_base_definiton table

In the sn_grc_metric_base_definiton table, the formula_tree, result_type, choice_table, choice_field, choice_condition, data_owner_assignment_type, source columns were added. The type="string" attribute was added to the frequency column.

Changes made to the sn_grc_metric_data_by_entity table

In the sn_grc_metric_data_by_entity table, the html column was added.

Attributes modified in the sn_grc_metric_collector_data table

In the sn_grc_metric_collector_data table, the display="true" attribute was removed from the collector_definition column.

Attributes modified in the sn_grc_metric_data_process_queue table

In the sn_grc_metric_data_process_queue table, the reference_cascade_rule="delete" attribute was added to the metric_definition column.

Attributes modified in the sn_grc_metric_definition table

In the sn_grc_metric_definition table, the type="string" attribute was added to the type, method_type columns.

Changes made to the sn_esg_msoff_intg_o365_reporting_configuration_filter table

In the sn_esg_msoff_intg_o365_reporting_configuration_filter table, the related_fields column was added. The display="true" attribute was added to the field_name column in the sn_esg_msoff_intg_o365_reporting_configuration_filter table.

System properties are added to the GRC: Metrics application

The following properties were added to the GRC: Metrics application:

- com.glide.event_manager.grc_metrics_queue.even.load.distribution.enabled
- com.glide.event_manager.grc_metrics_queue.claim_limit

Deprecations

Business rules were deactivated and moved to common script include methods as part of GRC Metrics. For more information, see the KB article: KB1734660.

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Activation information

Install ESG 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.

Field Service Management release notes

The ServiceNow® Field Service Management application automates processes, enhances communication, and transforms field service delivery with AI-powered workflows to resolve customer needs efficiently, transparently, and proactively. Field Service Management was enhanced and updated in the Yokohama release.

Field Service Management highlights for the Yokohama release

- Define configurable rules that you can use to derive recommendation scores and optimize your appointment booking slots.
- Create advanced dependency relationships among tasks to enhance scheduling accuracy.
- Optimize your task assignments by using dependencies that align with the overall objectives and constraints of your resource allocation.
- Streamline your capacity and resource management by using enhanced visualization in the Capacity Console.
- Calculate the work duration for a work order task more accurately by using the Agent Efficiency feature.

See Field Service Management for more information.

Important information for upgrading Field Service Management to Yokohama

- 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 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.

New in the Yokohama release

Dispatcher Workspace

Use Dispatcher Workspace to perform the following tasks:

- View the Field Service agent's real-time location and completed daily route.
- Use a condition builder to filter relevant resources. You can also extend existing tables to filter custom fields.
- Use advanced filters with hierarchical structures to filter territories.
- View task scheduling conflict messages in the Dispatcher Workspace to improve visibility and facilitate resolutions for dispatchers.

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Field Service Agent Efficiency

Use Agent Efficiency to perform the following tasks:

- Define the agent efficiency criteria to calculate the Agent Efficiency for a task.
- Calculate the estimated work duration for a work order task more accurately based on the Agent Efficiency feature.
- Enhance manual task assignment and dynamic scheduling for a task by leveraging Agent Efficiency.
- Optimize Intelligent Task Recommendation by incorporating Agent Efficiency values so that dispatchers can assign tasks more effectively.

Appointment Booking

Use Appointment Booking to perform the following tasks:

- Replicate the application and service-based configurations across instances.
- Grade the appointment booking slots by recommended or available slots to ensure optimal scheduling.
- Use the seismic appointment booking calendar across all user interfaces to ensure a consistent and seamless scheduling experience.

Task dependencies

Use task dependencies to perform the following tasks:

- Enable administrators and dispatchers to define advanced task dependencies, such as start together or start after start, so that you can ensure that tasks are executed in the right order.
- Enable dispatchers to create task dependencies within or between work orders.

Schedule Optimization

Use Schedule Optimization to perform the following tasks:

- Enable dispatchers to optimize resource assignments that are based on the dependency relationship between tasks.
- Generate more accurate scheduling and assist your field technicians in navigating traffic conditions more effectively by configuring Schedule Optimization. You can consider time-of-day and set up intraday scheduling to leverage real-time traffic data when certain conditions are met.
- Use new optimization features, such as **Maximize consecutive collocated task assignments** and **Minimize task start times**, when you're creating a policy.
- Provide greater control over task distribution by enabling a new drip feed property, **Number of tasks**, to enhance your scheduling capabilities.
- Expect more reliable and efficient task scheduling due to resolved conflicts between the various scheduling engines.
- View the task scheduling conflict messages on the task, user, and group records when optimization is in progress.

Capacity and Reservations Management

Use Capacity and Reservations Management to perform the following tasks:

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- Leverage the capacity console to efficiently manage resource allocation across territories and demand channels so that you can enable your teams to analyze field technician performance and make data-driven decisions.
- Set flexible reservation rules to define the minimum and maximum resource allocations so that you can enable dynamic adjustments to capacity based on shifting demands.
- Create recurring capacity assignments for specific days of the week for long-term capacity planning and management.
- Enable multiple overrides for the same date range to address demand fluctuations so that you can manage exceptions with more precision and flexibility.

Scheduling Health dashboard

Use the Scheduling Health dashboard to view these additional Schedule Optimization metrics:

- Tasks without skills
- Technicians without skills
- Tasks without parts
- Technicians without parts

Business location-based work management

Enable your staff across various industries to efficiently manage work orders. Your employees can resolve tasks that are specific to their assigned location, while your managers can oversee the tasks across their assigned locations. You can reinforce your security by ensuring that your staff can only access the work orders that are related to their designated locations.

Managing agents and tasks from Workforce

Use Workforce to perform the following tasks:

- Enable additional users to use Workforce by adding additional managers to assignment groups.
- Enable managers to view the event management tab when Workforce Optimization for Field Service is active.

Smart Assessment for Field Service Questionnaire

Use Smart Assessment templates to perform the following tasks:

- Migrate from a survey-based questionnaire to Smart Assessment based questionnaires.
- Create work order questionnaires.
- Set up detailed instructions that include rich text and images.
- Configure conditional questions based on responses of all other types of questions and across sections.
- Allow additional comments or attachments on a question's response.
- Improve the work order questionnaire in the Mobile Agent® application by implementing a paginated layout, providing instructions with questions, and offering in-line choices.

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Planned Work Management

Seamlessly migrate monthly and annual plans from Planned Maintenance to Planned Work Management.

UI changes

Field Service Agent Efficiency

- Configure and define the Agent Efficiency criteria.
- Add an Agent Efficiency value for an agent.
- The **Planned work duration** and **Agent efficiency criteria** fields were added.

Appointment Booking

An optional seismic appointment booking Calendar with slot recommendation is available for Appointment Booking.

Task Dependency

- Upstream task is renamed as Predecessor task.
- Downstream task is renamed as Successor task.
- New fields were added to define advanced task dependencies.

Work order questionnaire

- You have in-line choices for a question when completing a work order questionnaire through the Now Mobile Agent application.
- You can add additional information to a question when completing a work order questionnaire through the Now Mobile Agent application.

Smart Assessment for Field Service Questionnaire

Added a toggle to enable Smart Assessments for a work order questionnaire.

Changed in this release

SLAs in Dispatcher Workspace

The SLAs breached query on the Dispatcher Dashboard in Dispatcher Workspace has been updated to look at the SLAs that are associated with the work order tasks only instead of the work orders and work order tasks. The SLA breached counter on the task cards is also static, instead of real time. For more information on changing the SLA timer on task cards, see the Enable the **SLA timer on work order task cards** property on Configure settings for Dispatcher Workspace.

Assignment groups and territories in Dispatcher Workspace

You must save the default assignment groups or territories in Dispatcher Workspace to load when you open Dispatcher Workspace. If you don't have the defaults saved, then you must select the assignment groups or territories to appear every time you open Dispatcher Workspace. This change is made to improve the performance of Dispatcher Workspace. For more information on saving the default assignment groups, see the Groups section on the **General** tab on Enable Dispatcher Workspace settings. For information on saving default territories, see Select Territories in Dispatcher Workspace. Administrators can disable this by setting the *sn_fsm_disp_wrkspc.enableEmptyState* system property to false.

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Work order questionnaire

Availability of inline choices for a question and the ability to add additional information for a question when completing a work order questionnaire through the Now Mobile Agent application.

Role to access opportunities

The Opportunity Writer sn_opty_mgmt_core.opportunity_writer role has been replaced with the Opportunity Contributor sn_opty_mgmt_core.opportunity_contributor role. Field service technicians can use the new Opportunity Contributor[sn_opty_mgmt_core.opportunity_contributor role to create and view opportunities.

Google Maps APIs for Field Service Capabilities

Upgrade to the new Places API (new) and Routes API 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 enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. Enable the new APIs from Google Console to continue using the API services without any issues.

If you create a new Google API key after March 1, 2025, enable the new APIs from Google Console to use these services with the new API keys.

For more information see, KB2111488, KB2112054, and Changes to Google Maps Platform automatic volume discounts, monthly credit, and services transitioning to Legacy status.

Removed in this release

The approval for new requests workflow was removed from the Field Service Management Business Process configuration. Existing customers that use this workflow are unaffected. New customers can use ServiceNow® Workflow Studio to build the approval for the new requests workflow. For more information on Workflow Studio, see Flow Designer.

Deprecations

- Starting with the Yokohama release, Approval Workflow for FSM 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.
- Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be 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.

Leverage advanced features of Appointment Booking, such as the appointment slot recommendation, by activating the Advanced Appointment Booking (com.snc.advanced_appointment_booking) plugin.

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Define the task dependencies for a work order task and schedule tasks based on the dependency by activating the Field Service Task Dependencies (com.snc.fsm_task_dependency) plugin.

Integrate agent efficiency metrics with Field Service Management to define and use the efficiency of agents to estimate the work duration for tasks by activating the FSM Agent Efficiency (com.snc.fsm_agent_efficiency) plugin.

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 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.

Service 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 to resolve cases.

Now Assist for Field Service Management (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 Yokohama release.

Now Assist for FSM highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

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- 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.
- Clone and customize skills.
- Edit prompts using the Now Assist skill kit.

Yokohama Patch 3

- Enable Field Service technicians to access a virtual assistant from the mobile application with Now Assist in Virtual Agent.
- Use Now Assist in Virtual Agent for mobile to summarize work order tasks.
- Explore conversational search in the Now Assist panel with results from Knowledge Base articles.

See Now Assist for Field Service Management (FSM) for more information.

Important:
Now Assist for Field Service Management (FSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Yokohama Patch 6

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.

Yokohama Patch 3

Create an Assistant for Field Service Management to do the following:

- Initiate the Now Assist panel from a work order task record or the **My tasks** tab.
- Provide technicians with a consistent and intuitive interface for quick and effortless interaction.
- Display a summary of work order tasks.

Use conversational search for technician support to do the following:

- Enable technicians to ask questions in natural language for quick and clear answers.
- Enable technicians to receive accurate and reliable responses sourced exclusively from the Knowledge Base.
- Provide technicians with context-aware follow-ups, including related parts or steps, for better support.

Changed in this release

Yokohama Patch 11

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Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Yokohama Patch 6

Removed prompt headers

The prompt headers have been removed from the work order summarization skill to support third-party Large Language Models (LLMs). 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 Install Now Assist plugins.

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 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.

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.

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Financial Services Operations release notes

Financial Services Operations has new and updated features in the Yokohama release.

Financial Services Operations applications

The Financial Services Operations solution works with the following applications:

- Service Bridge - connects multiple ServiceNow instances to provide seamless support and service experiences, and enables exchange of service requests between different entities to facilitate effective and consistent communication. See Service Exchange release notes.
- Field Service Management - enables you to create and view all work orders and appointments related to your case, depending on your business needs. See Field Service Management release notes.

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 Yokohama release.

Dispute Rules Content Pack for Visa highlights for the Yokohama release

Apply 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.

Changed in this release

Visa Resolve Online (VROL) version 25.2 updates

Updated the dispute questionnaire provided through 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.

Related ServiceNow applications and features

Playbooks for Customer Service Management

ServiceNow® Playbooks for Customer Service Management provide 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.

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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.

Ethoca Spoke

The Ethoca Spoke connects ServiceNow® to Ethoca APIs, enabling customers to handle dispute management and fraud prevention more efficiently and securely, reducing the need for chargebacks. Ethoca Spoke was enhanced and updated in the Yokohama release.

Ethoca Spoke highlights for the Yokohama release

Leveraging Ethoca Spoke actions enable issuers to:

- Resolve disputes efficiently at a faster pace, reducing chargeback costs
- Enhance collaboration between stakeholders, thus improving the customer experience

See Ethoca spoke for more information.

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

Changed in this release

Ethoca spoke actions

The following Ethoca Spoke actions were built for Ethoca Alerts API in version 3.0.0:

- Create Transaction Alert
- Look up Transaction Alert Status by Batch
- Look up Alert Status
- Look up Alert Outcome by Batch Stream

Note:
To enable the Look up Alert Outcome by Batch Stream action, install the ServiceNow IntegrationHub Action Template - Data Stream (com.glide.hub.action_type.datastream) plugin.

Activation information

Install Ethoca Spoke 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

Integration Hub

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

Integration Hub available 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.

Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application supports dispute agents by providing the necessary data to expedite dispute resolutions and improve the overall experience. Financial Services Card Operations was enhanced and updated in the Yokohama release.

Financial Services Card Operations highlights for the Yokohama release

- Resolve friendly fraud disputes by incorporating friendly fraud detection and resolution in the existing dispute flow for Visa transactions. You can take actions such as crediting the customer, denying the dispute, or initiating an exception process.
- The Financial Services Card Operations data model is updated in this release with reparented tables to align the data and manage the dispute transactions more effectively. See Financial Services Card Operations for more information.
- Enhance the card disputes process with an updated end-to-end Visa disputes playbook that now includes support for reviewing associated transactions and handling pre-arbitration, arbitration, and appeals.
- Manage and work on multiple disputed transactions for a case with individual playbooks for each disputed transaction.
- Integrate new VROL subflows into the enhanced Visa card disputes playbook.

Important:
Financial Services Card Operations is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Financial Services Card Operations to Yokohama

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.

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New in the Yokohama release

Detect friendly fraud

Resolve friendly fraud disputes with predefined rules to ensure consistent and precise detection of friendly fraud in Visa disputed transactions. Agents can decline requests, issue credits, or proceed with chargebacks, allowing for tailored responses based on the situation.

Enhanced Visa disputes playbook

Leverage an updated card disputes processing flow to associate additional transactions, manage multiple transaction disputes, and handle pre-arbitration, arbitration, and appeal requests to Visa for allocation and collaboration chargeback workflows.

Changed in this release

Visa Resolve Online (VROL) version 25.1 updates

Updated the following columns to align with release 25.1 revision changes:

- The **is_parcelado** column has been removed from the dispute intake table.
- The domain value description for the **DisputeResponseReason** column has been updated from **Copy of ATM Cash Disbursement or Load Transaction** to **Copy of ATM Cash Disbursement**.

Activation information

Install Financial Services Card 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.

Related ServiceNow applications and features

Financial Services Operations Core

Enables the extension of tables from Financial Services Operations Core to the Financial Services Card Operations application.

Dispute Rules Content Pack for Visa

Run chargeback eligibility rules and determine the reason code for a dispute as part of the Visa disputes playbook.

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 Yokohama release.

Financial Services Operations Core highlights for the Yokohama release

The Claim Base [sn_bom_claim_base] table has been updated in this release with additional fields. These fields were previously available only to specific applications. They're available in the Claim Base table and can be used across all other claim applications in this release.

See Financial Services Operations Core for more information.

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Important:
Financial Services Operations Core is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Added fields to Claim Base table

Added the following fields to the Claim Base [sn_bom_claim_base] table:

- SIU review
- Claim validation decision
- Claim fraud decision

Activation information

Install Financial Services Operations Core 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

Customer Service Management

ServiceNow® Customer Service Management enables the extension of tables from the ServiceNow application into the Financial Services Operations Core application.

Financial Services Operations Core

The Financial Services Operations Core data model enhances and uses tables from the ServiceNow AI Platform and the Customer Service Management (CSM) application to create a streamlined data environment.

Claims applications

The ServiceNow® Financial Services Operations for Insurance offers several applications that support automated claims processing across different lines of business.

Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application enables you to seamlessly integrate with the 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 Yokohama release.

Financial Services Operations Integration with Visa highlights for the Yokohama release

- Enables Visa VROL dispute resolution process by providing features such as accept dispute and cardholder purchase enquiry.
- Ensures Visa conformance through error handling and timely updates on chargeback status.

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.

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New in the Yokohama release

Added new VROL integration subflows

Enables seamless integration with the card operations dispute management playbook with VROL subflows. The following new VROL subflows have been added:

- Look Up Transaction Inquiry Results
- Accept Dispute
- Conduct Cardholder Purchase Inquiry
- Look Up Transaction Details
- Look Up Dispute Response Details
- Create Dispute Pre-Arbitration
- Look Up Dispute Pre-Arbitration Details
- Create Dispute Pre-Arbitration Response
- Look Up Dispute Pre-Arbitration Response Details
- Submit Dispute Filing
- Look Up Dispute Filing Details
- Mark Batch Queue Item as Read

Changed in this release

Visa Resolve Online (VROL) version 25.1 updates

Updated the following subflows to align with release 25.1 revision changes:

- Submit Dispute questionnaire
- Submit fraud report

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

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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.

Insurance Claims Core release notes

The ServiceNow® Insurance Claims Core application provides a generic claims data model and approval engine to create flexible data structures that meet your business needs. Insurance Claims Core was enhanced and updated in the Yokohama release.

Insurance Claims Core highlights for the Yokohama release

The Claim Incident [sn_ins_claim_property] table has been updated in this release with additional fields. These fields were previously available only to specific applications. They're available in the Claim Incident table and can be used across all other claim applications in this release.

See Insurance Claims Core for more information.

Changed in this release

Added fields to Claim Incident table

Added the following fields to the Claim Incident [sn_ins_claim_property] table:

- Injured
- Insured property

Activation information

Insurance Claims Core is a ServiceNow AI Platform feature that is available with activation of Financial Services Operations Core. For details, see Financial Services Operations Core release notes.

Related ServiceNow applications and features

Insurance Claims Core

The Insurance Claims Core application includes all the required common entities in an insurance claim process for your different lines of business.

Claims applications

ServiceNow® Financial Services Operations for Insurance offers several applications that support automated claims processing across different lines of business.

Financial Services Operations Core

The Financial Services Operations Core data model enhances and uses tables from the ServiceNow AI Platform and the Customer Service Management (CSM) application to create a streamlined data environment.

Mastercard Spoke release notes

The ServiceNow® Mastercard Spoke application enables the ServiceNow AI Platform to connect with the Mastercom API Suite and Mastercom Extended APIs, providing quick access to payment and dispute resolution services. Mastercard Spoke was enhanced and updated in the Yokohama release.

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Mastercard Spoke highlights for the Yokohama release

- Use the Mastercard Spoke to manage card disputes using the Mastercom API Suite and Mastercom Extended APIs.
- Leverage Mastercard Spoke actions to manage disputes for cleared Single Message System original transactions with Mastercom Extended.

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 in the Yokohama release

Mastercard Spoke actions

The following Mastercard Spoke actions were built for Mastercom Extended:

- Attach Document by Case ID - Extended
- Attach Documents by Claim ID and Event ID - Extended
- Check Document Details - Extended
- Create a Report - Extended
- Create Chargeback Reversal - Extended
- Create Claim - Extended
- Create Pre-Arbitration/Arbitration Case - Extended
- Create Pre-Compliance/Compliance Case - Extended
- Initiate a Dispute by Claim ID - Extended
- Look up Case Details by ID - Extended
- Look up Claim Details by ID Request Builder - Extended
- Look up Claim Details by ID Response Parser - Extended
- Look up Claim Details Request Builder - Extended
- Look up Claim Details Response Parser - Extended
- Look up Claims in a Queue by ID Stream - Extended
- Look up Completed Report - Extended
- Look up Processed Documents by Case ID Request Builder - Extended
- Look up Processed Documents by Case ID Response Parser - Extended
- Look up Processed Documents by Document Completed ID Request Builder - Extended
- Look up Processed Documents by Document Completed ID Response Parser - Extended
- Look up Queue by ID - Extended
- Look up Queues Stream - Extended
- Look up Report Fields - Extended
- Look up Report Fields Stream - Extended
- Look up Report Status - Extended

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- Look up Reports Stream - Extended
- Look up Statuses for Documents Associated with Cases - Extended
- Look up Transactions Request Builder - Extended
- Look up Transactions Response Parser - Extended
- Update Pre-Arbitration/Arbitration Case - Extended
- Update Pre-Compliance/Compliance Case - Extended
- Update Representment by Claim ID and Event ID - Extended
- Upload Documents - Extended

Activation information

Install Mastercard Spoke 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

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 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 Yokohama release.

Now Assist for FSO highlights for the Yokohama release

Yokohama Patch 11

- Now Assist for FSO skills and AI agents support model updates in Now LLM Service.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Review changes to Now Assist usage measurement.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

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- 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.
- Implement security in Now Assist AI agents and Now Assist for FSO skills with Access Control Lists (ACLs).

Yokohama Patch 3

- Streamline the friendly fraud dispute resolution process for human agents and make informed decisions by using the Now Assist friendly fraud AI agent.
- Maintain positive customer relationships by using the AI agent to craft responses with the right tone and language.
- Enable agents to evaluate and review the amount being disputed, the customer relationship, and the outcome of the detection logic.

Yokohama Patch 1

- Streamline the card dispute submission process for cardholders with a dispute intake workflow by using Now Assist in Virtual Agent.
- Use a conversational, natural language interface that makes data collection more engaging and less tedious compared to a traditional form.
- Increase efficiency by inferring information from the customer's responses in the conversation.

See Now Assist for Financial Services Operations (FSO) for more information.

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

New in the Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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.

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.

Yokohama Patch 3

Using agentic workflows in Now Assist for Financial Services Operations (FSO)

Resolve disputes that are flagged as friendly fraud with comprehensive guidance from the friendly fraud AI agent. Leverage the AI agent's step-by-step recommendations and detailed responses to explain the decisions made regarding

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disputes. Based on the AI agent recommendations, issue credit to customers, decline disputes, or initiate an exception process.

Yokohama Patch 1

Disputes intake via Virtual Agent

Provide an intuitive dialog-based channel experience for your customers to submit details on a dispute case. The dispute intake via Virtual Agent leverages questions that are required by the card processing networks. Now LLM Service rephrases these questions in a conversational format and infers the answers for the unanswered questions from customer responses.

Changed in this release

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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 FSO 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.

Additional requirements

The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.

Related ServiceNow applications and features

Now Assist

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

Now Assist in Virtual Agent

The ServiceNow® Now Assist in Virtual Agent enhances productivity and empowers customers with a self-service interface for submitting a card dispute.

Using agentic workflows in Now Assist for Financial Services Operations (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 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's card, payment, and dispute resolution services. Visa Spoke was enhanced and updated in the Yokohama release.

Visa Spoke highlights for the Yokohama release

- Manage card disputes with Visa Resolve Online (VROL) and card-on-file payments with the Visa Stop Payment Service (VSPS) API suite using Visa Spoke.
- Accept and close dispute items in a queue with Visa Spoke actions.
- Download images from an endpoint using Visa Spoke actions.
- Handle card operations and dispute resolution services with Visa Spoke actions.

See Visa Spoke for more information.

New in the Yokohama release

Visa Stop Payment Service (VSPS) integration

The Visa Stop Payment Service (VSPS) enables Visa card issuers to stop card-on-file payments (including recurring and installment payments) from being authorized, cleared, and settled through VisaNet. This service helps Visa issuers handle cardholder stop payment requests.

The following Visa Spoke actions allow clients to integrate with VSPS APIs and work through the platform:

- Create Stop Payment Instruction by Merchant Identifier Request Builder
- Create Stop Payment Instruction by Merchant Identifier Response Parser
- Create Stop Payment Instruction by PAN Request Builder
- Create Stop Payment Instruction by PAN Response Parser
- Create Stop Payment Instructions by Merchant Category Code Request Builder
- Create Stop Payment Instructions by Merchant Category Code Response Parser
- Look up Eligible Transactions for Stop Payment by PAN and Date Range Request Builder

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- Look up Eligible Transactions for Stop Payment by PAN and Date Range Response Parser
- Look up Stop Instruction Details by Stop Instruction ID Request Builder
- Look up Stop Instruction Details by Stop Instruction ID Response Parser
- Look up Stop Payment Instructions by PAN Request Builder
- Look up Stop Payment Instructions by PAN Response Parser
- Update Stop Instructions Duration by Stop Instruction ID Request Builder
- Update Stop Instructions Duration by Stop Instruction ID Response Parser
- Update Stop Payment Instruction by Merchant Identifier Request Builder
- Update Stop Payment Instruction by Merchant Identifier Response Parser
- Update Stop Payment Instruction by Merchant Category Code Request Builder
- Update Stop Payment Instruction by Merchant Category Code Response Parser
- Look up all linked stop payment instructions by stop instruction id Request Builder
- Look up all linked stop payment instructions by stop instruction id Response Parser
- Look up stopped transactions by PAN Request Builder
- Look up stopped transactions by PAN Response Parser
- Look up stopped transactions by stop Instruction id Request Builder
- Look up stopped transactions by stop Instruction id Response Parser
- Cancel Multiple Stop Instructions Request Builder
- Cancel Multiple Stop Instructions Response Parser

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

Changed in this release

Visa Resolve Online (VROL) version 25.1 updates

Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.1 revision changes:

- Submit Fraud Report Request Builder
- Look up Fraud Report Details Response Parser
- Look up Dispute Response Details Response Parser
- Look up Dispute Details Response Parser
- Submit Dispute Questionnaire

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

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- 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.

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 available 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.

Governance, Risk, and Compliance release notes

Governance, Risk, and Compliance new and updated features in the Yokohama 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 Yokohama release.

Advanced Risk highlights for the Yokohama 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

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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 Yokohama Patch 11): 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 generative AI to generate risk assessment summaries and highlight key insights for better context.
- Reassess completed risk assessment projects to evaluate risks based on new insights or changing conditions.
- Copy risk responses from a previous risk assessment during reassessment of a risk assessment project.
- Reassign assessors for multiple risk assessment projects to optimize resource allocation.
- Remove risks from a risk assessment project during the assessment to streamline focus on relevant risks.
- Enable and manage the risk response task workflow from the Risk Assessment Methodology (RAM) form.

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 Yokohama release

Generative AI risk assessment summarization

Generate a risk assessment summary from your inherent, residual, target risks, and control effectiveness data using the Now Assist for IRM application. The summary highlights key insights to help your approvers quickly understand the context before approving the risk assessments. You can also analyze details such as open issues, risk response tasks, action items, and calculated risk scores to support your approval decision. Check your entitlements to confirm whether you have access to risk assessment summarization.

Reassess a risk assessment project

Review completed risk assessment projects to reflect new insights or changing conditions. All previously assessed risks in this project are automatically carried over and reassigned to the designated assessor. Confirm continuity, minimize manual effort, and enhance efficiency in your risk management process.

Copy risk responses from the previous assessment

Copy responses from a previous risk assessment during the reassessment of a risk assessment project to streamline the assessment process. All prior responses are automatically copied, saving time and maintaining consistency.

Remove risks from assessment

As a risk assessor, you can remove risks from the risk assessment project while performing the assessment, which also removes all responses associated with

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that risk. Removed scoped risks remain part of the project but are marked as not applicable for reporting purposes. However, removed ad hoc risks are completely deleted.

Manage risk response task workflow

Manage and enable the risk response task workflow from the RAM form to enable users to create, delete, remove, edit, and link risk response tasks within an assessment.

Reassign assessor for a risk assessment project

Reassign assessors for multiple in-progress risk assessment projects simultaneously to minimize disruptions during stakeholder transitions.

Configure risk color styles for the Next Experience

Define and preview colors for the risk and advanced risk components in the Next Experience through a configurable system rather than having to use hex codes. The transition has been made from a hex code color management system to a configurable system that supports the highlighted value component colors. This feature addresses theming and accessibility issues. You can define the color and variant, and preview them using the Next Experience color styles tab on the Risk color style form.

Note:
The default color for the customized risk color style is set to Critical, with the variant set to Primary. You can manually change the color and variant based on the requirement.

Changed in this release

Yokohama Patch 11

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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 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.

Related ServiceNow applications and features

GRC Risk Management

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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.

AI Risk and Compliance release notes

The ServiceNow® AI Risk and Compliance application to manage your artificial intelligence (AI) capabilities ethically, mitigate AI risks, and ensure compliance. AI Risk and Compliance is a new application in the Yokohama release.

AI Risk and Compliance highlights for the Yokohama release

- Manage AI systems, models, and datasets across their entire life-cycle with consistent governance for better visibility, control, and compliance.
- Perform impact assessments for AI systems, models, and datasets to identify high-risk AI assets.
- Perform risk assessments on individual risks associated with an AI asset based on additional information and testing.
- Manage and oversee AI-related cases and incidents through a structured case management process.
- Build a compliance-ready AI asset inventory aligned with regulatory requirements using the AI framework content pack.

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.

AI Risk and Compliance features

AI asset lifecycle management

Manage the complete life-cycle of AI assets, from selecting appropriate AI systems to developing, deploying, and monitoring AI models and datasets. This feature helps maintain a centralized inventory, confirms consistent governance practices, and improves traceability and oversight across all stages of AI development and usage.

Perform impact assessment on an AI use case

Perform impact assessments to identify how AI systems, models, and datasets affect fundamental rights. This feature detects potential risks, such as copyright issues, algorithmic bias, privacy breaches, misinformation, and surveillance concerns, to support better oversight and risk management.

AI asset inventory risk management

Identify individual and specific risks associated with AI assets, such as AI systems, models, and datasets. Perform risk assessments on each identified risk separately.

AI case management

Manage and track cases or incidents related to AI use cases across the organization. This feature provides a structured approach to documenting,

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investigating, and resolving AI-related issues and cases, supporting consistent oversight and accountability.

AI framework content pack

Use the default AI framework content pack to prepare a compliance-ready inventory of AI assets. The content pack provides mappings to key AI regulations and standards, such as the European Union AI Act and the National Institute of Standards and Technology (NIST) AI Risk Management Framework (AI RMF). This feature helps organizations to align AI governance activities with regulatory requirements.

AI Risk and Compliance workspace

See a comprehensive overview of all your AI inventory-related information in the AI Risk and Compliance workspace. The AI Risk and Compliance workspace enables you to:

- Identify the risk classification of AI asset inventory.
- Identify the compliant and noncompliant controls for authority documents and policies.
- View AI systems based on state and department.
- View the AI assessments and risk assessments information.
- View information related to the control attestation, indicators, AI issues, AI cases, and policy exceptions.
- Generate report to help leaders identify, assess, and mitigate risks.

360° Relationship Visualization of AI assets

Explore the relationships between critical AI assets that impact your business, including controls, risks, and issues.

Collaborate with internal users

Collaborate with internal users by starting chats focused on the ethical, transparency, and accountability aspects of AI assets. Use discussions to document considerations, share feedback, and drive informed decision-making throughout the AI asset life-cycle.

Roles installed with AI Risk and Compliance

The following roles related to AI Risk and Compliance for managing AI systems across the enterprise were added:

- AI Risk and Compliance Admin [sn_grc_ai_gov.ai_risk_and_compliance_admin]: Configure AI Risk and Compliance and delete AI systems.
- AI Risk and Compliance Manager [sn_grc_ai_gov.ai_risk_and_compliance_manager]: Initiate impact assessment, risk assessment, and control attestations. Manage the life cycle of the AI system.
- AI Risk and Compliance Analyst [sn_grc_ai_gov.ai_risk_and_compliance_analyst]: Initiate impact assessment, risk assessment, and control attestations. Manage the life cycle of the AI system.

> **Note:**
> AI Risk and Compliance Analyst can perform these actions only on the records assigned to them.

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- AI Risk and Compliance User [sn_grc_ai_gov.ai_risk_and_compliance_business_user]: Create an AI case on the Employee Center and work on the assigned tasks. Perform control attestations.
- AI Risk and Compliance Reader [sn_grc_ai_gov.ai_risk_and_compliance_reader]: Read the AI systems and AI impact assessments.

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.

Related ServiceNow applications and features

Use the AI Control Tower application with AI Risk and Compliance to manage AI asset inventory life cycle.

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 Yokohama release.

Audit Management highlights for the Yokohama release

- Analyze relationships between different variables, such as assessing risks and controls, by using the Matrix report in Audit Workspace.
- Manage your documents and work papers in Audit Management as cloud files.
- Upload documents from your local computer as cloud files and link them to any record in your ServiceNow instance.
- Share a single cloud file with multiple records by linking it to any GRC record.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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 Yokohama release

Matrix report in the Audit Workspace

Analyze relationships between different variables by using a Matrix report that presents data in a structured format. Assess and document risks and the internal controls designed to mitigate those risks through the Risk and Controls Matrix.

Entity Based Access for Audit Management

Entity-based access enables you to create configurations for entities, entity classes, and entity types. When a user is qualified based on these configurations and has the minimum required roles, they can access to the following tables:

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- Engagement
- Test Plan
- Control Test
- Observation
- Control to Engagement
- Test Plan to Engagement
- Risk to Engagement
- Issue to Engagement
- Entity to Engagement

Changed in this release

Reflow for Configurable Workspace

The Audit Management 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.

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.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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 Reflow for Configurable Workspace.

Business Continuity Management release notes

The ServiceNow® Business Continuity Management application gives your organization the capability to continue to deliver products and services at an acceptable level when a disruptive incident occurs. Business Continuity Management was enhanced and updated in the Yokohama release.

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Business Continuity Management highlights for the Yokohama release

- Use the latest assessment template to perform a Business Impact Analysis.
- Create nested plans in an event so that you can activate cross-references to multiple plans.
- Use the hierarchical view in the plans to organize nested event tasks according to their dependencies.
- Use the Crisis map functionality that includes the latest UIB components.

See Business Continuity Management for more information.

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

New in the Yokohama release

Using latest assessment template for conducting BIAs

Conduct a Business Impact Analysis (BIA) by using the latest assessment template. The assessment template enables you to create questions of different types and automate the responses from existing data sources. You can configure the logic for calculating the recovery tier, recovery point objective, recovery time objective, or maximum tolerable downtime.

Adopting UIB page for improved performance

Leverage the Crisis map functionality that includes the latest UIB components. By adopting the UIB components, you can help to minimize development efforts and get more configuration options within the Crisis map application.

You can filter alerts by their state (active or inactive), severity level, location (regions), or source. You can refine your search, perform detailed queries, or edit actions on the alerts, so that it's easier to find both the alerts and assets on the map. Additionally, you can set the secondary values such as urgency, severity, category for the alerts in the Details card.

Using nested plans

Create nested plans in an event so that you can activate cross-references to multiple plans. You can use the hierarchical view to organize nested event tasks according to their dependencies with the work-breakdown structure (WBS) functionality. You can also monitor the progress bar to track the creation of related plans, event assets, or event tasks.

UI changes

Using latest assessment template for conducting BIAs

- The BIA form displays the assessment questionnaire that is based on the latest assessment template. The **Assessments** tab in the BIA record page has been enhanced to eliminate repetitive UI actions and reduce large empty spaces. The latest assessment template includes additional question types such as drop-down, references, text, attachments, check boxes, date, time, and number value inputs.
- The PDF template for the BIA has been updated to include the questions and answers that are based on the latest assessment template.

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Adopting UIB page for improved performance

The enhancements to the Crisis map user interface are:

- Alerts are displayed in the side panel of the Crisis map application.
- The alert details page includes the **Open alert** and **Dismiss alert** UI actions, which enable you to either open or dismiss alerts.
- The active alerts can be sorted by using the **Severity**, **Created**, **Updated** fields, and can also be toggled from top-to-bottom or bottom-to-top by using the Toggle option.
- The alerts display can be updated with the Refresh icon .
- The active and dismissed alerts are now displayed on the Alerts page.

Using nested plans

The enhancements to the nested plans user interface are:

- The hierarchical view shows the nested event tasks.
- The progress bar displays the progress of the creation of related plans, event assets, or event tasks.

Changed in this release

Using latest assessment template for conducting BIAs

You can use the latest assessment template to conduct the Business Impact Analysis (BIA).

Activation information

Install Business Continuity 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.

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

Various accessibility issues in the Crisis map application have been resolved with the implementation of the Geomap [sn_geo_map] component, which has replaced the FAM Map [sn-fam-map] component.

Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring (CAM) 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 Yokohama release.

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CAM highlights for the Yokohama release

- Import catalog and System Security Plan (SSP) models with the new CAM Open Security Controls Assessment Language (OSCAL) import landing page.
- Export and import SSP models and catalog models in the OSCAL format.
- Export control objectives as a catalog in the OSCAL format.
- Generate additional reports in Microsoft Word format, such as a Security Assessment Plan (SAP), Authorization to Operate (ATO) Letter, and Executive Summary.
- Generate reports based on a Microsoft Word template.

See Continuous Authorization and Monitoring for more information.

Important:
Continuous Authorization and Monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

OSCAL Import landing page

Import files for catalog and SSP models on the new OSCAL Import landing page. Once the import process is initiated, you can check the status under the Import status section.

OSCAL Export button

Export selected control objectives in the OSCAL format with the new **OSCAL Export** button while in the control objectives list view.

ATO artifacts in Microsoft Word

Generate ATO artifacts from an authorization package in the Microsoft Word format. In CAM Workspace, you can use the **Generate SSP** drop-down list in a selected authorization package to generate the following reports:

- Security Assessment Plan (SAP)
- Authorization to Operate (ATO) Letter
- Executive Summary

This enhancement verifies that all ATO artifacts are formatted consistently and can be shared and reviewed.

Changed in this release

Generate the OSCAL SSP model of an authorization package

Export the SSP model of an authorization package in the OSCAL format. The exported report contains only the control objectives linked to the authorization package and their additional information, such as inherited controls and the hierarchy of the control objectives.

Generate ATO artifacts in Microsoft Word and HTML templates

Use the Document designer plugin (com.sn_grc_doc_design) to create report templates in Microsoft Word. A new property module has been introduced to select the template type as a Microsoft Word template in addition to an HTML template.

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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.

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 Yokohama release.

IRM highlights for the Yokohama release

- Generate a GRC issue action plan by using the agentic AI workflow.
- Segregate data by entities and granular access management when using entity-based access.
- Summarize an issue by using generative AI to provide quicker context gathering and contextual awareness. With this feature, you can improve the efficiency and productivity of your analysts on GRC issues.
- Use the enhanced GRC licensing summary dashboard to understand the licensing treatment for users that are added to the group by roles that are mapped or assigned to the group.
- Select a user record on the licensing summary dashboard and select the role hierarchy to see all the parent roles that are assigned to the user and their role hierarchies.
- Monitor the email activity from the Overview page for regulatory agencies.
- Update and add content by using Microsoft 365 for ServiceNow Reporting, which is now integrated with the Document designer application.
- Add up to 20 columns in a table and in a content block by using the Document designer application.
- Select and reorder columns by using the Document designer Microsoft Word add-in while creating templates.

Yokohama Patch 11

- Some Now Assist skills are now turned on by default.
- Review changes to Now Assist usage measurements.

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 Yokohama release

Entity Based Access

Implement data segregation and detailed access management so that users can access only the permitted data through entity-based access. 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. You can enhance your data security and minimize the risk of unnecessary data exposure while ensuring that only authorized users can access an entity's related records.

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Gen AI issue summarization

Optimize the GRC issue resolution agentic AI workflow in the Integrated Risk Management application to help your issue managers and analysts resolve GRC issues with AI agents in the Now Assist panel. This workflow makes the issue resolution process more efficient by introducing targeted solutions for key steps in the issue management life cycle.

Gen AI issue summarization

Summarize an issue by using the Now Assist for IRM application to provide quicker context gathering and contextual awareness. You can quickly analyze the issue records, including the description, activity log, and remediation tasks, and then generate a concise summary that provides you with a concise context of the issue to help you resolve it. Check your entitlements to determine whether you have access to issue summarization.

Searching user groups to understand the licensing treatment

Use the enhanced GRC licensing summary dashboard to understand the licensing treatment of users that are added to the group by roles that are mapped or assigned to the group.

Overview of an agency record

View the pie charts that depict the total number of emails that are sent to the various regulatory domains. On the overview page of a regulatory agency, you can view the domains where the maximum number of emails were sent and access the Emails Tracker page directly from an agency record. You can also filter and display only the relevant emails that were sent to a specific agency.

Document designer integration

Update and add content by using Microsoft 365 for ServiceNow Reporting, which is now integrated with the Document designer application. You can insert data and reports into a Microsoft Word document.

UI changes

Create data relationships

The **Data Relationship** tab has been added to the template configuration record as part of the configuration process for the Document designer Microsoft Word add-in.

Changed in this release

Column Organization

You can select and reorder columns when adding a table into your template by using the Document designer Microsoft Word add-in. You can now organize your content better to meet your reporting needs.

Create content configurations

You can add up to 20 columns in a table and content block by using the Document designer application. You now have more flexibility with customizing your table and content block to meet your reporting needs.

Yokohama Patch 11

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Deprecations

The template data relationship table has been removed and deprecated for the Document designer application.

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.

Compliance Case Management release notes

The ServiceNow® Compliance Case Management application helps you to report, investigate, analyze, and resolve a compliance case or raise a compliance request in a centralized location. Compliance Case Management was enhanced and updated in the Yokohama release.

Compliance Case Management highlights for the Yokohama release

- Empower compliance professionals to perform assessments on compliance cases using the Smart Assessment Engine.
- Utilize the unified **Tasks** page on Employee Center to complete your assessments.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Compliance Case Management for more information.

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

New in the Yokohama release

Smart assessments in Compliance Case Management

Utilize the Smart Assessment Engine to assess if your employees are compliant with the necessary regulations. The compliance case administrator configures the questionnaire, and when an action task moves from the **Draft** to the **Assigned** state, the assessment is sent. After the assessment, the compliance case manager examines the nature of the non-compliance and its impact on the organization. Based on the findings, appropriate remediation measures are identified and

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implemented to resolution. To use the smart assessment, a new property called enable_smart_assessments (sn_grc_case_mgmt.enable_smart_assessments) is introduced with the default value as *true*.

Unified Task-driven UI experience

As a business user, use the **Tasks** page on the Employee Center for a consolidated view of all your tasks, enabling you to access and complete them efficiently. This page provides an easy way to manage all your assessments in one place, enabling you to view and perform tasks seamlessly.

Changed in this release

Roles updated for smart assessment

The following roles in Compliance Case Management have been updated with respect to smart assessments.

- sn_comp_case.compliance_case_admin
- sn_comp_case.compliance_case_analyst
- sn_comp_case.compliance_case_business_user
- sn_comp_case.compliance_case_manager

Reflow for Configurable Workspace

The Compliance Management 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.

Activation information

Install Compliance 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.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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 Reflow for Configurable Workspace for details.

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 Yokohama release.

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Operational Resilience highlights for the Yokohama release

- Align with the CSDM model to set up configurable main node configurations, which are used to retrieve CSDM and their dependency data.
- Add the primary origin to an operational vulnerability, and the impacted areas are automatically included. The vulnerability can then be viewed from any impacted area.
- All CSDM objects, dependencies, and their red flags can be rolled up based on the entity hierarchy.
- Use Smart Assessment for evaluating an Operational vulnerability.

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.

New in the Yokohama release

Measure resilience metrics using the CSDM model

Define the entity types and pillars in Operational Resilience and generate the entities. Establish relationships between CSDM objects, including business services, service offerings, business processes, and application services. Specify the type of main node configuration that you want to use by setting the *sn_oper_res.opres_csdm_main_node_config* property.

After generating the entities and setting up the main node configurations, you can import CMDB data into Operational Resilience for reporting. CSDM and their dependencies are updated weekly while the red flags data is calculated daily. The outcome is displayed on the Homepage or in the related list of the CSDM objects.

Specify the primary origin of an operational vulnerability

Identify the primary origin of an operational vulnerability in its record. Once the primary origin is specified, its upstream dependencies are automatically included in the impacted areas, enabling you to view the operational vulnerability from all affected perspectives.

Using Digital resilience incident reporting

Assess whether any critical services are affected and classify the reported incident as a major incident if necessary. Notify regulators of major incidents, categorized by their severity and security ratings.

The Digital resilience incident reporting module, accessible from the Operational Resilience Workspace, is integrated with Incident Management and Security Incident Response to generate and share reports in the format that is specified by the regulators.

You can generate an initial report within 24 hours, an intermediate report within 72 hours, and a final report within 1 month. All of these reports are automatically triggered by the application from the time that the incident is classified as a major incident.

UI changes

Business services dashboard

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The Business services dashboard has been added to display business services data.

New modules for services and processes

The Services, Business Services, Service Offerings, and Business Processes modules have been added to the Operational Resilience Workspace. Operational Resilience managers use these modules to manage the services, business services, service offerings, and business processes used in Operational Resilience reporting.

Entity Types and Pillars modules

The Entity Types and Pillars modules have been added to the Operational Resilience Workspace. These modules enable Operational Resilience managers to update the entity types and pillars directly from the Workspace.

Primary origin tab

The **Primary origin** tab has been added to the Operational vulnerability record to identify the main source and report the upstream entities of the vulnerability.

Addition of classes to the assessment form

The Business Service and Offering classes have been added to the **Scope** tab of the assessment form, enabling you to assess the business services and service offerings alongside services. Once the assessment is complete, the importance and impact tolerance of these items are displayed in the Importance and Impact Tolerance columns on the **Scope** tab.

Addition of classes to the scenario analysis form

The Business Service and Offering classes have been added to the **Scope** tab of the scenario analysis form, enabling you to analyze the business services and service offerings alongside services.

Addition of classes to the self-attestation form

The Business Service and Offering classes have been added to the **Scope** tab of the self-attestation form, enabling you to self-attest the business services and service offerings alongside services.

Digital resilience incident reporting module

The Digital resilience incident reporting module is used to report the Information and Communication Technology (ICT) related incidents to the regulators.

Activation information

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.

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

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Related ServiceNow applications and features

Risk Management

Use the 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 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 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 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 Vulnerability Response application to enable security users to analyze security data, implement changes, and generate security incidents.

Incident Management

Use the Incident Management application to restore normal service operation while minimizing impact to business operations and maintaining quality.

Security Incident Response

Use the Security Incident Response application to manage the life cycle of your security incidents from initial analysis to containment, eradication, and recovery.

Digital Operational Resilience Management

Use this application for uploading and downloading of all individual DORA tables. It is automatically installed when the Digital Resilience Third-party Information Register is activated.

Data registry

Use this application to visually explore the relationships between the different types of critical data that affect your business, such as controls, risks, and issues.

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 Yokohama release.

Policy and Compliance Management highlights for the Yokohama release

- View the compliance score at the entity level based on the hierarchy of entities.
- Eliminate duplicate citations associated with the authority documents when you download UCF content.

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- Revise your policies and update the policy text periodically by integrating with Microsoft SharePoint.
- Enable policy owners and reviewers to collaborate, review, and redline policies by using policy authoring and the redlining feature.
- The Issues widget has been removed from the Compliance Workspace landing page to enhance the performance.
- Enable data access by implementing Entity-Based Access controls.
- Recommend similar control objectives using generative AI. You can then retain, dismiss, or merge duplicate control objectives.

See Policy and Compliance 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 Yokohama release

Calculate compliance score and roll up to entity

View a comprehensive compliance score at the entity level that includes all the child entities rolled up to the parent entity along with the compliance score of the parent entity's direct controls.

Elimination of duplicate citations from UCF Shared list download

Eliminate duplicate citations associated with the authority documents when you download UCF content. You can retain one citation as active and mark the duplicate citations as inactive. Move the control objectives of the duplicate citations to the active citation, and update the duplicate citation records with the Source ID of the active citation.

Improve compliance workspace performance

Improved the performance of the compliance workspace by removing the issue widget to ensure a faster and smoother user experience. You can still access issue details from the "Issues Overview" section.

Entity based access

Entity based access aims to provide a more granular approach to data access, ensuring that users can only access data through entity-based access. The entity-based access has been enabled for controls, attestations and policy exception to control mappings. 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.

Deduplication of control objectives

Using Generative AI, identify and recommend similar control objectives. You can choose to accept a control objective as duplicate, dismiss those that are not similar, or retain a control objective as primary in which details from all other similar control objectives are merged. Additionally, the system automatically copies related records, including policies and risk statements, to ensure comprehensive information is maintained in one location after retiring the accepted control objectives.

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Changed in this release

Yokohama Patch 11

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Deprecations

GRC DevOps Accelerator is now deprecated and no longer supported or available for new activation. For details, see the Deprecation process [KB0867184] article in the Now Support Knowledge Base.

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

GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

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 Yokohama release.

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Privacy Management highlights for the Yokohama release

- Integrate criticality factors into assessments and processing activities thereby simplifying the assessment process, and reducing the workload for privacy teams.
- Use the Smart Assessment Engine to capture details regarding information objects and hierarchies, updating all details within the assessments and eliminating the need to separately update processing activities.
- Implement information Object (IO) categories such as biometric data, to align with regulatory classifications and bridge the gap between requirements and user understanding.
- Empower privacy case analysts to perform assessments on privacy cases using the Smart Assessment Engine

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 Yokohama release

Leverage criticality factors to evaluate the initial risks associated with processing activities. Integrate these factors into privacy assessments and automatically generate a criticality score upon assessment approval. These factors are also added to processing activities, enabling you to make updates at any time. Integrating these factors in a privacy assessment eliminates the need for a separate criticality assessment. This consolidation reduces the workload for the privacy teams.

Smart assessments in Privacy Management

Use the new and improved assessment experience that enables:

- capturing the data elements, the information object attributes, hierarchies
- building the assessment questionnaire

This new experience enables responders to update all the necessary details within the assessments, eliminating the need to update the processing activity separately.

Configure information object categories

Implement Information object categories to tag and classify information objects effectively. For example, attributes like iris scans and fingerprints are often referred to as biometric data, or email addresses and phone numbers can be tagged as contact information. Information object categories enable you to categorize these information objects under these broader classifications. This approach is useful in the following ways:

- Enhances compliance with regulations such as GDPR, CCPA, and so on by accurately capturing and tracking required data categories.
- Improves clarity for business users, ensuring they can easily identify and work with terms they’re familiar with while adhering to regulatory standards.
- Streamlines data governance by creating a structured framework that supports both regulatory needs and business operations.

Smart assessment for privacy case management action tasks

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Use the new assessment experience of Smart Assessment Engine for privacy case action tasks. Only when an action task moves from the **Draft** to the **Assigned** state, the assessment can be sent. To use the smart assessment, a new property called enable_smart_assessments (sn_grc_case_mgmt.enable_smart_assessments) is introduced with the default value as *true*.

Changed in this release

Tagging of information object tags

Use the **Data classification** field to tag information objects instead of using the tag icon.

Initiating privacy assessment

When you initiate a privacy assessment from either an entity or a processing activity, you're no longer redirected to the **Create new privacy assessment form**, instead, a new pop-up window appears where you can specify all the assessment details.

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.

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 Yokohama release.

Regulatory Change Management highlights for the Yokohama release

- Summarize a regulatory alert by using the Now Assist summarization skill.
- Use Regulatory mapping with AI to help organizations identify, track, and manage regulatory requirements that are specific to their industry.
- Set up a recommendation context.
- Analyze the potential impacts of a new regulation to assess whether it's likely to achieve the required business or regulatory compliance objectives.

Yokohama Patch 11

- Some Now Assist skills are now turned on by default.
- Review changes to Now Assist usage measurements.

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 Yokohama release

Generating a summary of a regulatory alert

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Transform your detailed regulatory information into concise, business-focused summaries that emphasize the most critical changes and impending deadlines. You can significantly cut down the time that is required to interpret complex updates, ensuring that no vital details are overlooked. By streamlining compliance processes, your organization becomes more efficient and minimizes the risks.

Regulatory mapping with AI

Leverage artificial intelligence to help your organizations identify, track, and manage regulatory requirements that are specific to their industry. AI automates the mapping of incoming regulatory changes to internal business operations, such as citations and control objectives, making it easier to ensure compliance. By analyzing the incoming regulatory changes and vast amounts of internal regulatory data, AI highlights the relevant policies for association and mapping, which helps your organization to streamline the compliance process and reduce manual effort.

Recommendation contexts and templates

Enable your administrators to use a framework engine to create decision templates for primary records. This framework simplifies the enterprise decision-making processes and includes the configurable user interface elements that provide contextual insights and improve the display of these elements. By integrating this framework, your organization can help to ensure that every recommendation is both relevant and informed.

Impact radius extension

Identify the impacted areas of your business operations, such as the citations, control objectives, policies, risks, controls, and authority documents, that you can add to a regulatory alert. You can then conduct a review for implementation acceptance that triggers a change management program by assigning ownership and accountability through a Change Task. Additionally, an existing dashboard was improved so that you can get a clear overview of the impacted business operations.

Regulatory assessment for a regulatory alert

View the new Regulatory assessments related list for a regulatory alert. This list displays the uniquely generated regulatory assessments that are powered by the Smart Assessment Engine application so that you can analyze and track the completion status for compliance users. Your users with the sn_grc.business_user role can work on these assessments.

UI changes

Changes on the action task form

The Category: Compliance section and the Category: Risk section on an action task form have been removed. They're replaced by the **Impacted area table** field and the **Impacted area** field.

Assess impact

The **Initiate Impact Assessment** button is now called the **Assess impact** button.

Changed in this release

Overview page of regulatory alerts

The Overview page for regulatory alerts includes a drop-down menu that enables you to track the progress of a regulatory assessment. Additionally, you can view the counts of completed, open, and overdue regulatory assessments.

Home page updates for Regulatory Change Management

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On the Regulatory Change Management home page, within the Tracking section, a new drop-down menu has the Regulatory Assessments or Risk Assessments options. With these options, regulatory change managers can see the number of open and overdue assessments to help them efficiently monitor the status of their assessments.

Regulatory assessments in the Tasks pane

The Tasks pane in the Compliance Workspace now displays all the Regulatory assessments.

Yokohama Patch 11

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Removed in this release

- Related documents related list will be hidden for both the workspace and classic view for a regulatory alert.
- The entity class configuration has been removed and is no longer necessary for conducting an assessment. You can select the entities now when you send the risk assessment.
- Starting with the Yokohama release, all open assessments for a regulatory alert, whether they're risk assessments or regulatory assessments, aren't marked as canceled and remain open even after an alert is marked as applicable.

Activation information

Install Regulatory Change 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.

Smart Assessment Engine release notes

The ServiceNow® Smart Assessment Engine (SAE) application is designed to streamline the creation, distribution, and management of assessments. It enables you to evaluate your assessors by creating customizable assessment templates with detailed instructions and questions. The Smart Assessment Engine enhances efficiency, helps reduce manual effort, and provides valuable insights for informed decision-making. SAE was enhanced and updated in the Yokohama release.

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Smart Assessment Engine highlights for the Yokohama release

- Configure default responses for questions.
- Copy an existing SAE template with all questions, sections, instructions, and configurations to save time.
- Filter questions in an assessment to display only unanswered questions.
- Search for text within assessment sections, subsections, and questions.
- Auto-copy responses to all assessments when combining assessments, saving time and effort.
- Calculate scores for assessment responses at the assessment, section, or subsection levels.
- Set up post-assessment actions based on assessment responses.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.
- Descriptive images are now supported in the guidance section for questions.

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 Yokohama release

Copy an assessment template

Create a copy of an existing smart assessment template, including all questions, sections, and existing configurations. This feature enables you to duplicate a fully configured assessment, so you don't need to recreate the content. You can then customize the copied template to fit new requirements or scenarios.

Filter unanswered questions

Filter questions in the assessments to display only unanswered questions, helping you focus on the remaining questions.

Using the template designer

Search for text within assessment sections, subsections, or questions, enabling you to locate specific information or keywords. This feature enhances navigation and enables you to find relevant content without manually scrolling through the entire assessment.

Auto-copy responses to all templates

Replicate your responses across all applicable assessments while combining assessments by enabling the auto-copy feature. It saves time and effort by copying your answers consistently without the need for manual repetition.

Automate responses

Set up automatic responses for questions to enable assessors to complete assessments efficiently. You can either create default responses for all question types or define a script to fetch and map the values or data to responses.

Assessment scoring and analysis

Calculate meaningful scores for assessment responses at the assessment, section, or subsection levels. These scores can then be used for reporting.

Post-assessment automation

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Automate actions based on assessment responses. Template designers can predefine actions using a rule engine, such as updating fields, creating follow-up assessments, or generating other records.

Descriptive images in assessment questions

Attach descriptive images in the guidance section of the assessment questions. This means that template managers can include helpful visuals to assist respondents, making the instructions clearer and easier to understand.

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.

Accessibility information

Accessibility improvements

Accessibility improvements were done to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

Additional requirements

Check your entitlements to determine whether you have access to the post-assessment automations and response automation for 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 Yokohama release.

Third-party Risk Management highlights for the Yokohama release

- Pre-populate questionnaires for entities and engagements that are associated with the same active third party by using responses from complete questionnaires.
- Respond to questionnaires by using a Microsoft Excel questionnaire template.
- Explore and analyze assessment data at various levels by using the Third-party insights dashboard and the TPRM custom analytics dashboard.
- Stay aligned with stricter regulatory compliance and emerging third-party risk governance by using the new Standardized Information Gathering (SIG) questionnaire content available for 2025.

See Third-party Risk Management for more information.

Important:
Third-party Risk Management is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Third-party Risk Management to Yokohama

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

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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.

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.

New in the Yokohama release

TPRM personalized dashboards

Improve your decision-making process by exploring and analyzing your assessment data at various levels by using the Third-party insights dashboard and the TPRM custom analytics dashboard. If you have the Third-party risk manager [sn_vdr_risk_asmt.vendor_risk_manager] or Third-party risk assessor [sn_vdr_risk_asmt.vendor_assessor] role, you can create and share your own dashboards and reports. If you're a third-party risk manager, you can also customize the report layouts, widgets, and data views to prioritize key metrics and workflows that align with your individual roles and risk programs.

New Standardized Information Gathering (SIG) questionnaire content

Use the updated SIG templates for 2025 after upgrading to version 20.1.x as part of the Third-party Risk Management application. The latest SIG questionnaires help your organization stay aligned with stricter regulatory compliance and emerging third-party risk governance, covering a wide range of security and privacy concerns.

Quick start tests for TPRM

Verify that TPRM works as expected after upgrades and deployments of new applications or integrations by running quick start tests. If you customized TPRM, copy the quick start tests and configure them for your customizations.

UI changes

TPRM personalized dashboards

The Third-party insights dashboard and the TPRM custom analytics dashboard are now available from the Dashboards page of the Vendor Management Workspace.

Third-party portal import modal

The import modal now enables you to respond to questionnaires by using a Microsoft Excel template. You can download the questionnaire, complete it according to the included instructions, and import the final version into the Third-party portal.

Changed in this release

Pre-populate responses using questionnaires

If you have the Third-party risk assessor [sn_vdr_risk_asmt.vendor_assessor] or Third-party risk manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can enable third-party and engagement contacts to review and update responses only

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if necessary by pre-populating questionnaires for engagements and entities with responses from completed questionnaires that are associated with the same third party. The attachment, duration, and signature type responses are excluded. This feature also helps ensure data consistency and accuracy.

Microsoft Excel questionnaire template

Streamline the due diligence process by enabling third-party and engagement contacts to respond to questionnaires using a Microsoft Excel template by downloading the questionnaire as a template, completing it according to the included instructions, and importing the final version into the Third-party portal. This feature update enhances flexibility by enabling third-party and engagement contacts to provide information outside the third-party portal. Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] and Third-party risk managers [sn_vdr_risk_asmt.vendor_risk_manager] can access this feature and respond to questionnaires on behalf of Third-party and engagement contacts through the Vendor Management Workspace.

Codes and additional identification information for ICT third-party service providers

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], help ensure compliance with DORA regulations by adding additional code types and a legal name to third-party and third-party engagement records in the digital resilience third-party registers within the Vendor Management Workspace. Include this information when the legal name of a third party differs from its commonly recognized name, or when you need to record multiple identification codes like a EUID, LEI, or Country code. When supply chain, assessment, or contract records are associated with a third party or third-party engagement using the EUID code type, all relevant fields will be automatically populated.

Function types for ICT third-party service providers

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], help ensure compliance with DORA regulations by using Business capability as an additional function type for function records in the digital resilience third-party registers within the Vendor Management Workspace.

Multiple legal entities making use of the services for contracts

If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], add multiple legal entities that are using services as part of a contract record in the digital resilience third-party registers within the Vendor Management Workspace. Including all entities that are using services associated with a contract is essential for maintaining transparency, helping ensure compliance, and enhancing operational resilience.

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.

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

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Use Operational Resilience Workspace to manage your resilience tasks and monitor resilience metrics from a single dashboard.

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.

Third-party Risk Management upgrade information

ServiceNow® Third-party Risk Management application upgrade information for the Yokohama release.

Important information for upgrading Vendor Risk Management to Yokohama

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.

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.

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- 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).

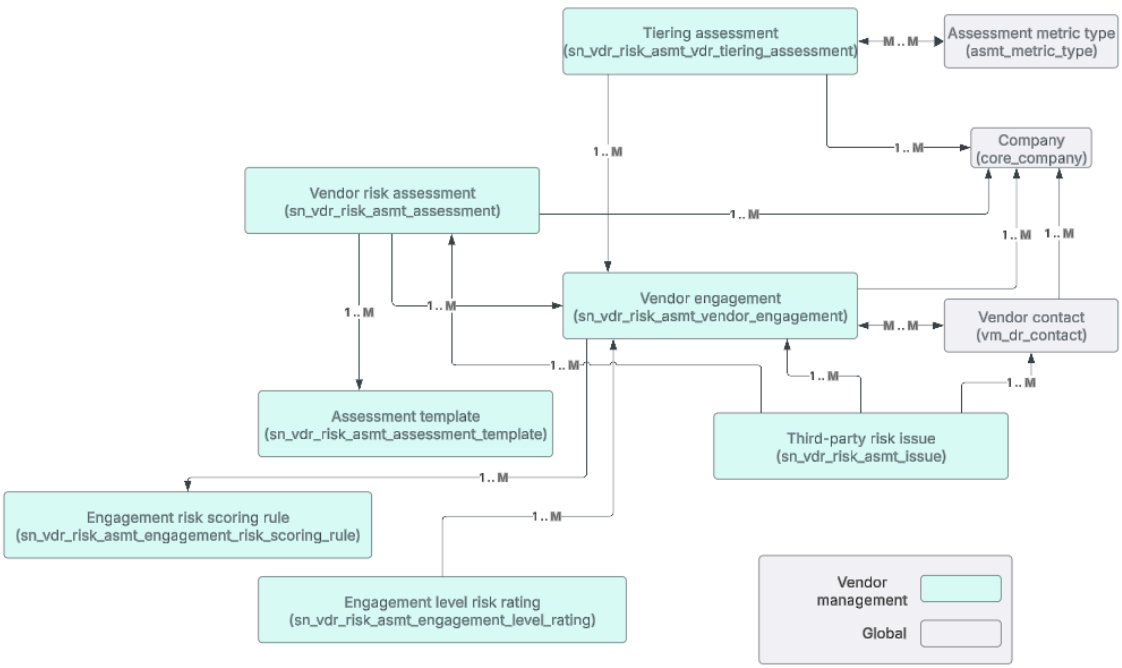
VRM and TPRM data model

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.

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]

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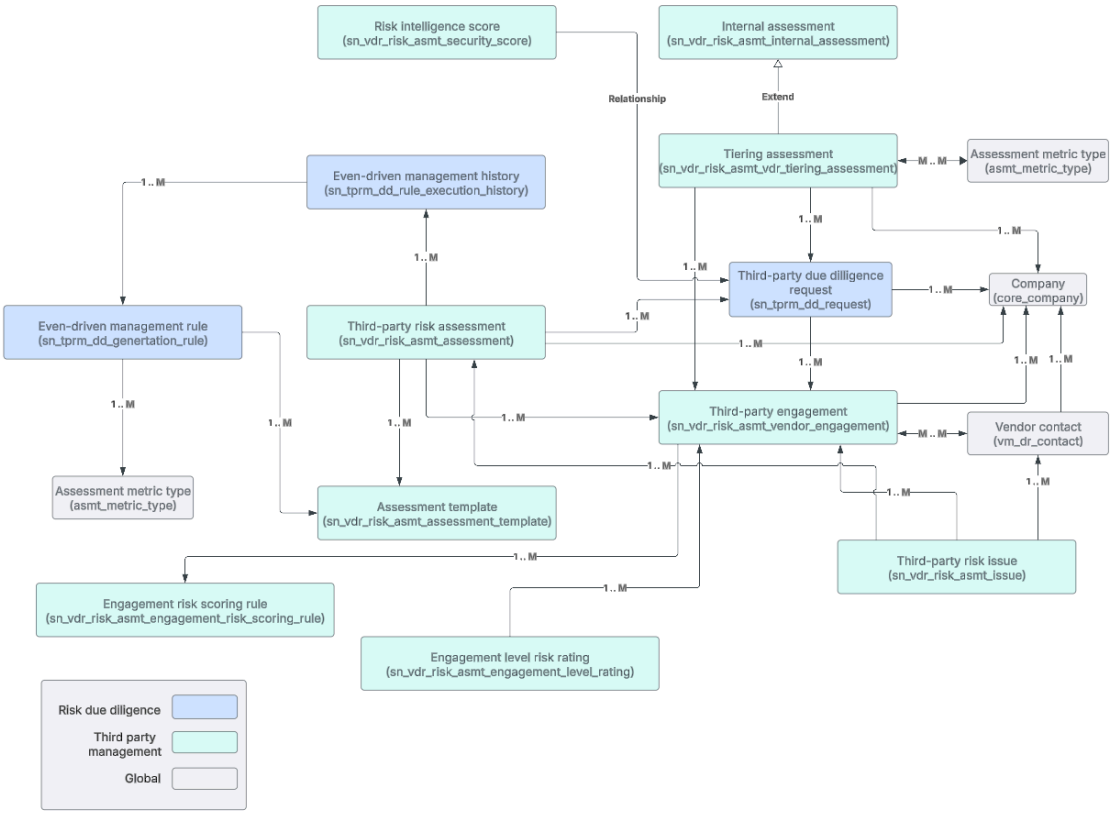
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

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]

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Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Yokohama release.

Care Team Operations for Biomed release notes

The ServiceNow® Care Team Operations for Biomed application contains case types to report and fulfill biomed issues as part of Healthcare Operations. Care Team Operations for Biomed is a new application in the Yokohama release.

Care Team Operations for Biomed highlights for the Yokohama release

- Automate healthcare operations by enabling biomed support request creation and fulfillment.
- Create biomed support requests from directly within the Care Team Portal.
- Gain full visibility into reported biomed cases while enabling biomed teams to manage and fulfill them as work orders or work orders tasks when Clinical Device Management is installed.

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.

Care Team Operations for Biomed features

Healthcare Biomed case overview

Expand biomed cases to support custom support requests for your organization's biomed department.

Care Team Portal biomed requests

Request support from your organization's biomed department with preconfigured record producers.

Healthcare biomed case and work order synchronization

Care Team Operations for Biomed links biomed cases and work orders. For customers with Clinical Device Management, care teams will gain visibility into all biomed cases reported by their team while also providing biomed support teams with the ability to fulfill cases as work orders and work order tasks.

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

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 Biomed.

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Care Team Operations for Healthcare IT release notes

The ServiceNow® Care Team Operations for Healthcare IT application contains case types to report and fulfill healthcare IT issues as part of Healthcare Operations. Care Team Operations for Healthcare IT is a new application in the Yokohama release.

Care Team Operations for Healthcare IT highlights for the Yokohama release

- Automate healthcare operations by enabling IT support request creation and fulfillment.
- Create IT support requests from directly within the Care Team Portal.
- Gain full visibility into reported IT cases while enabling IT teams to manage and fulfill them as incidents efficiently.

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.

Care Team Operations for Healthcare IT features

Healthcare IT case overview

Expand healthcare cases to support custom support requests for your organization's IT department.

Care Team Portal IT requests

Request support from your organization's IT department with pre-configured record producers.

Healthcare IT cases and incident synchronization

Care Team Operations for Healthcare IT links Healthcare IT cases and incidents, enabling care teams to get visibility into all IT cases reported by their team while also providing IT support teams with the ability to fulfill cases as incidents

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 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 Healthcare IT.

Healthcare Operations Core release notes

The ServiceNow® Healthcare Operations Core application provides the foundation to enable hospitals to streamline and automate their operations. Healthcare Operations Core is a new application in the Yokohama release.

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Healthcare Operations Core highlights for the Yokohama release

- Gain visibility into operational cases that are related to your care team and create support requests using the Care Team Portal.
- Expand operational cases to supporting services departments by leveraging the Healthcare Operations case type.
- Utilize the streamlined admin experience for creating healthcare organizations and hierarchies.

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.

Healthcare Operations Core features

Care Team Portal

Create requests for supporting service departments and maintain visibility into all requests created by you or your team. This experience can be used on a standalone portal or embedded in EMR systems.

Healthcare Operations Case overview

Create and customize cases for supporting service departments that can be used within the Care Team Portal.

Healthcare organization admin experience

Create healthcare organizations and hierarchies, add or edit members, and automatically create associated Service Model Foundation records (internal business locations).

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

Healthcare and Life Sciences Service Management Core

ServiceNow® Healthcare and Life Sciences Service Management Core is a scoped application that provides the Healthcare and Life Sciences data model for Healthcare and Life Sciences industry products, a workspace for viewing patient information and healthcare-related cases, and document templates for managing healthcare-related documents.

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 from the Healthcare Operations Core application.

Care Team Operations for Biomed

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ServiceNow® Care Team Operations for Biomed contains the case types to report and fulfill healthcare biomed issues and utilizes the Healthcare Operations Core from the Healthcare Operations Core application.

Patient Support Services release notes

The ServiceNow® Patient Support Services application streamlines the patient onboarding, education, and engagement for various patient support services. This application is currently supported for the Yokohama release, but it will be deprecated in a future release.

Deprecations

Starting with the Yokohama release, Patient Support Services 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.

Pre-Visit Management release notes

The ServiceNow® Pre-Visit Management application streamlines the scheduling process of procedure requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures. This application is currently supported for the Yokohama release, but it will be deprecated in a future release.

Deprecations

Starting with the Yokohama release, Pre-Visit Management 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.

Redox Inbound Integration release notes

The ServiceNow® Redox Inbound Integration application provides real-time bidirectional data exchange with external healthcare systems via the Redox platform. The Redox Inbound Integration application is being prepared for deprecation, starting with the Yokohama release.

Deprecations

Starting with the Yokohama release, Redox Inbound Integration 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.

Impact release notes

ServiceNow® Impact is a customer success product that helps you use the power of the AI Platform for your business transformation. Impact was enhanced and updated in the Yokohama release.

Impact highlights for the Yokohama release

- Adopt ServiceNow products and measure their value, gain access to expert guidance and personalized recommendations, maintain a high-performing platform, and enhance business continuity with 24 x 7 technical support.
- Access the Impact Store Application integrated within your ServiceNow instance and connected to the Impact Delivery Instance (IDI) portal.

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- Use Proactive Code Check to track compliance against leading practices for coding and organizational standards.
- Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it.

See Impact Store Application for more information.

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

Important information for upgrading Impact to Yokohama

The Impact Store Application configuration requires a sequence of tasks. See Configuring the Impact Store Application for details.

New in the Yokohama release

Impact Store Application

- Impact Home page Use the Impact home page, an organized collaborative portal, which guides you to your relevant content and helps focus and accomplish your tasks with seamless interaction with Impact application features.
- Use Guided Setup to synchronize and migrate data to the Impact Store Application: Use the simplified interface to synchronize and configure your Impact Store App with the Impact Delivery Instance.
- Grant temporary instance access to your Impact Squad to facilitate effective support and rapid issue resolution.
- Convert an Impact entity to SPM entity as a work item: Create an Impact entity and associate the SPM record details to it, which helps you to avoid manual intervention in converting the entities from Impact to SPM portals to avoid duplication of entities in the process.
- Using recommendations list in Impact home page:
  - Sort the recommendations list using the search and filter options by entering a keyword or phrase to narrow down the list and find the recommendations that you're looking for.
  - Convert Impact recommendations and free-form initiatives into actionable, trackable Strategic Portfolio Management (SPM) or Collaborative Work Management (CWM) work items. Creating work items using recommendations and initiatives.
- Impact Store Application product adoption
  - Use the Product Adoption Roadmap (PAR) to view a recommended implementation sequence for your capabilities:
    - Create and publish a product adoption roadmap: Use pre-defined ServiceNow templates or build from your own.
    - Use Product Adoption Roadmap Templates with pre-defined sequence of capabilities for ITSM ((IT Service Management)), ITOM ((IT Operations Management)), and Security Operations.

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    - View and edit phase-specific notes for a capability to understand prerequisites, plan training, and additional implementation considerations.
    - Customize your roadmap by adding or removing capabilities as needed.
    - Request Related Accelerators (if available) to improve adoption of the capabilities

- Manage Capabilities Map :
    - Explore, track, and manage the descriptions, notes, and related resources for your entitled capabilities.
    - Use the updated Data Collection Content Packs to automatically transfer Impact Value Metrics to the centralized Impact instance to manage the Value Journey, including Setting Value Baselines and Targets, Outcome Performance Reviews, and the Value Report.
    - Use the Capability Details page to view and manage comprehensive information related to a capability in your product adoption journey. The full-page layout replaces the previous pop-up view, making it easier to access, navigate and manage important details, such as usage status and notes in one centralized location.
    - View and add adoption guidance for different phases, such as prerequisites and implementation instructions in notes specific to a phase.
    - Measure a selected business objective under the same product across multiple ServiceNow instances. Use the Instance option on the Objectives and Outcomes, and Outcomes Insights to filter business objectives and outcomes by the ServiceNow instance. Add and edit the business objectives connected to the capability.
- Impact Platform Health :
    - Use Proactive Code Check to track compliance against coding leading practices and organizational standards.
    - Activate Proactive Code Check in the Health Store Application to scan update sets and check compliance standards and adherence to leading practices.
    - Scan update sets for leading practice violations in a non-production environment with Proactive Code Check and improve code quality, reduce errors, and enhance system stability.

Impact Delivery Instance (formerly Impact Digital Experience)

- Connect to the provider instance : The administrator or a named contact log in to your instance to facilitate the connection of data with the Impact Store Application.
- Product Adoption : Start an initiative from an individual capability to log and track your activities toward the implementation. The reference of the created initiative is available in the capability details and initiatives roadmap. The reference of the created initiative is available in the capability details and initiatives roadmap.
- Healthscan definitions updates: May 2025 store : Some HealthScan definitions have been updated or deprecated for the May store release.

Accelerator catalog

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- Jumpstart Your Employee Journey Management: Provides a demonstration of the possibilities and capabilities of Employee Journey Management.
- Jumpstart Your Knowledge Management: Provides a demonstration of the possibilities and capabilities of Knowledge Management.
- Jumpstart Your Legacy Workflow Migration: Provides a demonstration of the possibilities and capabilities of Legacy Workflow Migration.
- : Provides a demonstration of the possibilities and capabilities of Now Assist for CSM.
- Jumpstart Your Now Assist Skill Kit: Provides a demonstration of the possibilities and capabilities of Now Assist Skill Kit.
- Jumpstart Your Now Assist in Virtual Agent: Provides a demonstration of the possibilities and capabilities of Now Assist in Virtual Agent.
- Jumpstart Your Strategic Portfolio Management – Resource Management Workspace: Provides a demonstration of the possibilities and capabilities of Resource Management Workspace within SPM.
- Jumpstart Your GenAI: Provides a demonstration of the possibilities and capabilities of ServiceNow® Generative AI application (Artificial Intelligence)
- Release and Deployment Advisory for Pro-code Development: Provides guidance to assist pro-code developers in the tools and techniques to release and deploy ServiceNow application configurations and customizations.
- UX: The basics to unlock your ServiceNow success
- UX: Why It Matters and How to Apply It: Takes examples directly from your instance to demonstrate how improving UX can directly influence the success of your ServiceNow investment.
- LSD Maturity Assessment: Provides guidance on fine-tuning your Legal Service Delivery (LSD) on the ServiceNow platform.
- Introduction to CMDB: Ingestion: Demonstrates the possibilities and capabilities of automating and standardizing the data entry from the input sources for their Configuration Management Database (CMDB).
- Extend Your AI Search: Provides prescriptive guidance on extending your AI Search beyond foundational levels.
- Jumpstart Your Subscription Management: Provides a demonstration of the possibilities and capabilities available with the Subscription Management Application in your instance.
- Jumpstart Your AI Agent Studio: Provides Impact customers with an overview and applied demonstration of AI agents within the platform.

Impact Instance Observer

- Use Root Cause Correlation to resolve issues that are identified by configured alerts and drill directly into the records causing the issues.
- Instance Observer user configurable dashboard: Create your own dashboard according to your preferences of metrics to help analyze the health of your system in a snapshot or use the default home page to see a snapshot of instance overall health with key insights, such as performance, reliability, and availability at a glance with the available widgets.
- Use the Instance Observer Seats Add-on to obtain additional seats to your eligible Impact package.

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UI changes

Impact Store Application

Impact is accessible in both the Impact Delivery Instance, formerly the Impact Digital Experience, and as the ServiceNow Impact Store Application.

Changed in this release

New Impact Store Application experience

The new Impact Store Application provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Configuring the Impact Store Application. Note that Impact Delivery Instance (formerly Impact Digital Experience) is still supported in this release.

Value Management name changes:

- Impact Value Journey is renamed to Impact Value
- Value Blueprint is renamed to Objectives and Outcomes.
- Outcomes Performance is renamed to Outcomes Insights.
- Business Objectives is renamed to Objectives.
- Operational Outcomes is renamed to Outcomes.
- Business Value Report is renamed to Value Report.

Impact Workspace name change

Impact Workspace has been renamed as Impact.

Impact Store App user experience

Impact users who have migrated from the Impact Delivery Instance may access Quicklinks to access features that haven't been migrated to Impact Store Application yet.

Custom payload in Instance Observer alerts integration

Define and manage a custom JSON request payload for ServiceNow and third-party integrations with the Instance Observer enhancements.

Accelerator catalog

Minor updates have been incorporated into the following accelerators:

- Jumpstart Your GenAI
- Jumpstart Your Now Assist Skill Kit
- Jumpstart Your Document Intelligence
- On-Demand Value Report
- LSD Maturity Assessment

The following Accelerators are renamed:

- Jumpstart Your Now Assist for ITSM is now Jumpstart Your AI Agents for ITSM
- Jumpstart Your Now Assist for CSM is now Jumpstart Your AI Agents for CSM

Impact packages

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- Add-on SKUs have been updated to provide additional flexibility for Impact customers and are available in all environments where Impact is available.
- Updates to the Impact Advanced package, offered pursuant to the applicable Impact Accelerator Description available at#https://www.servicenow.com/legal/servicenow-impact.html.

Data Collection Toolkit

- Download the content packs for both regulated (GCC/NSC) and non-regulated customers.
- Automatically transfer Impact Value Metrics to the centralized Impact instance to manage the value journey, including setting value baselines and targets, outcome performance reviews, and the value report with the enhanced toolkit.

Impact Delivery Instance (formerly Impact Digital Experience)

With the Yokohama release, Impact Digital Experience (IDE) has been renamed as Impact Delivery Instance (IDI).

Removed in this release

The Expert Connect Accelerator is no longer supported as of Yokohama.

Activation information

Impact is available for activation with a separate subscription. Your Customer Success Manager sets entitlement information for access.

- Impact Delivery Instance is accessed using your unique portal URL. Your Impact Squad sends you login information to access your IDI portal.
- For the Impact Store Application, see Install the Impact Store Application from the ServiceNow Store for activation details.
- Proactive Code Check can be activated in your production and non-production instances. See Configuring Proactive Code Check for details.

IT Asset Management release notes

IT Asset Management has new and updated features in the Yokohama release

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 Yokohama release.

Enterprise Asset Management highlights for the Yokohama release

- Streamline firmware management with the new Firmware model class.
- Get normalization coverage for firmware that is embedded into your industrial and IT hardware-based Operational Technology (OT) assets.
- Achieve synchronization between physical assets and configuration items (CIs) for Operational Technology (OT) assets through MAC addresses.
- Streamline OT Asset Management (OTAM) licensing to include hardware resource categories for OT hardware assets to access OT Asset Management features and workflows.

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- Get support for hardware models and OT hardware assets in the OT Asset Management workspace.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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.

New in the Yokohama release

Gain normalization coverage for firmware in your Operational Technology (OT) assets

Achieve enhanced normalization across your OT deployments by normalizing the firmware that is embedded into your OT assets. Use the normalized data to track and manage the life cycles of your firmware separately from your OT assets so that you can directly detect and mitigate firmware vulnerabilities. You can view the firmware model details in the OT model management view of the OT Asset Workspace.

Note:
Firmware normalization is applicable only to OT Asset Management.

Manage hardware models and assets in the Operational Technology (OT) Asset Management application

Enable your OT managers to create hardware models and assets in the OT Workspace. You can integrate hardware models and OT assets into such Enterprise Asset Management flows as asset request, asset refresh, stock order, multi-asset onboarding, Return Merchandise Authorization (RMA), repair, and disposal. You can also generate maintenance plans and work orders for your OT hardware assets.

Synchronize asset and CIs for Operational Technology (OT) assets

Synchronize the MAC addresses between the asset and network adapter CI for OT assets.

License your OT hardware assets using the new resource categories available in OTAM licensing

Access OT Asset Management features and workflows for OT hardware assets through the following hardware resource categories:

- OT Servers
- OT Network Gear
- OT Storage
- OT End User Computers
- OT Mobile Devices
- OT Monitors
- OT Printers
- OT Unclassified Hardware

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The hardware resource categories are opted in by default. The OT hardware assets are counted only under OTAM licensing. They are excluded from the HAM licensing that is based on the OT entity flag.

Note:
The OTAM licensing changes apply only to OT Asset Management.

Manage mission-critical enterprise assets and linear assets for telecommunications networks

Use the Enterprise Asset Management for Data Center and Network Asset Management (DCNAM) application to track and manage mission-critical facility-based enterprise assets and linear assets for telecommunications networks. Get a comprehensive view of these assets throughout their life cycles so that you can help optimize their performance and improve their longevity.

Fulfill Return Merchandise Authorization (RMA) requests as a Device as a Service (DaaS) provider, vendor, or manufacturer

Use the Enterprise Asset Management for Providers application to fulfill the RMA requests that you receive from customers as a DaaS provider, vendor, or manufacturer. The application adds support for RMA response orders, which enable you to track and manage the process of repairing or replacing defective assets for your RMA requests. The application also adds support for inbound asset orders, which enable you to track and manage the process of providing assets for your RMA requests. By managing these orders from a consolidated location, you can streamline your operations and improve efficiency.

UI changes

MAC address field on the asset form

The asset form shows the **MAC address** field for the following asset classes:

- Construction
- Facility
- Industrial
- Medical
- Retail
- Tactical equipment
- Transportation
- Wearable
- Hardware

Note:
The **MAC address** field is shown on the asset form in Enterprise Asset Workspace and OT Asset Workspace.

Child assets activity and MAC address field in the asset onboarding playbook

The child assets activity was added to the asset onboarding playbook for preassembled industrial assets. The Asset details activity in the playbook shows the **MAC address** field.

Note:
These UI changes apply to Enterprise Asset Workspace and OT Asset Workspace.

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MAC address field in multi-asset onboarding

The **MAC address** field was added to the Add assets dialog box in multi-asset onboarding through catalog requests and onboarding orders. The Asset details activity in the Multi-asset onboarding playbook shows the MAC address that you provided.

Note:
This UI change applies to Enterprise Asset Workspace and OT Asset Workspace.

MAC address field in an Advanced Shipment Notification

The **MAC address** field was added to the Download template for an Advanced Shipment Notification. After a successful import, the MAC address that you provided in the template is added to the Asset [alm_asset] table. The **MAC address** field is also shown on the asset form for all assets except consumables and pallets.

Note:
This UI change applies to Enterprise Asset Workspace and OT Asset Workspace.

MAC address field in Bulk import

The **MAC address** field was added to the Download template for the following Bulk import modes:

- Create assets
- Update assets
- Create models and assets

After a successful import, the MAC address that you provided in the template is added to the Asset [alm_asset] table. The **MAC address** field is also shown on the asset form for all assets except consumables and pallets.

Note:
This UI change applies to Enterprise Asset Workspace and OT Asset Workspace.

MAC address field in Receive Purchase Order

The Capture asset tags dialog box in the Receive Purchase Order shows the **MAC address** field in addition to the Serial number and Asset tag.

Note:
This UI change applies to Enterprise Asset Workspace and OT Asset Workspace.

OT entity flag

The asset form shows that the OT entity flag set to true for hardware and industrial assets that were created in the OT Asset Workspace.

Changed in this release

Refresh flow in OT workspace

For single and multi-model refresh orders, the OT manager can edit the replacement model even after the refresh order has been created in the OTAM workspace. Additionally, the sourcing location is also editable.

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Reflow for Configurable Workspace

The configurable Enterprise Asset Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.

Activation information

Install the following applications by requesting them from 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

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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 Reflow for Configurable Workspace for details.

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 Yokohama release.

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Hardware Asset Management highlights for the Yokohama release

- Achieve asset data accuracy, improve asset utilization, and reduce risk through Asset Attestation.
- Streamline Hardware Asset Management (HAM) licensing for only non-OT hardware assets to access Hardware Asset Management features and workflows.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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.

New in the Yokohama release

Maintain accurate asset details by creating Asset Attestations

Validate whether assets are in use and confirm asset assignment by performing audits through Asset Attestation to verify through confirmation by employees whether they are still using assigned serialized hardware assets.

Hardware Model Normalization for Operational Technology (OT) assets

When the OT Asset Management application is installed, standardize your hardware and consumable models with a minimum of one OT asset in addition to the model categories that belong to the opted-in HAM resource categories through the Hardware Model Normalization process. The OT entity flag on the asset indicates whether it's an OT asset.

UI changes

My Assets menu and Assets tab on the Employee Center portal

The My Assets menu appears on the global header navigation bar of the Employee Center home page. This menu provides employees with quick access to the details of assets assigned to them.

The Employee profile widget now includes an Assets tab, which shows the details of the assets assigned to the employee.

Changed in this release

Reflow for Configurable Workspace

The configurable Hardware Asset Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.

Deprecations

The MAC address [mac_address] field in the Hardware [alm_hardware] table is deprecated. The data in this field is available in the new MAC address (mac_addr) field in the Asset [alm_asset] table.

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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

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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 Reflow for Configurable Workspace for details.

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

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 helps you to create purchase orders and to 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. The Software Asset Management application was enhanced and updated in the Yokohama release.

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Software Asset Management highlights for the Yokohama release

- Leverage generative AI by using the Now Assist for Software Asset Management (SAM) application to create publisher summaries on software deployment, license compliance, configuration health, and optimization.
- Manage the licenses for your Oracle Databases and WebLogic deployments on the Nutanix virtualization technology.
- Integrate SAP Ariba and SAP S/4HANA Cloud with the Software Asset Management application to monitor and track software usage and subscriptions effectively.
- Simplify the onboarding of your Software Asset Management (SAM) application by following the prescriptive guidance provided in the SAM Guided Setup and Microsoft 365 Guided Setup.
- Track and optimize your IBM Cloud Pak licenses by using the Software Asset Management application.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Software Asset Management for more information.

Important:
SaaS License Management, Data Collection for Oracle Global Licensing and Advisory Services, IBM License Compliance for Software Asset Management, ITAM Health Check, and Software Asset Management Guided Experiences are available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Software Asset Management to Yokohama

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 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.

New in the Yokohama release

Gain insights into your publisher license compliance by using Now Assist for Software Asset Management

Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries enable you to understand the publisher license compliance details.

Manage Microsoft 365 license compliance and optimization through Microsoft 365 Guided Setup

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Get a prescriptive guidance for the tasks that you must perform in the Software Asset Management application, Microsoft 365 admin center, and other applications to configure Microsoft 365. This Guided Setup organizes the configuration activities into various categories so that you can see the list of tasks that need to be performed.

Optimize Microsoft 365 subscriptions

Optimize how to manage Microsoft 365 licensing with these enhancements:

- Auto removal of licenses from the Microsoft 365 admin center by detecting low usage and overlapping subscriptions.
- Expanded support for usage-based optimization such as Microsoft 365 E3 Teams and Microsoft 365 government plans.

Optimize Microsoft Dynamics 365 subscriptions

- Receive recommendations to save costs by removing low-usage subscriptions for MRS applications.
- Receive guidance on cost-saving strategies while purchasing multiple base subscription licenses for various Microsoft Dynamics 365 applications. Using a combination of base and attach licenses can provide a more cost-effective solution.

Simplify the activation process for SaaS License Management

Simplify your activation process by optimizing your SaaS subscriptions. You can activate just the SaaS applications that you want to manage.

SaaS security permissions

While integrating your SaaS applications, you can now grant the minimum permissions required to enable key use cases, such as downloading subscriptions, calculating activity, and reclaiming subscriptions.

Optimize subscriptions for SAP Ariba

Gain visibility to the subscriptions and reclaim stale licenses by integrating your ServiceNow instance with the SAP Ariba application.

Configure and map users from SaaS portals to ServiceNow AI Platform with ease

Determine your licensed users by mapping user subscriptions from SaaS applications to users in ServiceNow AI Platform.

Optimize CrowdStrike subscriptions

Software Asset Management now includes support for CrowdStrike products with license metrics such as Sensor Subscription and Reserved Hourly Average Sensor. The introduction of a new license metric group, CrowdStrike, improves data coverage and reconciliation. By managing the entitlements for various CrowdStrike products, including CrowdStrike Falcon Endpoint Protection, CrowdStrike Falcon Discover, and others, you can get better tracking and compliance.

Manage onboarding of products to support the Software Asset Management (SAM) application through SAM Guided setup

Get step-by-step guidance on the activities that you must perform to onboard SaaS and on-premises products. The guided setup helps you to create or associate success goals, configure product integrations, create software entitlements, or run reconciliation to get the most out of the Software Asset Management application.

Manage license compliance for Oracle Database and WebLogic Server deployed on Solaris Logical Domain (LDOM)

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Support Oracle Database and WebLogic Server licensing for Per Processor and Named User Plus (NUP) license metrics that are deployed on the hard-partitioned Solaris LDOM infrastructure, also known as Oracle VM Server for SPARC.

Manage compliance for SAP S/4HANA Cloud Public Edition

Gain visibility to software usage information and subscriptions by integrating your Software Asset Management application with the SAP S/4HANA Cloud Public Edition. This integration supports the Full User Equivalent (FUE) license metric that is used to grant licenses for SAP cloud applications.

Determine license compliance for Oracle products deployed on Nutanix virtualization technology

License Oracle Database Server, Options, and WebLogic Server with deployments on the Nutanix virtualization technology.

Support for revenue-based license metrics for SAP engines

Gain the ability to maintain licenses for higher value, revenue-based SAP engine products.

Leverage machine learning normalization for software recognition in protected government environments

Extend machine learning normalization capabilities to Government Community Cloud (GCC) and National Security Cloud (NSC) environments.

Leverage machine learning spend detection in protected government environments

Extend Software Spend Detection capabilities to Government Community Cloud (GCC) and National Security Cloud (NSC) environments.

Optimize licensing for IBM Cloud Paks

Use the IBM License Compliance for Software Asset Management application to track and manage licenses for your IBM Cloud Paks.

Expand end of life (EOL) reporting by creating parent-child relationships between software products

View, define, or update the parent-child relationships between your software products. Use these relationships to enable your child products to inherit life-cycle dates from their associated parent products.

View the Export Classification Control Numbers (ECCNs) for your software products

View the ECCNs that are mapped to your software products. Use this information to identify the products that are subject to U.S. export control regulations so that you can maintain export compliance across your products.

Create and manage entitlements for your Microsoft 365 From SA and Add-on user subscription licenses (USLs)

Create entitlements to track and manage the From SA and Add-on licensing terms for your Microsoft 365 subscriptions. Specify the details of each license, including the license type, license cost, and number of purchased rights. Use this information to determine your license compliance so that you can optimize your licensing costs.

Improve your compliance position with insights on how your software installations get licensed

Evaluate the installation to license consumption percentages and devise strategies for improving your license usage. Track your installation to license journey by connecting software installations to the licenses consumed and identifying the statuses such as licensed or unlicensed.

Gain an understanding of how licenses get calculated for your software assets

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Learn how the Software Asset Management application calculates the number of licenses that are required for your software assets with the factors that impact this process.

Increase the coverage of product life cycles

Expand the life-cycle date calculations to include the custom general availability (GA) dates. Additionally, support is also available for the End of Extended Support phase and the End of Support and End of Life phases.

Changed in this release

Reflow for Configurable Workspace

The Software Asset 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.

Publisher optimizations dashboard for Microsoft

The Publisher Optimizations dashboard for Microsoft has been updated to support additional subscriptions.

Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, 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 plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface.

In the ServiceNow AI Platform® Yokohama 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 prior to 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.

To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true.

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
- IBM License Compliance for Software Asset Management
- ITAM Health Check
- Software Asset Management Guided Experiences

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Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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 Reflow for Configurable Workspace for details.

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 asset environment.

Enterprise Asset Management

The ServiceNow® 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.

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 to create purchase orders and to 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 Hardware Asset Management (HAM) is a new application in the Yokohama release.

Now Assist for Hardware Asset Management (HAM) highlights for the Yokohama release

Yokohama Patch 13- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries.

Yokohama Patch 11

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- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6 - Automate the hardware asset repair process by using an agentic workflow and configure Access Control Lists (ACLs) for both AI agents and agentic workflows.

Yokohama Patch 4 - Automate and streamline your hardware asset request process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

Important:
Now Assist for Hardware Asset Management (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 Hardware Asset Management (HAM) to Yokohama

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

Now Assist for Hardware Asset Management (HAM) features

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.

Yokohama Patch 6

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.

Yokohama Patch 4

Optimize hardware asset sourcing with the suite of AI agents

Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle

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tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.

Note:
To take full advantage of the Now Assist for HAM features, you should upgrade to Yokohama Patch 6 and install the Now Assist for Hardware Asset Management (HAM) store 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

The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.

Related ServiceNow applications and features

Now Assist

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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.

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 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 is a new application in the Yokohama release.

Now Assist for Software Asset Management (SAM) highlights for the Yokohama release

Yokohama Patch 13

- Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures.
- Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management.

Yokohama Patch 6

- 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 evaluation of unused and underutilized software installations for potential reclamation by using an agentic workflow.

Yokohama Patch 3

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- Obtain crucial information on products to mitigate license compliance risks through product summaries on software deployment, license compliance, configuration health, and optimization.
- Manage product license compliance via recommendations that guide you to take steps to ensure the necessary compliance requirements.

Yokohama Early Availability: Leverage generative AI by using the Now Assist for SAM application to create publisher summaries on software deployment, license compliance, configuration health, and optimization.

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 Yokohama release

Yokohama Patch 13

Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance

Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention.

Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements

Leverage generative AI to upload contract documents and automatically extract licensing data, generating software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process.

Yokohama Patch 11

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.

Yokohama Patch 6

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 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 sourcing of software assets 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 automatically create reclamation rules for installed or subscription-based software, reducing the need for manual analysis of product usage and expenditure. 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 reclamation of removal candidate for an 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.

Yokohama Patch 3

Gain insights into product compliance and optimization with AI-powered product summaries

Get comprehensive product summaries to better understand your product compliance position across software deployment, license compliance, optimization, and configuration health. The AI-based product summaries simplify the complexity of license management and ensure adherence to publisher contracts.

Use AI-powered recommended actions to mitigate your license compliance risk

Use recommended actions to guide you through the appropriate steps to achieve compliance. Take actionable steps to address any configuration, maintenance, or optimization issues and gain faster compliance.

Yokohama Early Availability

Gain insights into your publisher license compliance by using Now Assist for SAM

Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries that cover software deployment, license compliance, optimization, and configuration health enable you to understand the publisher license compliance details.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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 will not 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.

Activation information

Install Now Assist for SAM by requesting it from the ServiceNow Store.

Note:
To take full advantage of the Now Assist for SAM features, you need to install the Now Assist for SAM store application as well as upgrade to Yokohama Patch 3.

Visit the ServiceNow Store website to view all the available apps and for 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 SAM application requires the Software Asset Management Pro plus or the Enterprise plus license.

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.

Now Assist panel

Use this 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 Yokohama release.

ITOM Cloud Accelerate release notes

The ServiceNow® ITOM Cloud Accelerate application provides workflows to govern the provisioning and management of your cloud and on-premises virtual infrastructure. It leverages ServiceNow Orchestration and integrations with automation tools such as Ansible, Azure

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DevOps, and Terraform. ITOM Cloud Accelerate was enhanced and updated in the Yokohama release.

ITOM Cloud Accelerate highlights for the Yokohama release

Cloud Workspace highlights:

- The new Cloud Workspace application has includes a new feature called Cloud Account Management, which automates account creation, improves transparency, and integrates policy-based governance and certification processes, enhancing efficiency and control across multiple cloud platforms.
- Support for AWS account and Azure subscription requests via direct API integrations or Terraform and GitHub integrations.

Cloud Services Catalog highlight:

Performance enhancements for the predefined catalog items in CSC Content Pack.

See Cloud Governance for more information.

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

New in the Yokohama release

Cloud Account Management

Cloud Account Management is the first feature from ITOM Cloud Accelerate in the Cloud Workspace application that brings together ServiceNow cloud solutions in a unified experience as part of the Cloud Governance Suite.

Changed in this release

Cloud Services Catalog Terraform Connector

Cloud Provisioning and Governance: Terraform Connector has been renamed Cloud Services Catalog Terraform Connector

Deprecations

- Support for Cloud Provisioning and Governance: Google Cloud Connector has been removed. If you are on a legacy release, you cannot continue to use the Google Cloud Connector but you can use the Cloud Services Catalog Terraform Connector.
- Support for Cloud Migration Assessment has been removed.

Activation information

The ITOM Cloud Accelerate features are available as an application at Cloud Accelerate, which is available 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

Cloud Configuration Governance

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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 Action Library provides ready-to-use actions and subflows that enable you to interact with the cloud resources of the organization.

Third-party products that integrate with the Cloud Service Catalog Cloud Services Catalog application

Extend the capabilities of ITOM Cloud Accelerate and its connectors by integrating the following third-party products with it:

- Cloud Services
  - Amazon Web Services
  - Microsoft Azure
  - VMware
  - Google Cloud Platform
- Ansible configuration management to automate the deployment of catalog items, across platforms and cloud service providers, with job templates.

Cloud Account Management release notes

The ServiceNow® Cloud Account Management (CAM) application automates account creation, improves transparency, and integrates policy-based governance and certification processes, enhancing efficiency and control across multiple cloud platforms. Cloud Account Management is a new application in the Yokohama release.

Cloud Account Management highlights for the Yokohama release

- Create and manage cloud accounts efficiently either by manual or automated processes.
- Manage and track cloud account requests using the requester dashboard.
- Visualize data tailored for the admin persona with deeper insights into cloud accounts.
- Scan accounts for configuration violations and take appropriate actions for weak passwords, pending certifications, undefined account ownership, discovery schedules, and so on.
- Provision both Terraform Cloud/Terraform Enterprise and cloud native interface accounts.

See Cloud Account Management for more information.

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

Cloud Account Management features

About data visualization in Cloud Account Management

Identify account violations and their severity using prebuilt policies in the Cloud Configuration Governance component. These scans support AWS, Azure, and GCP accounts. Confirm compliance and strengthen security by automatically detecting violations and categorizing them by severity across multiple cloud platforms.

Support for AWS account and Azure subscription requests via direct API integrations or Terraform and GitHub integrations.

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Track cloud account spending details through integration with the Cloud Cost Management Workspace component. Provides real-time visibility into cloud expenditures, helping organizations stay within budget and optimize cost management.

Note:
Tracking of cloud account spending only works when you've a Cloud Cost Management Workspace subscription.

About provision modes in Cloud Account Management

Take advantage of flexible infrastructure management through provision mode, which also supports both Terraform Cloud/Terraform Enterprise (supported in AWS) and cloud native interface (supported in AWS and Azure).

Set up suspension of an AWS account using service control policy

Set up suspension of a subscription using Azure policy

Suspend and reactivate accounts quickly in response to security or operational issues by leveraging a predefined AWS or Azure policy.

Add an unmanaged cloud account

Confirm consistent governance across all accounts with the ability to onboard accounts (AWS and Azure) created outside the CAM workflow, even for accounts that weren't initially created through CAM.

Set up Terraform API key in ServiceNow

Automate account provisioning and management using popular tools through integration with Terraform Cloud/Terraform Enterprise and AWS APIs.

Update cloud account details

Manage account ownership for an account and optionally propagate the change to all CIs associated with that account.

Certify an account

Promote compliance with organizational standards by certifying cloud accounts using defined data certification processes.

Review request policies

Set guardrails for processes like account approval, budget approval, and configuration assignments through customizable default automated policies. Manage these policies using the existing Policy as Code Engine component.

Customize the sequence of your approval process by using the standard playbook designer, also known as the Playbooks.

Activation information

Install Cloud Workspace (sn_itom_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.

Accessibility information

Implemented zoom functionality in all screens offering zoom levels of 110%, 125%, 150%, 175%, 200%, 250%, 300%, and 400%.

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Localization information

Localization is applicable to CAM in all languages supported by the ServiceNow AI Platform.

Related ServiceNow applications and features

Cloud Configuration Governance

The CCG Content Pack application provides a set of ready-to-use policies that enable you to check the configuration settings of cloud resources in your organization to identify configuration violations.

Cloud Insights

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.

Manage PaCE policies

Cloud Account Management confirms compliance through account certification and offers customizable policies for general and budget approvals and for configuration assignment, supported by the Policy as Code Engine component.

Process Automation Designer

ServiceNow® Playbooks enables 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.

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 Yokohama release.

ITOM AIOps highlights for the Yokohama release

Health Log Analytics highlights:

- Pull data from Splunk consistently over time using the Splunk Polling data input, which sends recurring queries (polls) to Splunk.
- Use your Splunk data input to ingest data from Splunk in a pre-processed, structured format.
- Integrate with log data connectors from the Integrations Launchpad
- Use dedicated Cribl, Edge Delta and Vector Agent data inputs to streamline HLA data ingestion with tools handling large log volumes.
- Generate a description of Health Log Analytics alerts using Now Assist.

Event Management highlights:

- Focus on critical connections and dependencies by reviewing network traffic-based alert grouping, which uses discovered TCP connections together with ML Service Mapping to correlate alerts on host CIs that have network traffic connections between them. This approach reduces noise, enhances visibility, and accelerates response times.

Service Operations Workspace for ITOM

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- Starting with version 26.3.1, benefit from the new alert grouping based on network traffic correlation:
  - Use Express List® to investigate network traffic-based alert groups
  - View connections between network traffic-based alerts in Link View.
  - Starting with version 2.5.3, review alert group analysis by Now Assist
- Review relevant information in the Now Assist panel based on records selected in Express List®.
- Enable team-level operators to create and manage new alert automations by assigning the new team_operator role.
- Map current alert field values to new specified values through the new **Change alert values** option in the Enrich automation section.
- Track and optimize grouping efficiency by viewing key details such as total alerts, alert groups, ungrouped alerts, and compression in Group Automation. Simulate other group types, such as CMDB, ML, and text-based grouping.

Agent Client Collector highlights:

- Create tasks to address Agent Client Collector errors.
- Discover java installation information using file-based discovery.
- Upgrade many agents at once using high-volume upgrade of Agent Client Collector.
- Conserve the MID Server resources for more persistent features by using MID-less installation.

See ITOM AIOps for more information.

Important:
Agent Client Collector, Health Log Analytics, and Install ServiceNow Operations Workspace (ITOM) are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Pull data from Splunk regularly using the Splunk Polling data input

Fetch data consistently over time by using the Splunk Polling data input, which sends recurring queries (polls) to Splunk. Handling most configurations on the HLA side, you need minimal additional stakeholder involvement, enabling swift integration with your existing Splunk setup. This enhancement accelerates proofs of concept (POCs) and enables faster iterations using real data.

Use your Splunk data input to ingest pre-processed data from Splunk

Ingest data from Splunk in a preprocessed, structured format using your existing Splunk data input for streaming log messages to Health Log Analytics with a heavy forwarder.

Create Group automation

View key details from the Test Automation section, including total alerts, alert groups, ungrouped alerts, and compression, to help track and optimize alert grouping efficiency. Simulate other group types, such as CMDB, ML, and text-based grouping. The simulation processes only alerts that match the condition filter.

Integrate with log data connectors from the Integrations Launchpad

Set up your log data connectors for HLA from the Event Management Integrations Launchpad in Service Operations Workspace for ITOM. The Integrations Launchpad

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provides a unified interface for convenient integration with log data connectors that feed raw log data from external sources into your instance. In this release, the Integrations Launchpad enables integration with the following connectors: Elasticsearch, ServiceNow System Logs, UDP, and TCP.

Starting in version 36.0.19, benefit from additional log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, and REST API that can be easily set up through the Integrations Launchpad.

Set up an Amazon Data Firehose integration for real-time log data streaming from multiple sources

Starting in version 36.0.19, leverage an integration for streaming log data from Amazon Data Firehose directly to the collector service in ITOM Gateway, where it is queued and then processed by Health Log Analytics. This integration doesn't run on a MID Server and can be configured from the Integrations Launchpad.

View links between alerts in Network Traffic-based alert groups

Once network traffic correlation is enabled, investigate network traffic alert group details and visualize connections through Link View in Express List®.

UI changes

Enrich automation

The **Compose** action has been renamed **Copy or compose fields**.

Integrations Launchpad enhancements

The **Related events** tab has been renamed **Events**.

The **Health state** tab has been renamed **Integration Stats**.

The **Alert compression rate** section has been renamed **Grouping ratio**.

Respond automation

The **Active** toggle switch has been replaced with a check box.

ServiceNow System Logs data input

The Glide Syslog data input has been renamed ServiceNow System Logs data input.

Changed in this release

Enrich automation

Introduced a new section **And finally** that contains two radio buttons that replace the previous **Continue running automations of this type** toggle switch.

- **Run other enrich alert automations** continues running automations with the same filter conditions.
- **Don't run other enrich alert automations** halts additional automations after execution, except those owned by other assignment groups.

Investigate alerts using Now Assist

Investigate alerts using Now Assist, which now uses the Retrieval-Augmented Generation (RAG) process to enhance alert investigation. This enhancement enables the retrieval of highly relevant past incidents, providing accurate context and actionable insights. Now Assist also notifies users of those involved in past or present efforts to resolve similar issues, promoting collaboration and reducing duplicated efforts.

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Component-based alert grouping is deprecated

Starting in version 36.0.19, component-based alert groups are removed as Health Log Analytics adopts a streamlined, two-tier alert model: Log Analytics Group to Single Alert. It aligns alert representation with the service-level anomalies identified by Health Log Analytics, rather than individual host CIs. The update improves alert visibility, simplifies correlation, and enhances overall alert management efficiency.

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 Reflow for Configurable Workspace for details.

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.

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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 Yokohama release.

Agent Client Collector highlights for the Yokohama release

- Agent Client Collector for Visibility: Starting in version 1.1.0, ACC for Visibility has been renamed Agent Client Collector for Visibility - Content. CNO for Visibility has been extracted from Agent Client Collector for Visibility - Content and is now a separate application.
- Store instance credentials in the Google Cloud Secret Manager when the Kubernetes Visibility Agent Informer uses Google Kubernetes Engine (GKE).
- Use a custom CA to enable Kubernetes Visibility Agent Informer to communicate with the instance when using a custom root Certificate Authority (CA).
- Configure Agent Client Collector without a MID Server by ßusing MID-less configuration.

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 Yokohama release

Scan your resource directories for file attributes

Starting in version 3.13.0, run a check to receive information on the directory file's integrity, size, space, response time, and age.

Conserve MID Server resources by using MID-less installation for Agent Client Collector

Starting in version 3.6.5, conserve MID Server resources for more persistent features by using the MID-less installation when installing Agent Client Collector. With this installation, you don't need a MID Server in your system architecture.

Create tasks to address Agent Client Collector errors

Starting in version 4.3.0, create tasks to resolve errors relating to the Agent Client Collector. Tasks are assigned to personnel who investigate the underlying issues and work to resolve the errors.

Use a proxy server with MID-less installation

Starting in version 4.3.0, enable using a proxy server when installing Agent Client Collector without a MID Server.

Discovery MSSQL server components

Starting in version 1.3.0, enable discovery of MSSQL components by running Discovery as a local system user.

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Java certification Discovery through file-based discovery

Starting in version 1.3.0, discover java file information using Agent Client Collector for Visibility - Content (ACC-VC) file based discovery. File based discovery locates java files that are installed on the system but not running, enabling retrieval of data used for licensing and auditing.

Enable high volume upgrade of agents

Starting in version 4.3.0, enhance efficiency by performing high-volume upgrade of large numbers of Agent Client Collector installations at once.

Block event creation for non-existent entities

Starting in version 3.13.0, block the creation of events and alerts if the process monitoring and log files don't exist in their indicated location.

Control how check results are sent

Starting in version 3.6.5, configure the circumstances when check results are sent.

Configure and receive notifications of agent key expiration

Starting in version 3.6.5, receive notifications that indicate when an agent registration key is expiring.

Monitor network host availability

Starting in version 4.1.0, use a new check to verify network host availability.

Identify software running on Linux and Windows devices

Starting in version 4.1.0, identify the software that is running on your Linux and Windows servers and devices by using file-based Discovery. File-based Discovery enables you to maintain the records of your software licenses and helps you to evaluate any threats from unwanted files.

Store ServiceNow instance credentials in the Google Cloud Secret Manager when the Informer uses Google Kubernetes Engine (GKE)

If your organization uses Google Kubernetes Engine (GKE) you can store the secret in Google Cloud Secret Manager. The Kubernetes Visibility Agent Informer can then pull the ServiceNow credentials for accessing your instance from the Google Cloud Secret Manager.

Use a custom CA to enable the Informer to communicate with the ServiceNow instance when using a custom root CA

Mount a custom certificate authority into the Kubernetes Visibility Agent Informer pod to enable the Informer to communicate with the instance when a custom root CA is used.

Changed in this release

Explore metrics with Metric Explorer independent of Agent Client Collector Monitoring

Starting in version 4.1.0, view and monitor metric data with Metric Explorer, even if you have not installed Agent Client Collector Monitoring.

Starting in version 1.1.0, ACC for Visibility has been renamed as Kubernetes Visibility Agent and consists only of what is currently CNO for Visibility. The term CNO for Visibility has been deprecated and replaced with Kubernetes Visibility Agent. All other ACC for Visibility functions are now part of Agent Client Collector for Visibility - Content.

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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.

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 provides alert aggregation for discovered services, application services, and automated alert groups. Event Management was enhanced and updated in the Yokohama release.

Event Management highlights for the Yokohama release

- Review network traffic-based alert grouping, which uses discovered TCP connections together with ML Service Mapping to correlate alerts on host CIs that have network traffic connections between them. This approach reduces noise, enhances visibility, and accelerates response times by focusing on critical connections and dependencies.
- Starting in version 26.3.4, benefit from the new alert grouping based on network traffic correlations:
  - Investigate network traffic-based alert groups by using Express List®.
  - Review alert group analysis by Now Assist
  - View connections between network traffic-based alerts in **Link View**.
- Enable team-level operators to create and manage their own integrations, set up their own alert automations, and enhancing control over alert management for their teams by assigning the new team_operator role.
- Review relevant information in the Now Assist panel based on records selected in the Express List®.
- Starting in version 2.15.1, you can configure metric connector instances for the Nagios, SolarWinds, and Zabbix monitoring tools to receive metrics directly from these monitoring tools. This enhancement provides the following benefits:
  - Seamlessly integrate monitoring data from multiple sources into Metric Intelligence.
  - Improve anomaly detection and alerting with real-time metric ingestion.

See Event Management for more information.

New in the Yokohama release

Group alerts using network traffic-based grouping

Group alerts efficiently with network traffic-based alert grouping, which uses discovered TCP connections with ML Service Mapping to correlate alerts on host CIs that have network traffic connections between them.

View links between alerts in network traffic-based alert groups

Once a network traffic correlation is enabled, investigate network traffic alert group details and visualize connections through Link View in Express List®.

New role for team level operators

Enhance team-level control over alert management with the evt_team_operator role. This role enables operators to manage Event Management operations within their assigned team, including reading and writing alerts, making configuration

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changes,updating Alert Automation, and setting up new integrations in the Integrations Launchpad.

Starting in version 26.7.0, execute response subflows automatically, manually, or both for alerts that match specific conditions through the Run Other Response Actions option of Respond Automatic. This enhancement offers better control over automated responses with configurable execution limits and multiple response actions.

Starting in version 26.7.0, link a CI to an alert for more accurate IT component mapping though the Improve Configuration Item (CI identification option of Enrich Automation. This enhancement improves alert visibility, speeds up issue resolution, and ensures better correlation between alerts and infrastructure components.

Changed in this release

Property name changes

Enable CMDB Correlation for Alert Aggregation (CMDB groups) (*sa_analytics.agg.query_cmdb_correlation_enabled*) has been renamed **Enable CMDB correlation**.

Enable alert aggregation for CI-based Automated groups (*sa_analytics.specific_patterns_enabled*) has been renamed **Enable ML based Automation correlation**.

Enable alert aggregation for Text-based groups (*sa_analytics.text_based_group_enabled*) has been renamed **Enable Text based correlation**.

Use all CMDB relations for CMDB group correlation. This property impacts both CMDB group correlation and Alert Similarity on the Alert form (*evt_mgmt.related_cis_get_all_relation_types*) has been renamed **Use all CMDB relations for CMDB group correlation**.

Pull connectors

Simplifying the setup for Out-of-the-Box (OOTB) event rules that come with the pull connectors that have not yet been activated, deactivated, or modified, the Apply additional matching rules option is now enabled by default. If a rule has been previously applied, you must set this option manually.

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.

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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 Yokohama release.

Health Log Analytics highlights for the Yokohama release

- Use the enhanced Splunk data input to ingest data from Splunk in a preprocessed structured format. You can also pull data from Splunk regularly using the new Splunk Polling data input.
- Take advantage of a unified interface for convenient data input integration by setting up integrations from the Integrations Launchpad.
- Streamline HLA data ingestion with tools for handling large log volumes by using dedicated Cribl and Edge Delta data inputs.
- Configure log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, REST API, and Amazon Data Firehose conveniently from the Integrations Launchpad.
- Generate a description of Health Log Analytics alerts using Now Assist.

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 Yokohama release

Pull data from Splunk regularly using the Splunk Polling data input

Make your data workflows more consistent and productive by fetching data consistently over time using the Splunk Polling data input, which sends recurring queries (polls) to Splunk. Handling most configurations on the HLA side means you need minimal additional stakeholder involvement, which enables swift integration with your existing Splunk setup. This enhancement accelerates proofs of concept (POCs) and enables faster iterations using real data.

Use your Splunk data input to ingest preprocessed data from Splunk

Ingest data from Splunk in a preprocessed, structured format using your existing Splunk data input.

Integrate with log data connectors from the Integrations Launchpad

Take advantage of the Integrations Launchpad's unified interface for convenient integration with log data connectors that feed raw log data from external sources into your instance. You set up log data connectors for HLA from the Event Management Integrations Launchpad in Service Operations Workspace for ITOM. In this release, the Integrations Launchpad enables integration with the following connectors: Elasticsearch, ServiceNow System Logs, UDP, and TCP.

Use Cribl and Edge Delta data inputs to streamline HLA data ingestion with tools handling large log volumes

Use dedicated data inputs to facilitate data ingestion from Cribl or Edge Delta when using these tools to handle large volumes of log data from multiple sources before sending it to HLA.

Configure log data integrations from the Integrations Launchpad

Starting in version 36.0.19, benefit from additional log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, and REST API that can be easily set up through the Integrations Launchpad.

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Set up an Amazon Data Firehose integration for real-time log data streaming from multiple sources

Starting in version 36.0.19, leverage an integration for streaming log data from Amazon Data Firehose directly to the collector service in ITOM Gateway, where it is queued and then processed by Health Log Analytics. This integration doesn't run on a MID Server and can be configured from the Integrations Launchpad.

Changed in this release

Component-based alert grouping is deprecated

Starting in version 36.0.19, the adoption of a streamlined two-tier alert model, Log Analytics Group to Single Alert, has replaced component-based alert groups, which have been removed. This model aligns alert representation with the service-level anomalies identified by Health Log Analytics, rather than individual host CIs. The update improves alert visibility, simplifies correlation, and enhances overall alert management efficiency.

UI changes

ServiceNow System Logs data input

The Glide Syslog data input has been renamed ServiceNow System Logs data input.

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.

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.

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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 is a new application in the Yokohama release.

Service Observability highlights for the Yokohama release

- Connect operators with subject matter experts (SMEs) using critical signals from existing monitoring tools and the ServiceNow platform.
- Centralize critical signals and bridge workflows to help increase agility and reliability.
- Calculate the blast radius and help reduce mean time to resolution (MTTR) by viewing changes to your application and the underlying infrastructure.

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.

Service Observability features

Create and manage data mappings

Map services in the CMDB Workspace to the data from a connected application performance monitoring (APM) data source. Service Observability supports Dynatrace and New Relic. This mapping lets you view metrics from entities deep within your system, like a database or host, that might be affecting the health of a service.

Starting in version 1.7.3, metrics from Datadog are supported.

Starting in version 1.7.3, you can map Business Services and Service Offerings to APM data. Service Offerings are not available in Xanadu.

View overall service health

Use the Overview tab to view rate, error, and duration (RED) metrics from the APM related to a service. You can also view related open alerts, incidents, and change requests from the Configuration Management Database (CMDB) to help identify possible causes and blast radius.

View service health metrics

View the extended health metrics for a service on the new **Observability** tab when issues are found on the **Overview** tab. In addition to the extended health metrics, you can view host and database metrics related to the service based on the configured data mappings.

Customize dashboard templates

Starting in version 1.6.4, customize the templates used to display dashboards in the **Overview** and **Observability** tabs.

Domain separation

Starting in version 1.6.4, Service Observability can be run in separate domains.

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UI changes

New Overview tab in the SOW

After services are activated for the **Overview** tab in Service Observability, the Service Details page in SOW now shows reliability metrics from Service Reliability Management (SRM) as well as metrics from Service Observability.

New Observability tab in the SOW

The **Observability** tab on the Service Details page in SOW shows related metrics from connected APM vendors.

Admin Center support for activating services and data sources

You can activate services to use in Service Observability and then connect and map APM data sources to those services.

Starting in version 1.6.4, you no longer need to activate services. Any of the supported service types in the CMDB can be used

Starting in version 1.6.4, the Service Observability admin role can configure Service Observability in the Admin Center without involving an administrator.

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.

Additional requirements

For the best experience, an APM instance should be installed and an API Key Credential for that instance should be configured on the ServiceNow® platform. Service Observability supports Datadog, Dynatrace, or New Relic.

Related ServiceNow applications and features

Service Operations Workspace for ITOM

You can access Service Observability from the Service Details page of the SOW.

Service Reliability Management

You can view the reliability metrics of SRM in the same view as Service Observability, giving you a holistic view of service health. Services that are activated for Service Observability are also activated for SRM. Starting in version 1.6.4, services no longer need to be registered with SRM to use them in Service Observability.

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 Yokohama release.

SRM highlights for the Yokohama release

- View and assess alerts in one place with Express List.
- Starting in version 6.3, access SRM features on the go with ITOM Mobile Agent.

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- Starting in version 6.4, inform teams by setting up notification destinations and attaching them to error budget policies.
- Starting in version 6.4, track, manage, and visualize service performance with the Service reliability dashboard.
- Starting in version 6.4, get timely error budget updates that reflect the impact of ongoing, open alerts.

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 Yokohama release

Enhance monitoring for distributed teams with Express List

Improve monitoring with Express List. Express List replaces the **Alerts** tab and helps distributed SRM teams focus on the services, priorities, or alerts that matter to them.

Track SLO update history

View and track SLO update history with new naming conventions. Edited SLOs now receive unique names, such as Uptime (1) or Uptime (2), instead of keeping their original names. This update improves clarity and helps you distinguish between versions.

Add SLOs to change approval policies

Define change approval policies to approve updates or modifications in your system. You can now add the following policy inputs, helping you integrate critical information into the approval process:

- SLO with the lowest percentage of error budget remaining
- SLO with the highest burn rate

Assign teams to TSOs

Manage your services effectively by assigning teams to TSOs. TSOs, which are specific components within a parent technical service, can now be used in the SRM service list. Assigning SRM teams to TSOs helps decentralized teams focus on the services they're responsible for.

Stay connected and keep services reliable with ITOM Mobile Agent

Starting in version 6.3, use ITOM Mobile Agent to access SRM features on iOS and Android devices. With ITOM Mobile Agent, you can track alerts, manage incidents, and work on tasks on the go. You can also manage on-call schedules by checking shifts, requesting time off, and filling gaps.

Create SLIs on configuration items

Starting in version 6.3, filter an SLI to a specific configuration item within the parent service hierarchy. This feature lets you monitor the individual components of a service, helping you accurately track service health and identify root causes faster.

Keep teams informed with notification destinations

Starting in version 6.4, 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.

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Monitor service reliability in a dashboard

Starting in version 6.4, 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, you can select charts to access further details and use the new SLO table to monitor reliability.

Customize team approval settings with more flexibility

Starting in version 6.4, 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

Express List

The Express List icon ( ) is now in the navigation pane.

Integrations Launchpad

The Integrations Launchpad icon ( ) is now in the navigation pane.

> **Note:**
> Starting in version 6.3, the custom Integrations Launchpad in SRM was replaced with the official Service Operations Workspace version. This change promotes consistency across applications and gives you immediate access to the latest SOW updates.

New banner for configuring SLIs

Starting in version 6.3, when you set up an SLI, a new information banner shows how many configuration items are associated with your service. To set up an effective SLI for your system, select **View CIs in service map** to see how the service and configuration items relate.

Service import improvements

Starting in version 6.3, the service import flow includes the following updates:

- Services owned by others are selectable options in the UI.
- Service suggestions appear in the search box, reducing the need to remember exact service names.

Removed in this release

The **Alerts** tab has been removed from the Reliability tasks page.

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.

Related ServiceNow applications and features

Service Operations Workspace

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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 is a new application in the Yokohama release.

Synthetic monitoring highlights for the Yokohama release

- View real-world performance data from your services without needing actual users, catching issues before they're released to production.
- Get real-time notifications for performance degradations or outages before they impact users.
- Visualize synthetic test results and share insights with stakeholders.

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.

Synthetic monitoring features

Create and edit a synthetic monitor

Create and manage synthetic tests to replicate end-user transactions for critical service endpoints. Configure an alert to activate when a test fails, enabling you to address issues before they impact users.

As of version 1.2, you can:

- Test for response code: Confirm that your endpoints are returning success codes and know when they aren’t.
- Test for response time: Confirm that your services are meeting performance expectations by setting thresholds for response times.
- Test for response text: Validate whether specific content exists in the response body, enabling accurate end-to-end checks.
- Run tests from your local Glide instance: Enable closer integration with your instance and reduce the need for external test runners.
- Run tests from multiple locations.

Identifying system issues with synthetic monitoring

View the Overview page for a monitor where you can:

- View the status of the monitor.
- View charts that display test failures and response times.
- Visit related configuration items (CIs) that might be the start to investigating failed tests.

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- View a historical log of synthetic test runs, including details and the response body text.
- Share results by exporting a list of tests for a monitor.

UI changes

Overview and detail pages in SOW.

Create view and manage your synthetic monitors on the overview and detail pages.

As of version 1.2, the following UI enhancements are available:

- Improved filtering for finding your endpoints.
- Bulk editing of monitors.
- Charts on the Overview page now display failures instead of successes.

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.

Additional requirements

You must do the following before you can use synthetic monitoring:

- If you have version 1.0, configure at least one proxy agent on the Agent Client Collector. These agents should be the ones you use to monitor the health and performance of the services to be monitored. For more information about proxy agents, see Using proxy agents in Agent Client Collector.

  Starting with version 1.2, you can run tests from your local Glide instance instead of a proxy agent.

- Add CIs in the CMDB for the endpoints that you want to monitor.
- If your endpoints require authentication, configure credentials in the Credentials [discovery_credentials] table.

Related ServiceNow applications and features

Agent Client Collector

Synthetic monitoring can use a proxy agent on the Agent Client Collector to monitor the health of service endpoints.

Service Operations Workspace

Access and use synthetic monitoring in Service Operations Workspace, a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

ITOM Optimization release notes

The ServiceNow® ITOM Optimization application automates the cloud workflows that you use to manage the cloud resources throughout their life cycles. You can also deploy certified and enterprise-compliant clouds, get visibility into your costs, and manage other cloud management processes. Cloud Provisioning and Governance was enhanced and updated in the Yokohama release.

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ITOM Optimization highlights for the Yokohama release

Legacy workflows have been upgraded and seamlessly migrated to the advanced Workflow Studio to align with the latest standards and ensure modern compliance. Additionally, all default (Out of Box) workflows have been redesigned to provide enhanced performance, improved usability, and a more streamlined experience.

See ITOM Optimization for more information.

UI changes

The following UI changes are applicable for workflow migration:

- In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Invoke Workflow** option has been removed from the Operation Type field.
- In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Workflow** check box has been removed from the Add Operations Steps field.
- In the **Cloud Catalog Items**, under the **Operation Implementation** drop-down list, the **Workflow** option has been removed.

Changed in this release

- Migration of legacy workflows to Workflow Studio flows or subflows.
- Policy Rule Actions now supports Workflow Studio subflows instead of legacy workflows.

Removed in this release

- In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Invoke Workflow** option has been removed from the Operation Type field.
- In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Workflow** check box has been removed from the Add Operations Steps field.
- In the **Cloud Catalog Items**, under the **Operation Implementation** drop-down list, the **Workflow** option has been removed.

Deprecations

These workflows have been deprecated:

- Retrieve cloud billing data
- Retrieve cloud billing month
- Cloud operation step workflow launcher

Note:
See to learn more about the workflow migration.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Related ServiceNow applications and features

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The ServiceNow® ITOM Cloud Accelerate provides the workflows to evaluate the cloud readiness of your organization and enforce the cloud accelerate guidelines.

Cloud Services Catalog is now a part of ITOM Cloud Accelerate to access and manage cloud resources, and publish cloud offerings to a catalog, in a simplified way.

Cloud Configuration Governance application provides a set of ready-to-use policies that enable you to check the configuration settings of the cloud resources in your organization identify configuration violations.

Cloud Action Library provides ready-to-use actions and subflows that enable you to interact with the cloud resources of the organization.

Cloud Migration Assessment enables you to plan, organize, and track the process of relocating your enterprise IT resources and workloads to cloud platforms.

Cloud Discovery Workspace

Cloud Operations Workspace offers a comprehensive solution to manage the cloud operations of your organization.

ITOM Visibility

The ITOM Visibility product consists of Discovery, Service Mapping and Tag Governance. For more information, see Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

ITOM/OT SU Licensing and subscriptions

ITOM/OT SU Licensing enables you to view the total number of licenses assigned to your applications.

Third-party products that integrate with the Cloud Service Catalog:

Extend the capabilities of ITOM Cloud Accelerate and its connectors by integrating the following third-party products with it:

- Cloud Services
  - Amazon Web Services
  - Microsoft Azure
  - Google Cloud Platform
  - Terraform Opensource
- Ansible configuration management to radically automate the deployment of catalog items, across platforms and cloud service providers, with job templates.

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 Yokohama release.

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ITOM Visibility highlights for the Yokohama release

- Discovery and Service Mapping Patterns: Gain enhanced visibility into your AWS cloud services with 27 additional patterns starting with store version 1.25.0.
- Starting with store version 1.1.0, ACC for Visibility has been renamed Agent Client Collector for Visibility - Content. The CNO for Visibility feature has been extracted from Agent Client Collector for Visibility - Content and is now a separate application.
- Starting with Service Graph Connector for GCP store release 1.8, Service Graph Connector for AWS store release 2.9, and Service Graph Connector for Microsoft Azure store release 1.11, you can use Service Graph Connectors to ingest data into the Configuration Management Database (CMDB) from third-party sources.
- Starting with store version 1.8.0, Discovery admins gain improved visibility into discovery issues and can address root causes using anomaly detection in the Discovery Admin Workspace.

See ITOM Visibility for more information.

Important:
Discovery and Service Mapping Patterns is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading ITOM Visibility to Yokohama

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.

New in the Yokohama release

Discover additional AWS Services using Patterns

- Starting with store version 1.25.0, Discovery and Service Mapping Patterns discovers 27 additional AWS cloud services.
- Starting with store version 1.27.0, Discovery and Service Mapping Patterns discovers 7 additional AWS cloud services.

Discover products with Discovery and Service Mapping Patterns

Discover the following products using Discovery and Service Mapping Patterns version 1.27.0:

- NVIDIA GPUs
- Microsoft SQL Always On availability groups
- Azure tenants and management groups
- AWS Application Load Balancer targets
- AWS web ACL

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- AWS Systems Manager (SSM) agents
- Tag collection for Azure VM instance - Uniform scale set

Automatically generate a Certificate Signing Request

Generate a Certificate Signing Request and a private key with the Employee Center experience, starting with version 3.6.0 of Certificate Inventory and Management.

Use Service Graph Connectors for extended discovery

Service Graph Connectors are a collection of predefined integrations that ingest data into the Configuration Management Database (CMDB) from third-party sources.

- Discover device details from Chromebook and ingest them into the CMDB by using Service Graph Connector for Google Console store version 1.8.
- Discover data from public cloud instances and resources in AWS, Azure, and GCP environments and ingest them into the CMDB by using Service Graph Connector for Wiz.

Detect anomalies in Discovery schedules

Starting with Discovery Admin Workspace version 1.8.0, machine learning (ML) or statistical methods can detect anomalies in Discovery schedules and display this data in dashboards for admins. It identifies unusual behaviors like failed runs, significant deviations from user-defined thresholds for high error counts, longer discovery status duration, and fewer discovered Configuration Items (CIs) or Cloud resources. The ML-based approach to this feature is enabled by default. Thresholds are configurable via the new Settings page, and the results will be shown throughout the workspace.

Cloud-based Discovery schedules

Starting with version 1.8.0, Cloud-based discovery scheduling and reporting is available in Discovery Admin Workspace.

Configure Discovery to use Event Framework

Starting with version 1.9.0, Discovery jobs can be configured to use an event-based system, reducing database activity by queuing and processing events at regular intervals with priority and memory monitoring.

Changed in this release

Name suggestions for application service candidates

Experience more accurate name suggestions for application service candidates based on Service Fingerprints in Service Mapping Plus store version 1.15.0.

Limits in Service Mapping

Limits in Service Mapping prevent the disabling or deletion of jobs scheduled for the Checkpoint Reaper or the Service Model's Blob Reaper.

Limits in tag-based Service Mapping

Starting with version 1.15.2, experience improved performance in Service Mapping. A new property limits the creation of tag-based service candidates to 200 per service family.

Name update in Service Mapping

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- Application Services in the navigation menu has been renamed Service Instances.
- The label for the [cmdb_ci_service_auto] table has been changed from Application Service to Service Instance.

Discovery status monitoring

Discovery schedules that have no status updates for over a defined number of minutes are analyzed automatically by the Discovery Status Monitor job. By default, this job applies to Discovery schedules that discover configuration items.

Deprecations

Application/Plugin Deprecation Process [KB0867184]Discovery CLI

Starting with version 3.5.0, Discovery CLI is no longer available in the Pattern Designer Enhancements Store App.

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 out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.

Related ITOM 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.

ITOM Optimization

ITOM Optimization provides automation for the cloud workflows used to manage the cloud resources throughout their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

ITOM Licensing

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ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

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 Yokohama release.

Now Assist for ITOM highlights for the Yokohama release

Yokohama Patch 11

- 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.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Get deeper impact analysis in the Analyze alert impact agentic workflow with five new AI agents.
- Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively.
- Use the Triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident.
- Enhance security for Now Assist AI agents with Access Control Lists (ACLs).
- 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.

Yokohama Patch 3

- Investigate alerts and get the context that you need to respond efficiently using the Analyze alert impact agentic workflow.
- Automatically perform initial alert triage and analysis tasks such as assigning alerts, analyzing alert history, and summarizing past incidents, with the Triage and analyze alert agentic workflow.

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.

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New in the Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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 you have all the insights needed to make informed decision before 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.

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.

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.

Yokohama Patch 3

Analyze alert impact agentic workflow

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Analyze the impact of alerts and identify the possible causes with the Analyze alert impact agentic workflow. The workflow interacts with observability tools, such as Kentik and New Relic, to surface alert details and provide insights.

Now Assist for IT Operations Management (ITOM) Triage and analyze alert agentic workflow

Automatically assign, acknowledge, and summarize the alerts, determine their significance through history analysis, and analyze the related incidents. Initiate multiple parallel processes to triage and analyze the different alerts.

Removed in this release

- Starting with version 2.0.1 of AI Agents for Observability, the sn_obs_aia.admin role, previously required to configure AI agents in the Analyze alert impact agentic workflow, has been removed. Users must now have the credential_admin and connection_admin roles instead.
- Starting with version 2.0.1 of AI Agents for Observability, the prompt `How severe is this alert?` no longer appears in the Analyze alert impact agentic workflow.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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 as 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.

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Activation information

- Install 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 Now Assist for ITOM 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 ITOM application requires an ITOM Pro Plus or Enterprise Plus license.

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.

AIOps LEAP release notes

The ServiceNow® AIOps LEAP application uses AI driven insights to create standard and dynamic playbooks for quick incident resolution management. AIOps LEAP is a new application in the Yokohama release.

AIOps LEAP highlights for the Yokohama release

- Automation feedback and tracking for automation opportunities
- Pin Automation Opportunities for ease of analysis
- Customize filters for Automation Opportunities and published playbooks.
- Customize columns on the Automation Opportunities and published playbooks pages.
- Use published LEAP in SOW to resolve a new incident quickly.
- Use a value dashboard for performance analysis and enhancement.

See AIOps Learning Enhanced Automation Playbook (LEAP) for more information.

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

AIOps LEAP features

Incident clustering and comprehensive summaries

AIOps LEAP smartly categorizes IT incidents based on short descriptions and assignment groups. It uses historical data to get a deeper understanding of issues and summarizes them into actionable resolutions. AIOps LEAP consolidates information from different incidents to help with decision making and serves as a repository of knowledge.

Group incidents to create automation opportunities

AIOps LEAP uses the ServiceNow® GAF (Group Action Framework) plugin to organize and group incidents based on specific parameters. These groups are clusters or automation opportunities. They are created by analyzing incident data such as work notes and resolution notes. AIOps LEAP uses these automation opportunities to generate resolution steps to help solve similar future incidents.

Automation recommendations and playbook generation

AIOps LEAP identifies frequent issues and offers automation recommendations to address them. It streamlines and optimizes operational processes by creating actionable playbooks based on historical data and resolution workflows. Additionally, it builds a knowledge base by documenting workflows and solutions through detailed resolution steps, enabling further analysis, learning, and continuous improvement. These resolution steps can be shared across teams to facilitate collaboration and enhance operational efficiency, even without formal playbook creation. Thus, automated playbook generation is a valuable output of the AIOps LEAP platform.

New in the Yokohama release

Enhanced opportunities page

Enhancements & Design changes to load all opportunities and enable to select all cards.

UI changes

Pin automation opportunities

You can pin the automation opportunities required for ease of access and research.

Automation feedback and tracking

You can provide your feedback on the available resolution steps and playbooks. Each activity on the automation activity is tracked and recorded.

Filters for automation opportunities and playbooks

You can customize filters on the automation opportunity dashboard to filter them according your requirement for analysis. These filters are retained even when the page is refreshed.

AIOps LEAP Activation information

Install AIOps LEAP 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.

Use one of the following steps to activate *AIOps LEAP*.

Activate AIOps LEAP

Activate from	Steps
Workspaces	1. Select **Workspaces** on top, select *AIOps LEAP*. 2. Select **Now Assist Admin Workspace**, select **Activate**.
Now Assist Admin	1. Select **Admin** > **Now Assist Admin** > **Now Assist Skills** 2. In the navigation pane, select **ITOM**. 3. Select **Activate** *AIOps LEAP*.

Additional requirements

You should have the following dependencies installed:

- Now Assist for Platform
- Now Assist for Creator (optional)

Related ServiceNow applications and features

Now Assist for IT Operations Management (ITOM)

The ServiceNow® Now Assist for IT Operations Management (ITOM) application uses generative AI to provide alert analyses in Event Management. Alert analysis include a human-readable brief of the alert and technical information to help you investigate the alert more effectively.

IT Service Management release notes

IT Service Management has new and updated features in the Yokohama release.

Benchmarks release notes

The ServiceNow® Benchmarks application gives you instant visibility into your key performance indicators (KPIs) and trends. Benchmarks was enhanced and updated in the Yokohama release.

Benchmarks highlights for the Yokohama release

1. Experience the new Key Performance Indicator (KPI) for Now Assist under Productivity moments per user of ITSM Benchmarks to understand the benefits of Now Assist features like Knowledge Article generation.
2. Benchmark the all new HRSM indicator to help evaluate the performance in comparison to your peers.

See Benchmarks for more information.

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

New in the Yokohama release

- The new KPI **Knowledge Articles created using Now Assist** is added to Productivity moments. This primary indicator shows how many knowledge base articles are created using Now Assist in a given period of time.
- Leverage benchmarking for HRSM indicators to evaluate your performance in comparison to your peers.
- New KPIs are added to the Call deflection - percentage. These new KPIs help you understand the number of Incidents that are created using Proactive Engagement and Digital End-User Experience self service.
- New KPI is added to the self-solved percentage. This new KPI shares the number of times the issue is resolved using the Digital End-User Experience self service channels like Desktop Assistant, Now Assist panel, and Employee portal.

Activation information

Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Yokohama and is available from the ServiceNow Store.

Related ServiceNow applications and features

Performance Analytics (Indicator data sources)

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

Success Dashboard

The ServiceNow® 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 by the ServiceNow AI Platform®.

Continual Improvement Management

Use the ServiceNow® Continual Improvement Management application to request improvement opportunities and implement phases and tasks to meet performance goals, track progress, and measure success.

Strategic Portfolio Management

The ServiceNow® Strategic Portfolio Management application enables you to align work with business goals to deliver products and services in a way that supports your strategic priorities.

Change Management release notes

The ServiceNow® Change Management application provides a tool for managing the life cycle of all changes in your organization, enabling rapid changes without compromising stability and governance. Change Management was enhanced and updated in the Yokohama release.

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Change Management highlights for the Yokohama release

- Increase operational efficiency of tier 1 service desk agents with the dedicated sn_service_desk_agent role.
- Require specified field details to be updated before transitioning the state of a change request by converting existing optional fields to mandatory fields.
- Restrict unauthorized access to Change Management tables using deny ACLs.

See Change Management for more information.

New in the Yokohama release

User role for service desk agents

With the sn_service_desk_agent user role, increase operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed.

The sn_service_desk_agent role includes the following roles:

- sn_incident_write
- sn_problem_write
- sn_change_write
- sn_request_write
- tracked_file_reader

Additionally, with the installation of the **ITSM Gen AI** (*com.sn.itsm.gen.ai*) plugin, the knowledge_user and now_assist_panel_user roles are integrated within the sn_service_desk_agent role.
The sn_service_desk_agent user role can be used starting with Service Operations Workspace version 6.1.

Change model Type field

A new **Model** option has been added to the change model Type field to help users identify a change that is controlled by a change model. **Model** is the default if a Type has not been set for the change request of a certain change model.

No default Risk value for change requests

There is no longer a default value for the Risk field on the Change Request table. The Risk value is set to **-- None --** until the risk is evaluated for the change request. This change ensures that no risk value is pre-assigned, allowing for a more accurate assessment before advancing the change

Mandatory field transition condition

Ensure mandatory fields are completed before advancing through states for a change request, as defined by the Change Model. This feature enables change managers to mandate the completion of required fields before states can progress according to the Change Model.

Deny-unless ACLs on core tables

Prevent unauthorized access to change_request and change_task tables using deny-unless ACLs. The deny-unless ACLs restrict access on these tables for a non-authenticated user to perform actions such as read, write, delete, or create.

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This feature is available for new or zBoot customers with the installation of the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin. Existing or upgrade customers must test and evaluate in their sub production instance before installing the plugin and implementing the security change in their production instance.

Removed in this release

Change Management workflows have been removed and replaced by flows for new customers. Existing customers that use these workflows are unaffected. The flows are available to both new and existing customers. You can use ServiceNow® Workflow Studio to customize or extend these flows. For more information, see Flow Designer.

Activation information

Change Management is a ServiceNow AI Platform feature that is active by default.

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 Yokohama release.

DevOps Change Velocity highlights for the Yokohama release

- Integrate with the Harness orchestration tool to discover Harness pipelines and enable change automation.
- Detect anomalies and issues in your DevOps Change Velocity instance using health scans.

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.

Important information for upgrading DevOps Change Velocity to Yokohama

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 be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.

New in the Yokohama release

Harness integration

Discover Harness pipelines and configure real-time notifications to enable change traceability and automation by integrating the Harness orchestration tool with DevOps Change Velocity.

DevOps Health instance scan

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Detect anomalies and issues in the instance by running or scheduling health scans on your DevOps Change Velocity instance.

Bitbucket Cloud tool integration with ServiceNow

Integrate the Bitbucket Cloud coding tool with DevOps Change Velocity to connect, discover, import, and process real-time repository events in DevOps Change Velocity.

DevOps Change Workspace UI for simplified creation of custom tool integration with planning, coding and orchestration capabilities

Integrate a new custom tool across planning, coding and orchestration capabilities with basic know-how of ServiceNow using an intuitive DevOps Change Workspace UI. It offers easy navigation to the ServiceNow Platform for defining transformer or adapter rules, or integrate the ability to do so within the Workspace wherever applicable, and embeds necessary documentation links and tooltips to support self-service.

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.

Changed in this release

Simplified onboarding of orchestration tools not supported in the base system

Integrate orchestration tools that aren't supported in the base system by leveraging a generic framework.

Custom fields for planning tool integration

Add custom fields into your planning tool integration to improve configurability and access business-specific information, which facilitates more informed decision-making.

Additional scans for DevOps Health Scan Content pack

Additional set of proactive checks focused on problems that tend to occur before or after an upgrade along with identifying configuration issues like plugin and version incompatibilities, or pipelines that chronically fail, have been added.

Import pull-request records for Bitbucket Server or Bitbucket Data Center

Import pull-request records for Bitbucket Server or Data Center for improved insights and efficiency.

Change request creation with errors in DevOps data retrieval for Harness pipelines

Enable change request creation even if there is an error in retrieving the DevOps data for a Harness pipeline.

Branch name filter

Search for build numbers by the branch name while associating DevOps data to a change request in the Service Operations Workspace (SOW) or Classic UI.

Test summary name in GitHub Actions

The servicenow-devops-test-report custom action in GitHub now includes an optional test-summary-name parameter to specify the test summary results name.

Token based authentication for Rally

Configure webhooks for Rally using token based authentication instead of using the integration username and password.

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Renamed variables for Docker

The environmental variables in the Generic Docker actions for DevOps Change Velocity have been renamed by removing the CI prefix for better clarity.

Security scan results

Security scan results on the change record associated to a pipeline execution with a linked package are now displayed in the **Security Summaries** tab.

Source of commits in SOW

View the source of commits like pipeline execution, branch, repository, and so on for a change request in the DevOps data section of the Service Operations Workspace.

Track file changes

The **Track file changes** option is now disabled by default when a repository is configured to prevent any potential security risks.

Close code value for a change request

Two new properties have been added in DevOps Change Velocity, so that you can specify a close code value for a change request based on the change request completion state when the autoCloseChange parameter is enabled.

Support for MID Server cluster

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

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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.
- 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.

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Activation information

Activate 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.

Related ServiceNow applications and features

Performance Analytics

ServiceNow® Performance Analytics is an in-platform process optimization solution to create management dashboards, report on KPIs and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

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) solution is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. The DEX suite includes Application and Device Health, which helps IT resolve device and application issues proactively, and Desktop Assistant, which provides easy access to self-service options. Digital End-User Experience was enhanced and updated in the Yokohama release.

Digital End-User Experience highlights for the Yokohama release

- Monitor whether the devices across your organization are adhering to the established application and policy metric compliance rules using the System compliance report.
- Identify high-performance devices and learn the correlation between your device performance and overall system health by monitoring critical metrics, such as CPU usage, in the System performance report.
- Monitor the multiple facets of the end-user network performance, including connection details, connection stability and path metrics, and application network hops.
- Manage what DEX metrics are collected for a DEX agent policy, turn off collection of a metric, or change the frequency for a metric collection.
- Set up file management to track and manage executable files on your organization devices.
- Track and manage the Windows registry keys configured for monitoring on your organization devices.

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- View client health metrics with the Microsoft Configuration Manager (MCM) application.
- Track the impacted device details from the Service Operations Workspace landing page. You can also track the details of all the impacted users and impacted devices from the active alerts.
- Determine the device location based on the pre-defined custom logic.
- Diagnose and resolve device issues using the Device health check capability provided by Digital End-user Experience Self-service.
- Track the digital experience scores of the applications and devices that your employees use with the Digital Experience Score dashboard.
- The Proactive Engagement application is integrated as part of the DEX suite of applications and is installed along with DEX.

See Digital End-User Experience for more information.

Important:

- Digital Experience Score is supported from the Yokohama release onward. If you see the Digital Experience Score dashboard in Xanadu, you must disable the DEX Score feature. For more information, see the Disable DEX Score Feature in Xanadu article [KB2224330] in the Now Support Knowledge Base.
- 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 Yokohama

To upgrade your DEX Desktop Assistant, do the following:

1. Install the latest version of the Desktop Assistant in your instance.
2. With admin rights, reinstall the Desktop Assistant on your local machine even if you have the latest version.

New in the Yokohama release

Manage your system compliance report

Identify vulnerabilities and keep end-user devices secure and efficient by confirming that they meet security policies and regulatory standards. The Compliance report provides a comprehensive view of how well the end-user devices are adhering to the security measures of your organization.

Monitor system performance

Identify high-performance devices by monitoring critical metrics, such as CPU usage, memory consumption, disk activity, and input/output (IO) reading and writing speeds. Monitoring system performance provides information about how device performance impacts overall system health.

Check your device's health

Digital End-user Experience Self-service (DEX Self-service) enables you to check the performance of your device using a Device health check. You can check the device health on demand and resolve the issues detected by DEX by leveraging the recommended resolutions for the issues. The resolutions can either be remedial actions (that you can trigger via a button), self-help instructions, or URL. You can also use Device actions which can be triggered even when no issues are detected on the device.##These actions enable you to maintain good performance of the devices and applications

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Monitor your user apps network

Monitor the advanced metrics like jitter, latency, and packet loss with a visual representation of network hops. These metrics provide real-time insights into network performance, helping to identify bottlenecks and areas for optimization quickly.

Additional device metrics

Get insights into device health and performance using the newly added device-level and application metrics. These metrics include memory usage, system time, energy consumption, and page file size. They're available in the following pages under Device health or Advanced app metrics:

- Operating system
- System compliance metrics
- Windows power plan
- File management
- Windows registry
- Microsoft Configuration Manager (MCM) application
- Application freeze

Digital Experience Score

Measure and consolidate both quantitative and qualitative data to gain a holistic view of the digital employee experience. The Digital Experience Score dashboard (DEX Score) provides data-driven insights to improve your employees' digital experience.

DEX Score compiles health metrics scores, user sentiment scores, and service experience scores for applications and devices to calculate the overall digital experience score.

Access device lists based on individual device or application health metric scores. Review the list to identify devices with scores below the average for each metric.

Proactive Engagement

Inform employees by providing any self-help instructions or notifications by Desktop Assistant and email as the two new notification channels along with the existing Virtual Agent option.

Explore what Proactive Engagement has to offer with new use cases as part of the base system. The new use cases include poor Wi-Fi connectivity, device crash, app crash, app freeze, Jamf execution, and disconnected Zscaler.

User criteria help in grouping the users based on certain conditions. You can set the user criteria settings through Proactive Engagement.

Depending on the remedial action chosen from the list while creating a new metric rule, specific input parameters can be configured with advanced settings that will fetch a static input.

UI changes

DEX UI enhancements

Several user interface improvements have been made to help enhance usability and make navigation more intuitive, leading to a better overall user experience.

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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 for monitoring Web applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension for monitoring web/SaaS applications.

Localization information

Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.

Related ServiceNow applications and features

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 by the ServiceNow AI Platform®.

Digital Experience Score

Using the DEX Score dashboard, monitor the digital experience scores of the applications and devices that your employees are using. By exploring the individual device and application experience scores, you can identify what is working well for employees and what needs improvement.

Digital End-user Experience Self-service

Using DEX Self-service, you check your device heath, diagnose the issues, and use the resolutions to improve the device health.

Digital Portfolio Management release notes

The ServiceNow® Digital Portfolio Management Workspace enables you to view and manage the full life cycle of your services and applications. Digital Portfolio Management was enhanced and updated in the Yokohama release.

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Digital Portfolio Management highlights for the Yokohama release

- Updated the Digital Portfolio Management (DPM) Admin Center.
  - Added a Troubleshoot tab to the DPM Admin Center landing page to help you recalculate availability results and indicators for service offerings.
  - Added the ability to configure the personal portfolio solution cards and to view relationships of business applications and application services.
- Updated the key performance indicator (KPI) behavior so that you can drill down on time series KPI information and use an Active flag to hide KPIs in a KPI group.
- Updated the DPM data model to improve visibility and reporting when an incident, problem, or change is in the application service's Impacted services or Affected CIs related list. The updated model rolls up the incidents, problems, and changes so that you can see the impacts in related business applications (in the KPIs and Needs attention panels).

See Digital Portfolio Management for more information.

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

New in the Yokohama release

Use the Admin Center in Digital Portfolio Management

Use the added Troubleshoot tab on the DPM Admin Center landing page to help you recalculate availability results and indicators for service offerings. You select a specific time period for the recalculation and then you can check the progress in the event log.

Configure personal portfolio solution cards in the DPM Admin Center

Configure the fields that are displayed on the personal portfolio solution cards in the DPM Workspace. Solution cards display information about the four main types of solutions (service, service offering, business application, and application service). This configuration determines the fields that are displayed on each solution card.

View relationships of business applications and application services in the DPM Admin Center

See all incidents, problems, and changes that are related to your business applications and application services. You can view the data in these areas:

- The DPM Admin Center
- In the DPM Workspace, in the Needs attention panels and in the life-cycle tabs that present key performance indicator (KPI) data.

KPI groups in Digital Portfolio Management

Added the ability to select the spark lines (time series chart) for a KPI indicator to open its details.

Update KPIs in Digital Portfolio Management

Added an Active flag so that you can hide KPIs in a KPI group from the DPM Workspace. The Active flag is available for all KPIs so that you can hide an individual KPI even when it's part of a larger KPI group.

View application service details

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Expanded the DPM data model so that when an incident, problem, or change is in the application service's Impacted services or Affected CIs related list, the updates roll up to the related business application. You can see the impacts in the related business application's KPIs and Needs attention panels). For more information, see Work with Needs attention panels in Digital Portfolio Management.

Work with lists in Digital Portfolio Management

Use the updated logic in the list address bar to copy the link of any list item to share that list with others. The list address includes a unique list ID for every list item. This updated logic applies wherever lists are used in the DPM Workspace:

- In the list module (for both provided lists and created lists).
- In the DPM Admin Center.

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.

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 restores normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Yokohama release.

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Incident Management highlights for the Yokohama release

- Increase the operational efficiency of the tier 1 service desk agents with the dedicated sn_service_desk_agent role.
- Control whether an incident or major incident record link in an email notification redirects you to the record in the classic UI16 interface or Service Operations Workspace (SOW).
- Enable agents with incident write access, callers, requesters, and **Opened by** end users to reopen a resolved incident from the Incident Management classic UI16 form, SOW, or Portal UIs.
- Restrict unauthorized access to incident-related tables using deny ACLs.
- Search for a configuration item (CI) in a list alphabetized by the CI name with an improved search performance.

See Incident Management for more information.

New in the Yokohama release

User role for service desk agents

With the sn_service_desk_agent user role, increase the operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed.

The sn_service_desk_agent role includes the following user roles:

- sn_incident_write
- sn_problem_write
- sn_change_write
- sn_request_write
- tracked_file_reader

Additionally, with the installation of the ITSM Gen AI (com.sn.itsm.gen.ai) plugin, the knowledge_user, and now_assist_panel_user roles are integrated within the sn_service_desk_agent role.

The sn_service_desk_agent role can be used starting with SOW version 6.1.

Enhanced security model adoption for incident tables

Help prevent unauthorized access to incident-related tables using Deny-Unless ACLs. A Deny-Unless authentication ACL restricts access for a non-authenticated user, such as a public role user. Without access, the user can't perform any actions on incident-related tables, including reading, writing, deleting, creating, or accessing the report view.

This feature is activated automatically and applicable on the following incident-related tables:

- kb_template_incident_kcs_articl
- kb_template_incident_kcs_template

Additionally, this feature is available on the following incident-related tables of new or zBoot instances after installing the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin:

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- incident
- incident_task
- task_ci
- task outage

The ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin can be installed and activated by an admin via a support request. Existing or upgrade users must test and evaluate the results in their non-production instance, and then install the plugin and implement the security change in their production instance.

For more information, see Deny-Unless ACL.

Changed in this release

Email redirection behavior for major incident email notification links

In major incident email notifications, you can now decide where the links to a major incident record are redirected. Instead of a major incident record automatically opening in the classic UI16 interface in Major Incident Management, the record can be opened in SOW. The major incident record link in an email notification opens in SOW only if the following conditions are met:

- The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`. Setting this property to true enables the email redirection behavior for all tables including major incident.
- The **Redirect SOW Email notification for Major Incident Management** (*sn_major_inc_mgmt.sow_email_notification_redirect.mim*) property is set to `true`.
- You have the sn_sow_user role.

The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

Email redirection behavior for incident email notification links

In incident email notifications, you can now decide where the links to an incident record are redirected. Instead of an incident record automatically opening in the classic UI16 interface in Incident Management, the record can be opened in SOW. The incident record link in an email notification opens in SOW only if you have the sn_sow_user role and any of the following conditions are met:

- The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`. Setting this property to true enables the email redirection behavior for all tables including incident.
- The **Redirect SOW Email notification for Incident Management** (*sow_email_notification_redirect.incident*) property is set to `true`. You can create this property if you want to enable or restrict the email redirection behavior specifically for the incident table. This property, if created and set, overrides the **Redirect SOW Email notification** (*sow_email_notification_redirect*) base system property.

The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

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To ensure consistency, the email notification templates for incident tasks are also updated to send the notification from Service Operations Workspace (SOW) in the same format as sent from classic UI16 interface similar to incident. Also, the template theme is updated to match the Next Experience theme.

Incident and problem workflow changes

When a problem is fixed and the **Share fix** option is triggered, the event is added to the **Work notes (Private)** field instead of the **Additional comments (Customer visible)** field for the incident associated with the problem record.

This feature is available in the base system for the new customers. For existing or upgrade customers, admin must set the **Communicate problem workaround to incident worknotes** (*com.snc.incident.communicate_prb_workaround_to_inc_worknotes*) system property to `true` to enable the feature.

Changes in the reopening incident behavior

Enable the agents with incident write access, callers, requesters, or **Opened by** end users to reopen a resolved incident. Both the caller and the requester can view and use the **Reopen** option on the incident classic UI16 form and the Portal UIs, such as Service Portal and Employee Service Center (ESC) portal.

An agent can view and use the **Reopen** option on the incident classic UI16 form to reopen any incident that is assigned to them or to other agents. However, on the Portal UI, an agent can only view and use the **Reopen** option to reopen an incident if it's assigned to them.

Sorting CIs in incident forms

The search performance of the available CIs for the **Configuration item** field on an incident form is enhanced to promote a clean UI and quick loading and sorting of the CIs. The search results that list the CIs are sorted alphabetically by CI name instead of by CI class and then CI name. The **ref_ac_order_by=sys_class_name** attribute is removed from the default attributes on the **cmdb_ci** field of the Task [task] table, which increases the performance of the field.

This change is applicable to new and existing users using the default attributes. You can use the **Override attributes** option to restrict this change for any required child tables that extend to the **cmdb_ci** field of the Task [task] table.

Activation information

Incident Management is a ServiceNow AI Platform feature that is active by default.

ITSM Mobile Agent release notes

The ServiceNow® ITSM Mobile Agent app delivers base system, mobile-first experiences designed for IT agents to triage, act on, and resolve incidents on the go. ITSM Mobile Agent was enhanced and updated in the Yokohama release.

ITSM Mobile Agent highlights for the Yokohama release

Starting in the 9.1 release, you can do the following:

- Summarize the incident record and activity information when adding work notes to an incident record or while reassigning an incident.
- Set different alert tones for incidents with different priority levels.

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- Set the incident impact and urgency levels to set the incident priority level automatically.
- Redirect from the mobile web browser to the ITSM Mobile Agent app seamlessly when opening and viewing different task records.

See ITSM Mobile Agent for more information.

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

New in the Yokohama release

Summarize the incident record and activity information

When adding work notes to an incident record, use the GenAI task summarization capabilities to summarize an incident record and activity information, such as the issue details or actions taken.

You can also summarize the incident information when adding work notes when reassigning the incident record. After an information summary is generated, you can edit and add the information as work notes. This feature helps reduce the effort required to draft work notes. The feature is available in the following applets:

- My team applet
- Major incidents
- My work

To enable this feature in ITSM Mobile Agent, you must configure the Incident summarization skill in Now Assist for ITSM.

Set alert tones for incident with different priority levels

Set alert tones for incident with different priority levels. The alert tone can notify you of important actions so you can respond to them quickly.

Email notification redirection behavior

Redirect from the mobile web browser to the ITSM Mobile Agent app seamlessly when opening and viewing different task records. This feature is applicable on the following type of records:

- Incident
- Incident task
- Catalog task
- Change request
- Change task

When you select the record link from an email notification on a mobile device, the link opens in the mobile web browser. A pop-up banner then prompts you to view the record in the ITSM Mobile Agent app, which provides a fast and intuitive way to access the records. This feature is applicable only if the following conditions are met:

- The ITSM Mobile Agent application is installed on the mobile device.
- The **Enable universal links** (*glide.sg.universal_links.enabled*) system property is set to `true`.

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Set the incident impact, urgency, and priority levels

Automatically set the incident priority level by defining the impact and urgency levels. This feature determines an incident priority level by maintaining uniform synchronization and consistency between the priority, impact, and urgency levels. When you edit the **Impact** and **Urgency** fields, you must add to the **Work notes** field.

Activation information

Install ITSM 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.

ITSM Predictive Intelligence Workbench release notes

The ServiceNow® ITSM Predictive Intelligence Workbench application provides prebuilt use case templates and guides you through your machine learning implementation to create intelligent IT Service Management (ITSM) business processes. ITSM Predictive Intelligence Workbench is deprecated starting with the Yokohama release.

Deprecations

Starting with the Yokohama release, ITSM Predictive Intelligence Workbench is deprecated and is no longer deployed, enhanced, or supported. To get the latest experience for this functionality, you must install the Task Intelligence for ITSM application plugin (com.snc.itsm_ml_task). For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

ITSM Success Dashboard release notes

The ServiceNow® ITSM Success Dashboard application provides insights into the IT leadership team and process owners that they can use to measure the performance of their ServiceNow® IT Service Management ITSM implementation. ITSM Success Dashboard was enhanced and updated in the Yokohama release.

ITSM Success Dashboard highlights for the Yokohama release

Experience the all new KPIs introduced for the Now Assist under Productivity moments per user in ITSM Success Dashboard to understand the benefits of using Now Assist features like Change Summarization, Change Risk Explanation, and Knowledge Article generation.

See ITSM Success Dashboard indicators for more information.

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

New in the Yokohama release

- The all new KPIs **Successful Change Summarization - Now Assist** and **Successful Change Risk Explanation - Now Assist** are added to the Productivity moments. These new contributing indicators help you understand the benefits of using change summarization and change risk explanation through Now Assist.

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- The Key Performance Indicator (KPI) **Knowledge Articles created using Now Assist** is added to Productivity moments. This primary indicator shows how many knowledge base articles are created using Now Assist in a given period.
- New KPI is added to the self solved - percentage. This new KPI shares the number of times the issue is resolved using the Digital End-User Experience self service channels like Desktop Assistant, Now Assist panel, and Employee portal.

Activation information

Install ITSM Success Dashboard 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

The ServiceNow® Benchmarks application provides instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insight relative to industry averages of your peers and to the industry top performers.

Performance Analytics (Indicator data sources)

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to

- Create management dashboards
- Report on KPIs and metrics
- Answer key business questions
- Help increase quality
- Reduce the costs of service delivery

HR Success Dashboard indicators

HR Success Dashboard indicators provide performance insights to the HR leadership team and process owners. You can measure the performance of the HR implementation using the different KPIs.

Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings agentic AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Yokohama release.

Now Assist for IT Service Management (ITSM) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- 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.
- Add self-service and deflection to your phone channel with Voice AI agents.

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- Edit the incident summarization skill prompts and inputs within the Now Assist Skill Kit.
- Use the Now Assist context menu (NACM) 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.

Yokohama Patch 3

- Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow.
- Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow.
- Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow.
- Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow.

Yokohama Patch 1: Scale your workflows, enhance productivity, and complete work autonomously using the IT Service Management AI agent collection.

Yokohama Early Availability

- Manage change risk explanations effectively by copying an existing change risk explanation skill and configuring it for your business needs.
- Deflect IT issues in the ServiceNow portal with AI-powered solutions.
- Automatically generate an email as a recommendation to help agents save time and learn efficient ways to respond to requesters.
- View a summary of incidents and change requests in an intuitive summarization interface.
- Track the status of common IT-related tasks by using the Now Assist application.

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 Yokohama

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 Yokohama release

Yokohama Patch 11

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.

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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.

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.

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.

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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 can edit the AI-generated draft as needed, then publish and share via link or PDF download.

Yokohama Patch 6

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.

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.

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.

Editing prompts using the Now Assist skill kit

As an admin, you can clone the following skills, then access the skill in the Now Assist skill kit, and update the prompts:

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- Resolution notes generation skill
- Knowledge article generation skill
- Incident summarization skill

Prompt inputs for Major incident email content recommendation

Use related tables and fields as prompt inputs to generate a Major incident email content recommendation.

Yokohama Patch 3

Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

Available agentic workflows

Agentic workflows	Description
Triage and categorize ITSM incidents	Identify the category, subcategory, and configuration item for an incident automatically, and link associated major incidents or known problems.
Investigate and resolve ITSM incidents	Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident.
Manage Microsoft 365 group members	Add or remove groups and email distribution lists from the Microsoft 365 group.

IT Service Management AI agent collection Generate change request plans agentic workflow

Use the following additional AI agents to handle change requests.

AI agent	Description
Change risk and impact analysis AI agent	Analyzes the potential risk and impact of a change request.
Change justification proposal AI agent	Proposes justification for a change request.

Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)

Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response.

Generate comments and work notes using the Now Assist context menu

Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel.

Incident sentiment and sentiment trend

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Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them.

Suggested steps generation in Now Assist for IT Service Management (ITSM)

Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents.

Summarizing attachments in the Incident summarization skill

Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill.

Yokohama Patch 1

Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

Available AI agent use cases

AI agent use case	Description
Generate post incident reviews	Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages. **Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.
Generate change request plans	Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively.
Categorize incidents	Autonomously recommend incident categorization using AI agents. The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based on callers associated with that item.
Notify users with Twilio	Send text messages via SMS to recipients manually using AI agents

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Available AI agent use cases (continued)

AI agent use case	Description
	to help improve the time required for subject matter expert response. **Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

Yokohama Early Availability

Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)

Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.

Customizing a Now Assist for IT Service Management (ITSM) change risk skill

Efficiently explain the risk of a change request by adding custom input fields to the following input tables:

- Change request
- Past similar change request
- Incident caused by change

Refining a change risk explanation response

Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).

Risk Assessment as input to calculate a change risk

Use risk assessment values as an input to explain the risk of a change request.

Generating an email response by using Now Assist for IT Service Management (ITSM)

Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).

Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent

Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.

UI changes

Yokohama Patch 11Changing 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.

Yokohama Patch 3Terminology change

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- The term use case is replaced with the term agentic workflow. For example, the Notify users with Twilio use case is now referred to as the Notify users with Twilio agentic workflow.
- The naming of the AI agents has changed. For example, Twilio SMS texter has been renamed to Twilio SMS texter AI agent.

Yokohama Early Availability **New look and feel for the display of incident and change request summarizations**

Get the summary of an incident or a change request by using the new and more intuitive summarization user interface. The new interface is available in Service Operations Workspace and in the Core UI.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 will not 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.

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 Yokohama Patch 11): 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

Yokohama Patch 6 **Removing the prompt headers from the Customize prompt screen**

The prompt headers have been removed from the Customize prompt screen in the Incident summarization and Change summarization skill to support third-party Large Language Models (LLMs).

Yokohama Early Availability **System property to display knowledge article templates**

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Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default.

Yokohama Patch 3 IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow

The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow.

The following AI agents have been added to the workflow:

- Link major incident AI agent
- Link incident to problem AI agent

The Incident categorize AI agent has been renamed to Categorize incident AI agent.

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 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.

- **Important:**
  To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.

- **Important:**
  To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

Additional requirements

The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license.

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.

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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 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.

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 Yokohama release.

On-Call Scheduling highlights for the Yokohama release

Control whether an on-call schedule or shift record link in all major on-call email notifications redirects you to Service Operations Workspace (SOW) or to the classic UI16 interface in On-Call Scheduling.

See On-Call Scheduling for more information.

Changed in this release

Email redirection behavior for links in major on-call schedule email notification

In all major on-call schedule or shift email notifications, you can now decide where the links to an on-call schedule or shift record are redirected. Instead of an on-call schedule or shift record automatically opening in the classic UI16 interface in On-Call Scheduling, the record can be opened in SOW. The on-call schedule or shift record link in an email notification opens in SOW only if the following conditions are met:

- The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`.
- The **Redirect SOW Email notification for On-call scheduling** (*sow_email_notification_redirect.on_call*) property is set to `true`.
- You have the sn_sow_user role.

The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

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.

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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.

Problem Management release notes

The ServiceNow® Problem Management application helps you identify the cause of errors in the IT infrastructure that are reported as occurrences of related incidents. Problem Management was enhanced and updated in the Yokohama release.

Problem Management highlights for the Yokohama release

- Increase operational efficiency of tier 1 service desk agents with the dedicated sn_service_desk_agent role.
- Simplify the management of problems and problem tasks using Problem Management models.

See Problem Management for more information.

New in the Yokohama release

User role for service desk agents

With the sn_service_desk_agent user role, increase operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed.

The sn_service_desk_agent role includes the following roles:

- sn_incident_write
- sn_problem_write
- sn_change_write
- sn_request_write
- tracked_file_reader

Additionally, with the installation of the **ITSM Gen AI** (*com.sn.itsm.gen.ai*) plugin, the knowledge_user and now_assist_panel_user roles are integrated within the sn_service_desk_agent role.
The sn_service_desk_agent user role can be used starting with Service Operations Workspace version 6.1.

Problem Models for Streamlined Problem Management

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Problem Management models are used to simplify management of problems and problem tasks. These models provide an efficient way to configure state transitions and define conditions to move from one state to another.

This functionality is enabled out of the base system for new or zBoot customers.

Activation information

Problem Management is a ServiceNow AI Platform feature that is active by default.

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 Yokohama release.

Request Management highlights for the Yokohama release

- Improve customer satisfaction and operational efficiency with the sn_service_desk_agent role, which is dedicated to the tier 1 service desk agents.
- Restrict unauthorized access to the Request Management tables using deny ACLs.
- Quickly determine whether a configuration item (CI) is available to be added to the **Configuration item** field in the Requested item form by searching the an alphabetized list of available CIs rather than having to first find the CI class list.

See Request Management for more information.

New in the Yokohama release

User role for service desk agents

Improve operational efficiency by providing level 1 or tier 1 service desk agents with access to change, incident, problem, and request records by assigning the sn_service_desk_agent user role.

Note:

The sn_service_desk_agent user role is available starting with Service Operations Workspace version 6.1.

Enhanced security model adoption for Request Management

Prevent unauthorized access to request-related tables using deny ACLs. Non-authenticated user cannot perform any actions such as read, write, delete, create, or report view.

This feature is available for new or zBoot customers with the installation of the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin. Existing or upgrade customers must test and evaluate in their sub-production instance before installing the plugin and implementing the security change in their production instance.

Changed in this release

Sorting configuration items in requested item forms

The list of configuration items (CIs) displayed for the **Configuration item** field in the Requested item form is now displayed and sorted based on the CI names in alphabetical order instead of sorting by CI class and then presenting the CI names

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in alphabetical order within a class. This change means you can determine whether a particular CI is available more quickly.

Activation information

Request Management is a ServiceNow AI Platform feature that is active by default.

Service Level Management release notes

The ServiceNow® Service Level Management application helps to gather service requirements, monitor, and report the quality and speed of the services provided. Service Level Management was enhanced and updated in the Yokohama release.

Service Level Management highlights for the Yokohama release

Use Workflow Studio to build and automate the workflows for Service Level Management.

See Service Level Management for more information.

Removed in this release

Service Level Management workflows have been removed and replaced by flows for new customers. Existing customers that use these workflows are unaffected. The flows are available to both new and existing customers. You can use ServiceNow® Workflow Studio to customize or extend these flows. For more information, see Flow Designer.

Activation information

Service Level Management is a ServiceNow AI Platform feature that is active by default.

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 Yokohama release.

Service Operations Workspace highlights for the Yokohama release

- Streamline task management and reduce response times by approving the request, request item, catalog task, change request, and standard change proposal records directly from Service Operations Workspace (SOW).
- Quickly find details helpful in resolving issues by using Recommended Actions and AI Search for request items and catalog items.
- Enable agents with incident write access, callers, and end users who opened the incident to reopen a resolved incident from the incident record page in Service Operations Workspace.
- Configure response templates and incident management properties from the Service Operations Workspace Admin Center.
- Configure and use DEX Desktop Assistant as a channel in all incident and major incident-related communications.
- Starting in version 7.1, you can do the following:
  - Restrict unauthorized access to Incident Management in Service Operations Workspace using deny ACLs.
  - Compose email using GenAI email templates for all major incident communications.

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- Close a resolved incident with itil_admin user role.
- Share the workaround for a problem and deflect additional incidents.
- Configure the On-Call Scheduling features from Service Operations Workspace Admin Center.
- Use visual indicators like colors and icons on chat session tabs to notify agents about unread messages to maintain the SLA for the chats in Service Operations Workspace.
- Configure the provider for Notify in SOW.
- Agents can see a transcript of voice calls while interacting with customers in Service Operations Workspace.
- Create Change Advisory Board (CAB) meetings and run them through CAB Workbench in Service Operations Workspace.

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 Yokohama

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 Yokohama release

User role for service desk agents

Enable tier 1 service desk agents to quickly gather and verify information by granting the sn_service_desk_agent role, which is accessible when the ITSM Roles plugin (com.snc.itsm.roles) is installed.

The sn_service_desk_agent role can be used starting with Service Operations Workspace version 6.1 with the Yokohama release.

Incident management configuration changes in the Service Operations Workspace Admin Center

The Incident record of the Incident Management section in the Service Operations Workspace Admin Center has the following enhancements:

- Configure and use response templates to quickly respond to incidents.
- Configure additional properties to control incident features such as auto-closing incidents and copying or creating child incidents.

Reopen an incident in Service Operations Workspace

Enable agents with incident write access, callers, or end user who opened the incident to reopen a resolved incident.

List page enhancements

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The Service Operations Workspace list page has the following enhancements:

- Ability to assign the incident record to yourself if you're the logged-in user or to reassign it to another user or assignment group.
- An animated dot symbol that indicates whether a list has been customized.

Major incident management record page enhancements

Enhance incident and major incident-related communications including ad hoc communications and major incident playbooks in SOW by adding DEX Desktop Assistant as a channel.

Direct approvals in Service Operations Workspace

Service desk agent can approve records directly within the SOW without having to navigate to the Core UI. By approving records from the SOW, you can reduce response times, and ensure quick resolution of the tasks.

Automatically close an interaction in Service Operations Workspace

Interactions are now automatically closed when the associated incident is resolved, streamlining the workflow and ensuring consistent status updates.

Enhanced side panel features

- Access the Recommended Actions and AI Search features from the contextual side panel for request items and catalog tasks.
- Determine the order of the items in the contextual side panel.

The Recommended Actions and AI Search features are now available in the contextual side panel for both request Items and catalog tasks.

Enable email redirection to SOW from SOW Admin Center

Stay within the SOW and work on your tasks more efficiently by enabling email redirection. By enabling email redirection within the SOW Admin Center, you can simplify communication management, enabling the users to stay within the SOW and focus on their tasks without interruption.

Initiate a chat from Sidebar in Service Operations Workspace

Use Slack as a primary mode of communication from the Sidebar so you can send direct messages to users without having to leave the SOW.

View the device health of user assets

DEX is integrated with SOW to monitor CIs or assets associated with SOW records such as incidents and interactions to determine the health of devices. You can view the device health information of the user's assets on the Record information side panel of the incident and interactions record page. This feature is available only if the DEX plugin [sn_dex] is installed and DEX monitoring is enabled for the asset.

Using MRA Async for adding child incident, affected CIs, impacted services and assets

When adding a list containing more than 50 child incidents, affected CIs, impacted services or assets from the **Overview** tab or **Related records** tab of an incident or problem record, the Multiple Record Associator (MRA) component batch processes in async and helps adding them in background thereby increasing the overall performance of the system. This feature works only if the number of items to be added is more than 50 as the **async Threshold** configuration property is set to 50.

Viewing the device health of the user assets

View the device health information of the user's assets from the Assigned assets section on the Record information side panel of the incident and interactions record

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page. This helps in providing a quick resolution to the user. This feature is available only if the DEX plugin [sn_dex] is installed and DEX monitoring is enabled for the asset.

Guided tours for SOW

Learn about Service Operations Workspace for ITSM through a sequence of interactive steps that guide you through a specific concept or process.

The following guided tours are available:

- Create an incident task
- Overview of the Interaction record in SOW

Enhanced security model adoption in Service Operations Workspace

Help prevent unauthorized access to the tables of the following applications with Deny-Unless ACLs:

- Metrics and CI actions framework
- Remedial actions framework
- Agent client collector for investigation
- Microsoft Endpoint Configuration Manager for Investigation

A Deny-Unless authentication ACL restricts access for a non-authenticated user, such as a public role user. Without access, the user can't perform any actions on the tables related to the above mentioned applications, including reading, writing, deleting, creating, or accessing the report view. This feature is available to both new (zboot) and upgrade instances.

Known error article for a problem

Starting in version 7.1, share the workaround for a problem and deflect additional incidents by creating a known error article for the problem.

On-Call Scheduling configurations in Admin Center

Starting in version 7.1, use the simplified navigation from Admin Center to manage configurations for On-Call Scheduling in Service Operations Workspace for ITSM. It improves the administrator's experience.

Configure Notify in SOW

Configure the provider preferences for Notify to manage the conference calls in Service Operations Workspace.

Create CAB meetings in Service Operations Workspace

Define and create Change Advisory Board (CAB) meetings, invite attendees and dynamically populate agenda items for each meeting in Service Operations Workspace.

Run CAB meetings through CAB Workbench, available within Service Operations Workspace to review and authorize change requests. For more information, see Conduct a CAB meeting in the CAB workbench.

Changed in this release

Incident record page changes

The Incident record page has the following changes:

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- The caller card is placed first on the Record information side panel for tier 1 agents.
- The origin card itself is no longer clickable to reduce usability issues with the card and its clickable elements.

Reference field behavior changes in SOW

Selecting any reference field in SOW now displays only the recent selection values instead of automatic searching and displaying the results of the field values available in the system. This change increases the overall performance of the reference fields. By default, this change is enabled. To revert this change, set the **Reference search on click** (*ref_search_on_click*) UX page property to set to `true`.

Viewing Assign to me option

Users with the incident_read role can no longer view the **Assign to me** option for an incident record.

Email component issues on SOW Incident

Email components are now accurately displayed for SOW Incident when the email is selected from the activity stream, stacked view, or email template is applied.

Resetting filter conditions

Filter conditions are now reset when switched from one related list to another related list.

Saving interaction record loads recent tasks

When a new interaction record is created and saved, the sidebar now loads record Information instead of recent Tasks.

Problem Management state transitions

Sections that are configured to be expanded now automatically expand when you transition to a new state, without requiring a page reload.

GenAI email templates for communication

Use the GenAI capabilities for composing email with GenAI email templates in all major incident communications. The GenAI email templates are visible in a separate section when the email templates field is selected and the following conditions are met:

- Any GenAI variable is available in the email templates.
- Now Assist for ITSM is installed and activated.
- GenAI skills are enabled.
- User have the required roles to execute the GenAI skills.

Close resolved incident

Close an incident in **Resolved** state using the itil_admin user role.

Resize modals on the SRP and list pages

Ensure flexibility and efficiency by enabling users to resize the modals on the SOW SRP and list pages. This helps in adjusting screen space allocation, enabling multi-tasking, and optimizing content visibility for different tasks and screen sizes.

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Activation information

Service Operations Workspace for ITSM is active by default and its default version is 7.0 in Yokohama. When you upgrade from any previous release to Yokohama from the ServiceNow Store, Service Operations Workspace for ITSM 7.0 is automatically installed.

Related ServiceNow applications and features

Change Management

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

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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 Yokohama release.

Service Portfolio Management highlights for the Yokohama release

- Use the added options to edit and manage your service portfolios.
  - Add life cycle fields to the taxonomy node records of your portfolios to align with the Common Service Data Model (CSDM).
  - Added more flexibility to remap taxonomy nodes. You can move an entire branch of a taxonomy from one portfolio to another, including the automatic move of its child nodes.
  - Reparent taxonomy nodes when you move them to a new location in a portfolio. You can also add a new taxonomy node in the middle of an existing portfolio, either between two nodes or between a node and a service.
- Recognize the updated label for technical services.

See Service Portfolio Management for more information.

New in the Yokohama release

Edit and manage service portfolios in Service Portfolio Management

Use the updated options to edit and manage your service portfolios:

- Manage the CSDM life cycle fields in Service Portfolio Management
- Remap service portfolio taxonomy nodes in Service Portfolio Management

Use Service Portfolio Management services

Recognize the updated label for technical services. The updated label aligns with the CSDM, version 5.0. Even though the table name hasn't changed, the services label is updated in the Service Portfolio Management application and in all ServiceNow applications or workspace environments that display services. The label for service offerings remains the same for all releases: Service offering in the [service_offering] table.

Updated label for technical services

Table name	Label in Xanadu and prior releases	Label in Yokohama and later releases
[cmdb_ci_service_technical]	Technical Service	Technology Management Service

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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 Portfolio Management portfolios, then you can use key performance indicator (KPI) groups in DPM to report on services, nodes, and portfolio performance.

Vendor Management Workspace release notes

The ServiceNow® Vendor Management Workspace application enables you to monitor the performance of your company's vendors and manage all vendor-related information from one location. This application is currently supported for the Yokohama release but some of the applications within Vendor Management Workspace will be deprecated in a future release.

Deprecations

Starting with Yokohama release, the following applications within Vendor Management Workspace are being prepared for future deprecation. They 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.

- Performance Analytics Content Pack - Vendor Management Workspace
- Vendor Management Workspace UI Components
- Vendor Manager Workspace Demo Data
- Service Credits
- Vendor Management Mobile

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Workforce Optimization for ITSM release notes

The ServiceNow® Workforce Optimization for ITSM application enables you to manage and maintain the productivity of your workforce from a single location. Workforce Optimization for ITSM was enhanced and updated in the Yokohama release.

Workforce Optimization for ITSM highlights for the Yokohama release

When you upgrade to the Yokohama release, get the enhanced security features by installing the new plugin.

See Workforce Optimization for ITSM for more information.

Important:
Workforce Optimization for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Workforce Optimization for ITSM to Yokohama

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.

Features in Workforce Optimization for ITSM	Role required for each user
Skill review	• Skill review manager (sn_wfo_skillreview.manager) • Skill review user (sn_wfo_skillreview.user)
Work scheduler	• Work scheduler admin (sn_wfo_work_sched.admin) • Work scheduler manager (sn_wfo_work_sched.manager)

Activation information

Install the Workforce Optimization for ITSM plugin (sn_wfo_cfg_itsm) by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM Visit the ServiceNow Store website to view all the available apps and for 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

Advanced Work Assignment

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Use ServiceNow® Advanced Work Assignment to assign work items automatically to your agents by their availability, capacity, and skills.

Coaching

Use ServiceNow® Coaching to monitor and improve the performance of your employees. You can evaluate their skills and get them the training that they need for skill growth.

Learning Posts

Empower your employees by providing them with learning when they need it by using an omni-channel learning experience.

Performance Analytics (Indicator data sources)

Use ServiceNow® Performance Analytics to create reports on Key Performance Indicators (KPIs) to monitor and analyze metrics.

Predictive Intelligence

Use ServiceNow® Predictive Intelligence to recommend the skills for agents that are based on the work that they've completed.

Process Mining

Analyze business processes and optimize them quickly.

Service Operations Workspace for ITSM

Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently by using Service Operations Workspace. Manage your schedule and complete training by using Workforce Optimization for ITSM in the Service Operations Workspace.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams.

Surveys

Create, send, and collect responses for basic surveys. If installed, you can also use the Survey widget to set up a survey within the ServiceNow® Service Portal.

Site Reliability Operations release notes

The ServiceNow® Site Reliability Operations application enables the enterprises to rely on digital services to deliver modern customer experiences. These digital services run on applications that need rapid development, testing, and production to deliver business outcomes. Site Reliability Operations was enhanced and updated in the Yokohama release.

Site Reliability Operations highlights for the Yokohama release

Site Reliability Operations and Site Reliability Metrics (extends SRO) store applications are replaced with Service Reliability Management application.

See Service Reliability Management for more information.

Deprecations

Starting with the Yokohama release, Release Management v2 is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Digital Product Release provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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Related ServiceNow applications and features

Service Reliability Management

Service Reliability Management (SRM) helps your organization respond, collaborate, track, and self-remediate when working on alerts and incidents. SRM is available when you have both ITSM Standard and ITOM Operator Professional subscriptions.

Manufacturing Commercial Operations release notes

The ServiceNow® Manufacturing Commercial Operations application enables you to manage the end-to-end life cycle of your products, subscriptions, and services. Manufacturing Commercial Operations was enhanced and updated in the Yokohama release.

Manufacturing Commercial Operations highlights for the Yokohama release

- Enable manufacturers, customers, suppliers, channels, and partners to connect and track services directly between instances without configuring and maintaining custom integrations.
- Enable B2B customers to configure products and place orders via an uptake of the Sales Customer Relationship Management self-service order placement feature.
- Transform emails into interactions rather than cases with email interactions.
- Enable the dealer and sales promotion framework and its user role and responsibilities.
- Configure the Manufacturing Commercial Operations plugins.

See Exploring 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 Yokohama release

Manufacturing Commercial Operations users

User roles provide the information on the users and their responsibilities.

Dealer

The dealer framework helps you manage the day-to-day business activities and monitor the real-time data insight.

Note:
Q2 release includes only the data model and not the playbook.

Sales Promotion data model

The sales promotion framework helps the OEM to publish the promotions and the dealers to raise the claims against these promotions after the product sales transaction is completed.

Note:
Q2 release includes only the data model and not the playbook.

The sales promotion supports bulk import functionality. To enable bulk import, you must customize it on existing CSM or Business Location Service Portal (BLSP) portals.

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Install Manufacturing Commercial Operations plugin

List of all the plugins that are installed with Manufacturing Commercial Operations plugin.

Support multiple line items on a case to track requests on the Business Portal

Capture and track requests for multiple items on the Business Portal. Case line items, case tasks, and case line tasks all appear on the case page.

Enable copy of catalog items from Service Catalog to Remote Catalog in Service Exchange

Eliminate duplication effort in Remote Catalog creation and maintenance, by enabling the copying of standard portal catalog items. This process eliminates the need to manually recreate Service Catalog items in the Service Exchange Remote Catalog.

View products from the catalog and place orders directly through the Sales CRM self-service portal

Enable B2B customers to configure products and place orders via an uptake of the Sales Customer Relationship Management self-service order placement portal.

Activation information

Install Manufacturing applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Manufacturing Commercial Operations. Visit the ServiceNow Store website to view all the available apps and for 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

Sales Customer Relationship Management

The Sales Customer Relationship Management applications enable you to manage the product sales life cycle in your organization.

The following applications support the sales life cycle 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

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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

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.

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 Yokohama release.

Mobile Platform highlights for the Yokohama release

- Write and refine text with the Now Assist Context Menu.
- Use enhanced capabilities within the input form screen.

See Mobile Platform for more information.

New in the Yokohama release

Now Assist Context Menu

Write and edit text natively from within your mobile app using the Now Assist Context Menu. Refine your selected text by asking Now Assist to shorten it, make it more elaborate, or change the tone, and so on. Now Assist Context Menu is supported for the Task Summarization skill for input form screens.

Single instance login

Customers with a single instance can bypass the instance selection page and navigate users directly to the login screen. This process shortens the login process.

Display a customized page before user login

Configure your own branded landing page to appear before users log in to their ServiceNow mobile apps. The branded landing page can contain a login button or deep link that redirects users to an area of a ServiceNow mobile app. For example, a municipality can add a button to open a ticket, which navigates the user to complete a record in the Now Mobile® app.

This feature is available to customers using a single instance, and is supported for both Mobile Publishing apps.

Define attachment sources available to users

Control the types of attachments used from a phone's gallery, camera, or file system. This capability confirms that images can’t be reused or are AI-generated images. This feature is supported for all attachment locations, including: activity stream, functions with type “attachment”, input form screen with field type “attachment”, Mobile App Bridge, and Cabrillo JS uploads.

Add annotations to uploaded images

Edit and annotate uploaded images within ServiceNow mobile apps. Markup options include adding text, drawing, and highlighting areas. This feature is supported for all attachment locations, including: activity stream, functions with type “attachments”, input form screen with field type “attachment”, Mobile App Bridge, and Cabrillo JS uploads.

Mobile App Builder live mobile previews

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See your mobile content change in real-time with live previews for most mobile components. The mobile interface changes according to what component you have selected, and updates when you add, change, or remove UI-based elements.

Web to mobile AI card creation

Use Now Assist to create a new mobile card for use on a record screen created using the Web to Mobile functionality. Now Assist will automatically choose the optimal card template and map the most relevant table fields from the selected web form view.

Agentic AI in Mobile Virtual Agent

Use AI agents in your mobile app to boost live agent productivity. AI agents handle tasks from automated responses to complex problem-solving with human-like intelligence.

Now Assist in the Virtual Agent mobile client **Mobile Virtual Agent>**

Use the following enhancement added to Virtual Agent:

- Enhanced chat offers a more robust conversational experience. Check the status of previous and on-going chats with the chat history button and view Now Assist's responses with streamlined in-line citations. Enhanced chat also allows you to use your custom mobile search configuration to launch the standard search results page from within enhanced chat.
- Use Now Assist's people match function to search for information about a specific employee.
- Now Assist can now suggest follow-up actions for your queries using the next best action feature.
- Updated UI for choice list pickers and other actions for improved usability.
- Added multi-language support.

UI changes

Mobile App Builder

Use the following enhancements added to Mobile App Builder:

- Live component preview enables admins to view their mobile app changes in real-time.
- Use Mobile App Builder to transform your web forms into native mobile experiences with the guided flow when you create a new mobile record screen.
- The right-hand panel is now visible when a record is opened in a preview browser tab.
- Component recommendations available for additional record types.
- The card selection and preview screens in the Web to Mobile flow have been consolidated to create a more streamlined user experience. This allows for the ability to generate previews using the different card options and jump back and forth between them to review.

Changed in this release

Input form screen enhancement and changes

Use the following enhancements added to the input form screen:

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- Selecting input values directly within the input form screen, either from a list or from a group of chips. Now users don't need to navigate to a separate dedicated screen for value selection, when using the inline choice chips layout. You can also define the number of input values to display on an input form screen section.
- Ability to add images, plain text, and rich text within specific inputs. These added descriptive elements provide more context to your users and give a clearer idea of what is required for certain inputs. For example, an image can accompany a checklist to ensure that a piece of hardware is wired correctly.
- Provide users with the ability to perform actions in relation to the displayed input parameter, while working directly on an input form screen. The available actions are: navigate to another screen, add an attachment from the gallery or camera, and add a comment to a field. Users submit these added actions either when saving their progress or completing the input form screen.
- Save input form screen data before it's submitted. Users with access to the same record can see each other's changes either when saving their progress or completing the input form screen.
- Interact and switch between other navigation tabs while also working on the input form screen.
- Sections are no longer displayed if they don't contain any input fields.

Additional number attributes for input form screens

Use the following number attributes in your input form screens:

- Use the *CustomErrorMessage* attribute to specify an error message when a UI rule condition is met.
- Use the *SkipValidationWhenHidden* attribute to skip validation on hidden inputs.

Enable barcode scanning with an external scanner

Configure barcode scanning with an external scanner without denying access to the camera for the entire mobile app.

Mobile Publishing enhancements and changes

- Enabled Android deep links for multiple instances.
- Enhanced validation for transparent images used in branded apps.
- Support for public-facing screens in branded mobile apps. Admins can configure URLs that link to public-facing web pages. These web pages are displayed to end users without needing to log in to the mobile app.

Turn off Zero Trust Access banners in mobile app screens

In mobile client versions 19.4 and later, you can turn off Zero Trust Access banners on mobile screens. Turning off these banners can enhance usability of your mobile apps because the banner does not display each time the connection state changes so end users are not interrupted by the banner display. You can configure this behavior by setting the *disableZTABanner* mobile property on your ServiceNow instance.

Activation information

ServiceNow mobile Mobile Platform is a ServiceNow AI Platform® feature that is active by default.

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Accessibility information

The following accessibility updates are available in Mobile Card Builder:

- Updated alternative text on key images to better support users who rely on screen readers.
- Enhanced the focus indicator on the Mobile Card Builder home page to improve navigation for users relying on keyboards or Assistive Technology (AT).
- Improved accessible names to provide clear and descriptive labels for interactive elements to support screen readers and other AT.

Now Assist and agentic AI release notes

Now Assist and agentic AI product enhancements and updates in the Yokohama 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.

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. The AI Inventory, based on a unified AI asset data model on the ServiceNow AI Platform® along with associated governance business processes are available in this workspace.

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

AI Control Tower highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are combination of hyperscalars, AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026:
  - AWS
  - Microsoft - Azure Foundry and Copilot
  - n8n
  - GCP Vertex AI
  - LangGraph
  - Salesforce

Yokohama Patch 6

- 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.

Yokohama Patch 3

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- AI Control Tower helps customers manage and oversee performance, risk profile & workforce transformation while also helping to seamlessly embed AI into enterprise strategy.

- ○ Create an AI steward role.
  - ○ Use the AI Asset inventory to catalog AI-related artifacts.
  - ○ Use the AI skills Approvals to review and approval flows.
  - ○ Create a AI Control Tower Workspace.

Important information for Upgrading AI Control Tower to Yokohama

General availability release, no upgrade.

AI Control Tower Features

Yokohama Patch 6

Health tab in AI Control Tower

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

Evaluation tab in AI Control Tower

Measure and improve the quality of interactions with virtual agents using the Evaluation tab.

AI model providers

Explore AI model providers

Enable choice for third party model providers powering ServiceNow® skills and agents.

Yokohama Patch 3

AI Control Tower

- A single pane view of the AI inventory, its state, and its risk and compliance posture.
- Lifecycle to manage AI asset onboarding and deployment.
- Helps user oversee and manage AI Asset inventory's risk profile with regard to enterprise policies and global regulations, as defined by the user, with a focus on privacy, data governance, and ethical AI.
- AI Case management to oversee AI asset-related inquiries and cases, enabling faster response and improved tracking.
- Multi-instance management to synchronize AI asset inventory from sub-prod to prod instances to initiate governance early in the build process.
- Control settings to block only "other" skills in Now Assist AI deployment pending approvals.

AI Control Tower

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- AI Steward role- Facilitate and coordinate governance activities between innovation, legal, security, risk and compliance teams.
- AI Asset inventory- Unified data model on the ServiceNow AI Platform to catalog AI Model, datasets, prompts, and other related artifacts including Now Assist and AI leveraging Generative AI Controller.
- AI skills Approvals- Review and approval flows for Now Assist skills and other related assets like AI Models and AI datasets deployed through Now Assist or generative AI Controller.
- AI Control Tower Workspace- Intuitive workspace to surface governance tasks, reports, inventory, and insights.

UI changes

Yokohama Patch 3

Enhancements to landing page dashboards for AI steward.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

The AI Control Tower application is installed as part of the generative AI Controller.

Browser requirements

The AI Control Tower application supports all the browsers.

Accessibility information

The AI Control Tower application supports all the platform accessibility features.

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Localization information

Yokohama Patch 3

The AI Control Tower application isn't localized

Related ServiceNow applications and features

Yokohama Patch 3

AI Risk and Compliance

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. You can reduce complexity and enhance the user experience in your organization by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Yokohama release.

Generative AI Controller highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Protect your users by configuring settings for anonymization of personally identifiable information (PII) with the Data Privacy application.

See Generative AI Controller 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 Yokohama

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.

New in the Yokohama release

yokohama-patch-13

Connect Generative AI Controller to your Azure OpenAI deployment by configuring a custom resource path in your bring your own key (BYOK) model configuration. Use this when your Azure OpenAI endpoint includes a path segment that Generative AI Controller does not add by default.

Yokohama Patch 10

Administrator access to Gen AI log

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

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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.

Yokohama Patch 8

AI Model Version Mappings

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

Yokohama Patch 6

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.

Yokohama Patch 1

Global Model selection for conversational skills

Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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Yokohama Patch 1

Configure Data Privacy and Data Discovery to protect the personally identifying information (PII) of your users.

Generative AI Controller has changed to use the Data Privacy application instead of the Sensitive Data Handler to help anonymize PII. The process for choosing what gets anonymized and how has shifted to different tables and forms that your administrator must configure for your organization.

Deprecations

The dependency on Sensitive Data Handler has been removed. Regular expressions that are configured with Sensitive Data Handler are applied to the Data Privacy application with a fix script when you upgrade to Yokohama.

Activation information

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

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 the 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® 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.

Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (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

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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 (KM) 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 (ITSM) 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.

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. Now Assist for Security Operations is a new application in the Xanadu release.

Workflow Studio

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

Configurable Workspace UI

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.

Knowledge Graph release notes

The ServiceNow® Knowledge Graph enables you to create and manage knowledge graph schema for the out of the box (OOTB) integrations for Virtual Agent. Knowledge Graph is a new Now Assist platform capability in the Yokohama release.

Knowledge Graph highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Knowledge Graph now supports aggregate queries.
- Improved accuracy for Now LLM Service.

Yokohama Patch 8

- 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.

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Yokohama Patch 6

- 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.
- Supports nodes from parent and grandparent nodes from the hierarchy.
- Supports CMDB queries in Now Assist panel.

Yokohama Patch 3

- Seamlessly integrated with Now Assist in Virtual Agent, AI Agents and AI Search enabling personalized search results and context driven skills execution.
- Seamless Integration with Now Assist in Virtual Agent for Natural Language Query.
- Use Knowledge Graph as a tool to complete custom tasks for AI Agents.

Yokohama Patch 1

- Knowledge Graph helps you in transforming large amount of data into a semantic representation, fostering more connected and customized user experiences.
- Knowledge Graph boosts Virtual Agent by enabling large language models (LLMs) to provide contextually relevant responses tailored to each user.
- Knowledge Graph creates a complex data model called Knowledge Graph schema with numerous entities and their relation within a few steps.
- Knowledge Graph admins can use Knowledge Graph to create and manage the Knowledge Graph schemas. These Knowledge Graph schemas are the customized Knowledge Graph that consist of nodes, node properties, and edges.

See Knowledge Graph for more information.

Important:
Knowledge Graph is enabled automatically in your BU Generative AI Application. For details, see the "Activation information" section of these release notes.

Knowledge Graph features

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.

Access Knowledge Graph Schema

Knowledge Graph now has a new NLQ graph schema available prebuilt along with user profile schema. See KB article for schema attributes.

Leverage Knowledge Graph prebuilt integration with Virtual Agent

Knowledge Graph provides the following new prebuilt integrations:

- Integration with Now Assist Virtual Agent: Helps requesters with personalized responses on people queries and Natural Language queries. Also supports people citation card.

Leverage Knowledge Graph prebuild integration with AI agents

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Knowledge Graph provides the following prebuilt integrations:

- Integration with Now Assist AI agents for User Context: Helps users with personalized responses.
- Integration with AI agents as a tool: Used to perform specific tasks that are assigned to the AI agents.

Exploring Knowledge Graph

Knowledge Graph helps requesters with personalized responses using its Integration with Now Assist Virtual Agent for User Context.

Use Knowledge Graph integration with Now Assist Virtual Agent for Slot filling to helps pre-fill the slots for Virtual Agent topics using Natural Language Querying feature of Knowledge Graph.

Leverage Knowledge Graph prebuilt integration with Virtual Agent

Use the Knowledge Graph integrations with Now Assist Virtual Agent to utilize Knowledge Graph APIs built with LLM models, for personalized responses and slot-filling fields to execute LLM topics and skills in Virtual Agent.

Using Knowledge Graph Designer

Use Knowledge Graph designer to manage Knowledge Graph schemas, their nodes, node properties and edges. You can also use the interface to create, edit, duplicate, or delete a Knowledge Graph schema.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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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The new default behavior works as follows:

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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.

Activation information

Knowledge Graph is a ServiceNow AI Platform feature that is active by default if you have downloaded the Generative AI for BU.

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Additional requirements

Ensure that your instance is upgraded to XP7.

Related ServiceNow applications and features

Now Assist

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 Yokohama release.

Now Assist highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- 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.

Yokohama Patch 8

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

Yokohama Patch 6

- Enable administrators to set up a security access control list (ACL) that checks user authentication for Now Assist context menu skills and new setup options. This gives them control over who can use Now Assist context menu skills and actions, as well as the built-in options like shorten, elaborate, and change tone.

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- 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 out-of-box 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.
- Select a display option for custom Now Assist context menu event with an option to suppress the modeless window.
- View the numbered citation and links to the source of information when you use Now Assist context menu for Email reply recommendation.

Yokohama Patch 3

- Access and monitor your Now Assist skills in the skill list or grid view. By toggling between the layouts, you can navigate from the Now Assist skills to specific products and then back to the skills page.
- Identify and mark duplicate articles in the list view by using Now Assist in Knowledge Management and take action as required.
- Apply the Now Assist Sentiment Analysis application to each record so that you can assess how satisfied your customers are. With this feature, you can make better decisions to improve customer experience.
- Use the Now Assist context menu guided setup to create a Now Assist context menu configuration.
- Use the Now Assist context menu to deploy the custom skills created using Now Assist skill kit.
- Monitor how the Now Assist context menu is being used across the different applications with the new Now Assist context menu usage dashboard.
- Customize the ServiceNow skills with new prompts or providers in the Now Assist Skill Kit for your specific business needs.
- Enable your users to use voice to interact with the Now Assist panel by enabling the Voice Input setting.
- Use the new Conversational Q&A option in the Now Assist panel to achieve an enhanced and accurate query resolution.
- Generate a record summary, share or copy the summary, and provide feedback by using the Summarize option in the Now Assist context menu.
- Customize and choose between the casual, formal, or sympathetic tone by using the Now Assist context menu.

See Now Assist 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:
After purchasing a generative AI product, you can install it from ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Now Assist to Yokohama

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.

New in the Yokohama release

Yokohama Patch 10

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.

Yokohama Patch 8

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)

Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

Yokohama Patch 6

Manage large language models

Choose and update your preferred large language model (LLM) provider at the instance, skill or skill group level for Now Assist out-of-box skills with ServiceNow® third-party model strategy.

Deactivate skills that are not compliant with any of the LLM providers and access the audit history to view updates by the AI steward.

Configure multilingual service for Now Assist applications

Manage the default and supported languages by the different LLM providers under Multilingual service for translation.

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Access the citations to the articles referenced from the knowledge base. Explore references and insert the suggested reply to your email.

Now Assist Guardian supports third-party LLMs

Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud (AI Studio and Vertex), and OpenAI to ensure 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 Now Assist custom skill beyond default value 1000 to support dynamic pricing based on output tokens and calculate the price for each skill executed per assist.

Yokohama Patch 3

Exploring Now Assist

Access the Now Assist skills through an identifier tab on the Now Assist Admin console, and find the associated workflows.

Navigate to your skills by using the intuitive list or grid view. The skill details are displayed, which means that you don't have to make additional selections.

Access the Data privacy section under Now Assist Admin settings. View and edit the data privacy policies that apply to your Now Assist skills.

Accessing the external content in Now Assist panel Q&A capability

Get relevant answers to your questions from external content sources, such as Microsoft SharePoint, Google Drive, and Confluence Cloud, within the Now Assist panel, without manual indexing. Each response shows the source of information to reference later.

Enhanced log visibility

- Access the Generative AI Metric table [sys_generative_ai_metric] to gain insights into the guardian logs and determine if they are for monitoring only or for both logging and blocking. Each guardrail shows its status value as Monitor, Block, or Off, to help administrators to manage their security policies.
- View the logs of masking that involve personal identifiable information (PII) in the Generative AI Metric table [sys_generative_ai_metric]. You can identify which data is masked, the type of request, system response, processing time, errors, or error codes.

Define the output field destination so that you can select any multi-line text field from the base table You can customize incident forms and improve the usability of the resolution notes generation skill.

Enable requesters to extract information from emails and email attachments to generate tasks. This email-to-task agentic workflow effectively addresses the challenge of task creation from emails.

Identify and review duplicate Knowledge articles

Identify duplicate Knowledge articles by using Now Assist capabilities. You can review the list and deselect articles that you don’t consider to be duplicates.

Streaming responses

Enable streaming responses on the Now Assist panel. Only synthesized responses are streamed.

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Multiple Now Assist panels

Create separate, independent Now Assist panels that work across Next Experience and ServiceNow® Studio app shells.

Create Now Assist context Menu configuration

Create a Now Assist context menu configuration for a streamlined custom skill deployment process with the help of a guided setup.

Yokohama Patch 1

Now Assist Guardian analytics

Monitor the performance of offensive content and prompt injections guardrails with the help of the Now Assist Guardian analytics dashboard.

Configuring Now Assist settings and features

For custom skills, explore an additional display option in the form of **Conversational experiences**. You can select Now Assist Virtual Agent to assist you with the display.

Create and activate a Now Assist skill copy, and have both the original skill and its copy to remain active simultaneously.

Now Assist Context Menu usage dashboard

View and monitor the use of the Now Assist context menu across the different applications. Gain insights into the usage patterns, frequency, and effectiveness of the context menu actions with the Now Assist context menu usage dashboard.

Customizing ServiceNow skills in the Now Assist Skill Kit to tailor skills to meet your specific business requirements.

Clone the skills provided by ServiceNow in Now Assist applications by using the Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. By editing the prompt, you can choose the additional inputs to be considered by the large language model (LLM) and arrange the formatting and content of the LLM response. After the skill is edited, you can activate the edited skill in the Now Assist Admin console to enable it.

Enabling the voice input for the Now Assist panel

Enable the Voice Input setting for the Now Assist panel in the Now Assist Admin console. This setting gives users a voice-to-text input option to access the skills in the Now Assist panel in any supported language. After it's enabled, the option is available in individual user accessibility preferences.

Setting your data overflow processing preferences to control your data

Set your data overflow processing preferences to control your data. By default, all Now Assist network traffic is managed within ServiceNow datacenters, but during periods of high traffic, the traffic is burst to Microsoft Azure datacenters. You can choose whether you want to opt out of cloud bursting from the Now Assist Admin console data overflow processing settings.

Using multi-turn Q&A in the Now Assist panel

Ask questions and get relevant answers directly in the Now Assist panel. The system remembers your previous questions for effortless follow-ups and pulls answers from multiple sources to give you the best results. You can select the source name in the response to access the full Knowledge article for more details.

Using dashboard and visualization export in the Now Assist panel

Export Platform Analytics dashboards and data visualizations through conversations. You can select from several output formats, and download or email the files.

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Summarize records with the Now Assist context menu

Generate summaries by using the Now Assist context menu for the Core UI and Workspace. You can also expand or collapse the summary card, regenerate the summary, copy and share the summary, or provide feedback.

Email recommendations using the Now Assist context menu

Select and choose the tone of your content with the change tone feature. You can select from the elaborate, shorten, casual, formal, or sympathetic tone.

UI changes

Edit a Now Assist skill

You can now view the Helpful resources and Frequently asked questions (FAQ) tabs on the list view of the Now Assist skills page.

Email reply recommendation

The email response creation skill offers guidance in choosing the most appropriate template based on the user's specific context. Additionally, it identifies the potential errors when a response isn't generated as intended.

Now Assist data sharing opt-out moved to Data sharing and processing tab.

The opt-out button in the data sharing card from the Now Assist Admin Account page has moved to the Settings page on the **Data sharing and processing** tab.

Now Assist context menu

You can now open the Now Assist context menu by selecting the Now Assist context menu icon ( ) for effortless access.

The Now Assist context menu enables users to automatically select a sentence, paragraph, or the entire content even if they initially make a partial selection. Administrators can configure the selection to be a sentence, paragraph, or the entire content.

The dynamic header label next to the Now Assist context menu icon can be customized to display the query status.

The new Now Assist context menu icon ( ) was updated with an enhanced animation.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

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The new default behavior works as follows:

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Previous Patch releases

Configure multilingual service for Now Assist applications

Enable translation settings is now Multilingual service in Now Assist admin console.

Default email client for email recommendation skill

The Seismic email client is enabled by default on Core UI with the activation of email recommendation. This client provides the Generative AI application features for creating email responses, draft management, and template management.

Now Assist panel response **Now Assist panel response**

With the carousel experience removed, the Now Assist panel now generates a synthesized response for any user inquiry. This response includes content from Knowledge articles, flows & actions, skills, and links to those articles, instead of only the Now Assist panel skills.

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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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)

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- 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 PSDS
- 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

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 Microsoft Internet Explorer.

Accessibility information

Voice Input for Now Assist

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.

Once enabled, the Enable voice input for the Now Assist panel option are 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

Now Assist supports Dynamic Translation for Yokohama.

Related ServiceNow applications and features

Agent Chat

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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.

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.

Generative AI Controller

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 Knowledge Base. These Knowledge Base contain articles that provide users with information such as self-help, troubleshooting, and task resolution.

Configurable Workspace UI

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.

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 is a new application in the Yokohama release.

Now Assist AI agents highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- 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.

Yokohama Patch 6

- Create and maintain versions of LLM instructions for AI agents and agentic workflows to help organize and iterate on prompts and test their effectiveness.
- Follow updated guided setup steps for agentic workflows and AI agents with additional guidance for successful instructions sent to the LLM.

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- 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.
- Map the right agents for agentic workflow execution with Dynamic orchestrator in Virtual Agent for better performance and accuracy.
- Create different types of AI agents.
- Custom output transformation strategies for an AI agent.
- Execute AI agents and agentic workflows from workspace or Core UI.
- Run AI agents and agentic workflows in a non-interactive execution mode.

Yokohama Patch 3

- Use cases in Now Assist AI agents are now called agentic workflows.
- Choose either Azure OpenAI or Now LLM Service as your preferred large language model (LLM) for AI agents and agentic workflows in the AI Agent Studio settings.
- Use Virtual Agent for AI agent interactions.
- Execute agentic evaluation runs to evaluate agentic workflows based on execution log data to compare against benchmarks and monitor performance.
- Improve the quality of LLM responses by passing information between tools.
- Hide citations for an agentic workflow or AI agent.
- Transactions done by an AI agent for an agentic workflow are recorded in the name of the AI agent.
- Enable AI agents to store and retrieve memories with categories.
- Use Knowledge graph and File retrieval as tools in creating an AI agent.

Yokohama Patch 1

- Define agentic workflows with an execution plan for automatically resolving the incoming cases and incidents.
- Use the Now Assist panel to communicate with the agent during issue resolution.
- Clone existing AI agents and agentic workflows to save time and avoid manual configuration.
- Enable Now Assist Guardian to automatically identify and block offensive messages.
- View the usage and performance of your AI agents with the AI agent analytics dashboard.
- Enable multiple conversations for AI agents on the Now Assist panel.

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 ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Now Assist AI agents features

Yokohama Patch 11

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.

Configuring 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.

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.

Yokohama Patch 6

AI Agent Studio

View and troubleshoot the agentic workflow and AI agent executions on AI Agent Studio.

Configuring Now Assist AI agents - Dynamic Orchestrator

Maps the right 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 now contains a new option called **Custom**.

With Custom output transformation strategy, a **Transformation Instructions** field with a text area is enabled for the user to provide their specific instructions for refining the output as per the agentic workflow. The instructions will also ensure that the transformation is done as per the user's need.

Configuring Now Assist AI agents - AI Agent Background Channel

Invoke the agentic conversations from the 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.

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

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

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

Yokohama Patch 3

Select Virtual Agent as a display option for AI agents

Choose to display AI agent output in Virtual Agent. You can also discover AI agents in Virtual Agent conversations.

Disable citations in AI Agent Studio

Disable citations for specific agentic workflows or AI agents in AI Agent Studio where citations are not required or involve confidential information.

Create an AI agent

- **Long term memory**: Add or delete categories for AI agents to store and retrieve memories.
- Additional tools available while creating an AI agent.
  - Knowledge graph
  - File retrieval

Evaluate agentic workflows and AI agents

In Now Assist Skill Kit, you can execute evaluation runs for your agentic workflows. You can select evaluation plans and the execution log datasets to judge whether your agentic workflows are consistently completing tasks and using the correct tools.

Yokohama Patch 1

Create an AI agent

Create an AI agent to assist your live agents while resolving cases, incidents, or tasks:

- Create AI agents to gather data, make decisions, and complete tasks that would otherwise need to be done by a human.
- Add one of the following tools or information sources for the AI agent to execute:
  - Catalog item
  - Conversational topic
  - Flow action
  - Now Assist skill
  - Record operation
  - Script
  - Search retrieval
  - Subflow
  - Web search

Create an agentic workflow

Create an agentic workflow with an execution plan to solve complex tasks with Now Assist. You can also do the following tasks:

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- Clone an existing agentic workflow to avoid manual configuration.
- Create triggers when creating an agentic workflow that calls the AI agent when a condition or objective is observed.
- Test an agentic workflow before execution.
- Resolve record-based cases with AI agents.

Enable Now Assist Guardian in AI agents

Enable Now Assist Guardian in AI agents to automatically identify and block offensive messages that are sent by human agents.

Multiple conversations in Now Assist AI agents

Enable live agents to interact with multiple AI agent conversations through the Now Assist panel.

AI Agent Analytics dashboard

Analyze the performance, efficiency gain, and usage of AI agents through preconfigured dashboards.

UI changes

Yokohama Patch 11

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.

Yokohama Patch 6

Follow new guided setups for agentic workflows and AI agents

The new steps for the guided setups for AI voice agents and agentic workflows includes 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** tab and the **Output** tab to **Chat responses** tab.

Yokohama Patch 3

Now Assist AI agents - The phrase "use case" has been updated to "agentic workflow".

In AI Agent Studio, the phrase "use case" in the UI has been replaced with the phrase "agentic workflow" on all screens.

Tools visible when testing AI agents

When testing an AI agent, individual tool processes are now visible in the testing window, enabling you to track tool use, successes, or failures when trying out new AI agents.

Use data picker for value overrides in AI agent tools

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When creating or modifying tools for AI agents, you can now use a data picker in value override fields. This helps ensure that information in records fields is transferred between tools.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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.

Configuring 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.

Yokohama Patch 8

Confirm your web search tool provider data policies

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

Yokohama Patch 6

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 from scratch. After an existing tool is added, you can make changes to suit the specific AI agent's needs.

Now Assist AI agents reference

The *sn_aia.enable_agent_tool_input_value_overrides* system property is migrated to the [sn_aia_property] agent system property.

Yokohama Patch 3

Monitor more AI agent analytics in the AI Agent Analytics dashboard

Two new pages have been added to the AI Agent Analytics dashboard, giving administrators more indicators, visualizations, and breakdowns to track AI agent performance and usage.

Exploring Now Assist AI agents

Impersonation in Now Assist records transactions done by an AI agent in the name of the AI agent who executes the agentic workflow.

Activation information

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

Additional requirements

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.

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.

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.

Once 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

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users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

Localization information

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

Related ServiceNow applications and features

Now Assist panel

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 large language models (LLMs) 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's 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 is a new application in the Yokohama Patch 3 release.

Now Assist for App Engine highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 3

- Create and deploy AI agents within custom applications, helping to empower creators and accelerate time-to-value.
- Build custom AI agents and skills for the unique workflow of an application using Now Assist Skill Kit and AI Agent Studio.
- Leverage AI agents and skills created with Now Assist for App Engine in custom applications at runtime, helping improve efficiency.

See Now Assist for App Engine for more information.

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

Now Assist for App Engine features

Yokohama Patch 3

Create an AI agent

Create a custom AI agent in AI Agent Studio to assist your application users with their tasks.

Create a skill

Create a custom skill for Now Assist, enabling you to have greater flexibility with the generative AI capabilities available on the ServiceNow AI Platform.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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.

Additional requirements

Check your entitlements to determine whether you have access to the Now Assist for App Engine application.

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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.

Now Assist

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

Now Assist Admin console

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

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

Now Assist for Collaborative Work Management release notes

The ServiceNow® Now Assist for Collaborative Work Management (CWM) application uses generative AI skills to improve time to value for the tasks you perform in the CWM workspace. Now Assist for CWM is a new application in the Yokohama release.

Now Assist for Collaborative Work Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 3

- Help increase efficiency by automatically creating tasks from the context of your CWM Docs and adding them to the required Board.
- Enable saving time by summarizing and paraphrasing blocks of content or a whole page in CWM Docs using generative AI capabilities.

See Now Assist for Collaborative Work Management (CWM) for more information.

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

Now Assist for Collaborative Work Management features

Generate tasks from Docs in Collaborative Work Management (CWM)

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Help increase efficiency and save time by using Now Assist to automatically generate CWM Tasks for your Board. Using the information in your doc, Now Assist provides task recommendations. You can choose to refine or modify these recommendations. You can iterate multiple times to tweak the task recommendations according to your requirements.

After you're satisfied with the recommendations, Now Assist can help you add these tasks to a board of your choice.

Summarize and paraphrase Docs content

Use Now Assist capabilities to refine selected content in docs, or to get a summary of the whole document.

- Summarize, elaborate, or shorten selected text.
- Summarize the entire content on the page.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for 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.

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.

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The Now Assist for CWM application uses generative AI skills to save time and improve efficiency for the actions that you perform within the CWM workspace.

Now Assist for Configuration Management Database (CMDB) release notes

The ServiceNow® Now Assist for CMDB application displays comprehensive summaries for configuration items (CIs) and accelerates the process of remediating duplicate CIs. Now Assist for CMDB was enhanced and updated in the Yokohama release.

Now Assist for CMDB highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Select **Summarize** on a CI form, in the workspace, or from any list to view a concise summary of key CI data directly on the form: discovery and class details, associated business services, security vulnerabilities, and related records like incidents, alerts, problems, and change requests.
- The 'Manage duplicate CIs' skill identifies duplicate CIs, populates remediation tasks, and then assigns the tasks to the appropriate group. You follow step-by-step guidance and can preview remediation results before selecting a template. The updated CI correctness scores enable the CMDB Health Dashboard to display accurate information.

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.

New in the Now Assist for CMDB 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 Yokohama Patch 11): 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.

Preview deduplication template results

While you're working in the manage duplicate CIs skill, select **Review existing templates** to help you to decide which deduplication template to apply. Now Assist generates a summary of the results of applying a template without actually running the remediation process. You can preview the results for any existing template.

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When you see the desired result in a preview, you can specify that template and proceed with the deduplication process.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for CMDB 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

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 this 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.

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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 Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Creator was enhanced and updated in the Yokohama release.

Now Assist for Creator highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE.
- Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder.
- Choose an AI model provider for all Now Assist for Code skills in the script editor.

Yokohama Patch 8

- Removed the now.assist.creator role as a requirement for test generation.

Yokohama Patch 6

- 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.

Note:
Additional AI model providers are supported for the following Now Assist for Creator skills:

  - App generation
  - App summarization
  - Catalog item generation
  - Code generation
  - Flow generation
  - Flow summarization
  - Playbook generation
  - Process Mining
  - RPA bot generation
  - Spoke generation
  - Test generation

Yokohama Patch 3

- Summarize what a flow or subflow does by using generative AI.
- Generate playbooks from inputs that refer to active actions, flows, subflows, content from installed spokes, or activity definitions.
- Create automation and UI components in Now Assist for app generation.

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- Use the code explain and summarize feature of Now Assist for Code to explain and summarize the code. This feature is supported by both Now LLM Service and the Azure OpenAI model providers.
- Use the Client Script Summarization skill to generate a high-level summary and a detailed explanation of a client script.

Yokohama Patch 1

- Enable your users to create applications by using the Now Assist for app generation skill even if they don't have the admin role.
- Use the improved application preview before generating an application by using the Now Assist for app generation skill.
- Enable your RPA Desktop Design Studio users to create and edit automations and activities, and extend automation logic flow with Now Assist for RPA Hub.
- Enable your ServiceNow Studio users to generate a summary of an app.
- Use the **Quick Actions** button in the Now Assist for Code enabled script editor to edit code and add comments.
- Use the prompt modal in inline or floating mode with Now Assist for Code.
- Now Assist for Code now supports both Now LLM Service and Azure OpenAI model providers. When you select the Azure OpenAI model provider, all requests for the Now Assist for Code model are redirected to Azure OpenAI for evaluation and response. Additionally, you get access to the Code Explain and Code Summarize features.
- Use the auto-complete feature of Now Assist for Code to get contextually relevant code suggestions while typing.

See Now Assist for Creator for more information.

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

New in the Yokohama release

Yokohama Patch 11

Build Agent, an autonomous AI agent for ServiceNow application development

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.

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.

Yokohama Patch 6

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

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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.

Note:
Additional AI model providers are supported for the following Now Assist for Creator skills:

- App generation
- App summarization
- Catalog item generation
- Code generation
- Flow generation
- Flow summarization
- Playbook generation
- Process Mining
- RPA bot generation
- Spoke generation
- Test generation

Yokohama Patch 3

Add columns to existing tables with Now Assist for app generation

Add columns to existing tables in Now Assist for app generation.

Add flows in Now Assist for app generation

Create a flow when creating an application in Now Assist for app generation. Enhance an existing application by adding a flow.

Add workspaces in Now Assist for app generation

Create a workspace when creating an application in Now Assist for app generation. Enhance an existing application by adding a workspace.

Configure an event handler with Now Assist

Use Now Assist in UI Builder to configure event handlers. At present, you can configure links to a destination, open or close modals, and view load requested event handlers using Now Assist in UI Builder.

Create a flow or subflow from an image

Create a flow or a subflow from an image by using Now Assist. Capture the detailed process in an image and attach the image to Workflow Studio. Now Assist generates a preview of the flow that you can modify and regenerate.

Enable Code Explain and Summarize

Support Code Explain and Code Summarize features with the Now LLM Service. Ensure compliance with any regional restrictions and help APAC users who may face limitations with US-based models.

Summarize client scripts

Use client script summary generation to get both a high-level summary and a detailed explanation of the client scripts.

Summarize a flow or subflow

Summarize what a flow or subflow does by using generative AI.

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Support additional components in the RPA Bot generation skill

Support 97 additional components with Now Assist for RPA Hub.

Support Retrieval Augmented Generation (RAG) with playbook generation

Generate playbooks from inputs that refer to custom actions, flows, subflows, content from installed spokes, or activity definitions. Include the names of commonly used and recently published actions, subflows, flows, and activity definitions that are available on your instance in your playbook generation requests.

Time out long running app summaries

Time out app summary generation after two minutes.

Use the Now LLM Service with Now Assist for app generation

Choose Now LLM Service or OpenAI GPT-4o to ensure compliance with any regional restrictions. This feature is helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

Yokohama Patch 1

Create applications in ServiceNow Studio by using Now Assist with the guided app creator role

Enable your users with the guided app creator role (in addition to users with the admin role) to create applications with the Now Assist for app generation skill.

Create and edit automations and activities and extend automation logic flow in RPA Desktop Design Studio by using Now Assist

Use the Robotic Process Automation (RPA) bot generation skill in RPA Desktop Design Studio to create and edit automations and activities through short text instructions and preview options. This feature helps you to accelerate automation development because new and existing users can develop and build faster automations.

Enhance the automation logic by using the **Build automation** option, starting from components or from an empty design surface that is based on text instructions.

Summarize an app in ServiceNow Studio

Use the new Now Assist for app summary generation skill to quickly generate a summary of an app. You can then copy the summary to the app description, and then use the summaries to find duplicate or redundant apps.

Generate and edit automated tests faster by using the Test generation skill

Use the new Test generation skill to generate automated tests faster by simply describing your test requirements. Review the generated test, make edits directly, or refine your original prompt to generate a revised version of the test.

UI changes

Yokohama Patch 1

Find files faster when previewing an application in the Now Assist for app generation skill

Filter the app files list and narrow the search when previewing an application that is created with the Now Assist for app generation skill.

Enhanced visibility of apps created by the Now Assist for app generation skill

On the ServiceNow Studio home page, apps that are generated by AI display the AI indicator.

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Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Previous Patch releases

More easily identify changes when previewing and updating applications

When previewing an application, any requested changes made by the Now Assist for app generation skill are listed when the preview pane loads.

Edit applications without having to change the scope manually

When editing applications, the Now Assist for app generation skill now changes the scope that you're working in to the scope of the application automatically.

More easily query Analytics Generation

Analytics Generation now uses a semantic filter instead of Natural Language Query (NLQ), resulting in less rigid requirements for queries.

Yokohama Patch 1

Improved query engine for Analytics Generation

Starting in Yokohama Patch 1, analytics generation supports GPT-4o for generating queries, to provide better accuracy in responses. These improvements include support for up to two levels of dot-walking based on user utterances.

Removed in this release

Yokohama Patch 12

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

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Activation information

Install Now Assist for Creator 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

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.

Integration Hub

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

Integration Hub available 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.

Now Assist

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.

Process Automation Designer

ServiceNow® Playbooks enables 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.

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 improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM was enhanced and updated in the Yokohama release.

Now Assist for CSM highlights for the Yokohama release

Yokohama Patch 11

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- Review changes to Now Assist usage measurement.
- 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 insight 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.

Yokohama Patch 6

- Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Yokohama Patch 3

- Analyze your customers' sentiment and sentiment trends in your cases and the reasoning behind it.
- Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases.
- Integrate the support for public web content in search queries for both standard and conversational search.
- Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information.

Yokohama Patch 1

- Improve agent productivity by managing long-running cases with the Triage cases AI agent.

Yokohama Early Availability

- Use the Now LLM Service scheduling assistance when booking an appointment through Virtual Agent. You can use this scheduling assistance to schedule, reschedule, or cancel an appointment.
- Help requesters find solutions by using Genius Results to reduce the number of cases created and decrease the effort needed by agents to close them.
- Use the Now Assist panel global skill search to ask questions and fetch answers from knowledge articles.

See Now Assist for Customer Service Management (CSM) for more information.

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

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New in the Yokohama release

Yokohama Patch 11

Enabled the is_template property

Enabled the is_template property for all Now Assist skills to ensure consistent cloning. Added the ability to clone any base system GenAI skill and customize it in the Now Assist Skill Kit (NASK) to reduce setup time and simplify skill modification. Applies to all Now Assist for CSM skills.

Access Sentiment analysis dashboard in Core UI

Defined the navigation path in Sentiment Analysis dashboard in the Core UI interface to make it easier for users to locate and access sentiment analysis data without searching through multiple menus.

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 drill down into 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 interaction.

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.

Yokohama Patch 6

Triage cases agentic workflow security directives

Implement security on AI agents and agentic workflows through ACLs and user identities.

Now Assist for CSM Gen AI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Yokohama Patch 3

Sentiment analysis on a case

Make informed decisions on cases that are based on your requester's sentiment and the reasoning behind it. You can update the sentiment when new comments

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or emails from your customers come in to ensure that the sentiment is always up to date.

Sentiment analysis on an account

Track the sentiment of a business-to-business account and analyze it by using various filters and sorting dashboards. You can get the right insights and reduce the number of escalated cases.

Suggested steps in Recommended Actions

Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps.

Support for conversational subflows and actions in the Now Assist panel

Use natural language to describe your intent to trigger a subflow or action. This feature helps to improve your agent productivity and enables them to accomplish everything in one place within the Now Assist panel.

External web content in Q&A Genius Results

Provide the support for your public web content so that your requesters can use search queries in both standard search and conversational search. You can also see whether the content is internal or external, with direct links to the source.

Troubleshooting steps identification AI agent

Gather context from cases, identify missed fixes, and troubleshoot potential solutions by using the Troubleshooting steps identification AI agent.

Yokohama Patch 1

Triage cases AI agents use case

Use the Triage cases AI agents use case to improve agent productivity through faster assessment.

Available AI agents use case

AI agent use case	Description
Triage cases	Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer satisfaction and reduces resolution times.

Yokohama Early Availability

Conversational search in the Now Assist panel with results from knowledge articles

Ask questions directly within the Now Assist panel. If the answer is found in the knowledge bases (KBs), the answer is shown with the source information. If the answer isn't available in the KB search, you're redirected to the global search experience for further assistance.

Now Assist in Virtual Agent-Scheduling Assistant via GenAI

Use the enhanced scheduling assistant with Now LLM Service capabilities to make it more conversational, enabling users to easily schedule, reschedule, and cancel appointments.

Now Assist in portal case form

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Guide requesters through a self-service flow to find solutions to their problems by using Genius Results. You can reduce the number of cases created and decrease the effort required by your agents to close open cases.

Changed in this release

Yokohama Patch 11

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 will not 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.

Display sentiment scale in case list view

Added sentiment scoring 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.

Yokohama Patch 8

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.

Yokohama Patch 3

Triage cases agentic workflows enhancements

Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent.

Now Assist in Portal case form enhancement

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Added the new **Ask** *Now Assist* button that opens a contextual chat window so that a requester can carry the conversation forward. If no results are found or if the requester isn't satisfied with the result, they can get further assistance by selecting the button to chat and get an answer, which helps to avoid case creation.

Yokohama Early Availability

Email reply recommendations enhancements

Refined the AI-generated reply recommendation to create the best response for users by applying tone changes in the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available.

Chat reply recommendation enhancements

Added the chat reply recommendation enhancements to respond in a conversational tone and get feature parity in the Now Assist Admin console:

- Refined the AI-generated reply recommendation to create the best answer for your users by applying tone changes in the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available.
- Added parity with the chat summarization Now Assist Admin console capabilities. The Now Assist Admin console can specify the portal and channels for chat reply recommendations and assign additional support roles.

Case summarization enhancement

Detailed feedback option is now available for negative feedback in the generated case summary.

Xanadu Patch 7: Extended the capabilities of the case summarization feature so it can now be used on custom tables.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Xanadu Patch 7, Customer Service Management AI agent collection is supported.

Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

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

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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 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. You can summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) is a new application in the Yokohama release.

Now Assist for Enterprise Architecture (EA) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 1: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise architecture diagrams AI agent.

Yokohama Early Availability

- Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.
- Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent.

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

Yokohama Patch 1 **Using Enterprise Architecture Diagramming AI agent**

Use the Enterprise architecture diagrams AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them.

Yokohama Early Availability **Now Assist for Enterprise Architecture (EA)**

- Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your

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infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision.

- Register a business application and a digital integration with an interactive generative AI experience using Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA).

UI changes

Yokohama Patch 3 **Agentic workflow name update**

Renamed the Enterprise Architecture Diagrammer AI agent to Enterprise architecture diagrams AI agent.

UI name updates

- In the All menu, renamed the **Features** option under **Now Assist Admin** to **Skills**.
- On the Now Assist Admin page, renamed the **Now Assist Features** tab to **Now Assist Skills**.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

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Help improve 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

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.

Now Assist panel

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 Field Service Management (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 Yokohama release.

Now Assist for FSM highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- 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.
- Clone and customize skills.
- Edit prompts using the Now Assist skill kit.

Yokohama Patch 3

- Enable Field Service technicians to access a virtual assistant from the mobile application with Now Assist in Virtual Agent.
- Use Now Assist in Virtual Agent for mobile to summarize work order tasks.
- Explore conversational search in the Now Assist panel with results from Knowledge Base articles.

See Now Assist for Field Service Management (FSM) for more information.

Important:
Now Assist for Field Service Management (FSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Yokohama Patch 6

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

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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.

Yokohama Patch 3

Create an Assistant for Field Service Management to do the following:

- Initiate the Now Assist panel from a work order task record or the **My tasks** tab.
- Provide technicians with a consistent and intuitive interface for quick and effortless interaction.
- Display a summary of work order tasks.

Use conversational search for technician support to do the following:

- Enable technicians to ask questions in natural language for quick and clear answers.
- Enable technicians to receive accurate and reliable responses sourced exclusively from the Knowledge Base.
- Provide technicians with context-aware follow-ups, including related parts or steps, for better support.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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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Configure ACLs for AI agents and agentic workflows

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Yokohama Patch 6

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 (LLMs). 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 Install Now Assist plugins.

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 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.

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 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 Yokohama release.

Now Assist for FSO highlights for the Yokohama release

Yokohama Patch 11

- Now Assist for FSO skills and AI agents support model updates in Now LLM Service.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Review changes to Now Assist usage measurement.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- 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.
- Implement security in Now Assist AI agents and Now Assist for FSO skills with Access Control Lists (ACLs).

Yokohama Patch 3

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- Streamline the friendly fraud dispute resolution process for human agents and make informed decisions by using the Now Assist friendly fraud AI agent.
- Maintain positive customer relationships by using the AI agent to craft responses with the right tone and language.
- Enable agents to evaluate and review the amount being disputed, the customer relationship, and the outcome of the detection logic.

Yokohama Patch 1

- Streamline the card dispute submission process for cardholders with a dispute intake workflow by using Now Assist in Virtual Agent.
- Use a conversational, natural language interface that makes data collection more engaging and less tedious compared to a traditional form.
- Increase efficiency by inferring information from the customer's responses in the conversation.

See Now Assist for Financial Services Operations (FSO) for more information.

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

New in the Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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.

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.

Yokohama Patch 3

Using agentic workflows in Now Assist for Financial Services Operations (FSO)

Resolve disputes that are flagged as friendly fraud with comprehensive guidance from the friendly fraud AI agent. Leverage the AI agent's step-by-step recommendations and detailed responses to explain the decisions made regarding disputes. Based on the AI agent recommendations, issue credit to customers, decline disputes, or initiate an exception process.

Yokohama Patch 1

Disputes intake via Virtual Agent

Provide an intuitive dialog-based channel experience for your customers to submit details on a dispute case. The dispute intake via Virtual Agent leverages

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questions that are required by the card processing networks. Now LLM Service rephrases these questions in a conversational format and infers the answers for the unanswered questions from customer responses.

Changed in this release

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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.

Changes to Now Assist usage measurement

Starting with Yokohama 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 FSO 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.

Additional requirements

The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.

Related ServiceNow applications and features

Now Assist

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

Now Assist in Virtual Agent

The ServiceNow® Now Assist in Virtual Agent enhances productivity and empowers customers with a self-service interface for submitting a card dispute.

Using agentic workflows in Now Assist for Financial Services Operations (FSO)

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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 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 Hardware Asset Management (HAM) is a new application in the Yokohama release.

Now Assist for Hardware Asset Management (HAM) highlights for the Yokohama release

Yokohama Patch 13- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6 - Automate the hardware asset repair process by using an agentic workflow and configure Access Control Lists (ACLs) for both AI agents and agentic workflows.

Yokohama Patch 4 - Automate and streamline your hardware asset request process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

Important:
Now Assist for Hardware Asset Management (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 Hardware Asset Management (HAM) to Yokohama

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

Now Assist for Hardware Asset Management (HAM) features

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.

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Yokohama Patch 6

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.

Yokohama Patch 4

Optimize hardware asset sourcing with the suite of AI agents

Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.

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Note:
To take full advantage of the Now Assist for HAM features, you should upgrade to Yokohama Patch 6 and install the Now Assist for Hardware Asset Management (HAM) store 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

The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.

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 HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for HR Service Delivery (HRSD) was enhanced and updated in the Yokohama release.

Now Assist for HR Service Delivery (HRSD) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

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- 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 a copy of the KB generation skill to create custom templates.
- View the list of sources that are used to generate an email reply recommendation.
- Select citations to view the source articles and industry research from Galileo AI Assistant for HR.
- Leverage an AI agent to generate a step-wise fulfillment plan for an HR case from both Core UI and Agent Workspace for HR Case Management.
- Make career conversations easy to create and track using the growth conversations agentic workflow.

Yokohama Patch 3

- Automate the resolution of routine employee inquiries by using the Resolve noncritical HR cases agentic workflow.
- Receive research-backed responses to HR management queries that are sourced from both internal knowledge bases and The Josh Bersin content library.
- Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations.

Yokohama Patch 1: Improve agent productivity by managing long-running cases with the Triage cases AI agent.

Yokohama Early Availability

- Use the new Virtual Agent topics to place employee requests in the Human Capital Management (HCM) system.
- Use Knowledge Graph to create personalized knowledge models in the form of Knowledge Graph schemas.
- Create Journey Accelerator plans by using Now Assist for HRSD in Journey designer.

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 Yokohama release

Yokohama Patch 6

Resolve HR cases agentic workflow

Generate a step-wise fulfillment plan 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.

Growth Conversations agentic workflow

Use the new growth conversations workflow to streamline your employee growth discussions in 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.

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Generate a knowledge article from HR Agent Workspace with Now Assist

Create a copy of the KB generation skill to create custom templates that are based on your organization's requirements. When a skill copy is activated, the main skill is automatically deactivated.

Generate an email reply recommendation by using Now Assist for HR Service Delivery (HRSD)

View the list of KB articles, related records, and current records that are used to generate email reply recommendations.

Generate onboarding ramp-up plan agentic workflow

Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans.

Yokohama Patch 3

Resolve HR cases agentic workflow

Use the Resolve noncritical HR cases agentic workflow for faster mean time to repair (MTTR) cases, automate the resolution of routine employee inquiries, and reduce the costs for HR operations organizers.

Available agentic workflows

Agentic workflow	Description
Resolve noncritical HR cases	AI agents detect criticality and retrieve relevant knowledge-based responses to automate the resolution of employee queries.

Access knowledge from internal and external content sources

Find reliable answers to HR management queries from multiple data sources, including the research and articles from The Josh Bersin Company, with attribution to each source.

Override sensitivity detection false positives

Proceed with the interaction when the virtual agent incorrectly identifies a phrase as containing sensitive information.

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

Yokohama Patch 1

Help resolve tuition requests agentic workflow for Now Assist for HRSD

Use the Resolve policy use case for faster mean time to repair (MTTR) cases that require validation that is based on the policies that are built for tuition reimbursement.

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Available AI agents use case

AI agent use case	Description
Resolve policy for tuition reimbursement	AI agents resolve tuition reimbursement requests by connecting to various parties (for example, the manager for approval) and resolving the case, while keeping the human agent in the loop.

Yokohama Early Availability

Now Assist for HRSD Virtual Agent topics

Use the Now Assist for HR Service Delivery (HRSD) Virtual Agent topics to place employee requests in the HCM system. Examples of requests are when an employee requests time off or updates their personal details.

Use Knowledge Graph in Now Assist for HRSD

Create and manage personalized knowledge models as Knowledge Graph schemas that are represented as nodes, edges, and their properties. Virtual Agent uses the assigned Knowledge Graph schema to resolve employee requests and queries.

Create a journey using Now Assist

Create Journey Accelerator plans by entering prompts to Virtual Agent without having to manually create lists and forms.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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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Configure ACLs for AI agents and agentic workflows

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Yokohama Patch 6

Flow name

The Resolve noncritical HR cases flow has been renamed to Resolve HR cases flow.

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Activation information

Install Now Assist for HRSD 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

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.

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 (Configurable)

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 Yokohama release.

Now Assist for ITOM highlights for the Yokohama release

Yokohama Patch 11

- 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.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

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- Get deeper impact analysis in the Analyze alert impact agentic workflow with five new AI agents.
- Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively.
- Use the Triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident.
- Enhance security for Now Assist AI agents with Access Control Lists (ACLs).
- 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.

Yokohama Patch 3

- Investigate alerts and get the context that you need to respond efficiently using the Analyze alert impact agentic workflow.
- Automatically perform initial alert triage and analysis tasks such as assigning alerts, analyzing alert history, and summarizing past incidents, with the Triage and analyze alert agentic workflow.

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 Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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 you have all the insights needed to make informed decision before 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.

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.

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.

Yokohama Patch 3

Analyze alert impact agentic workflow

Analyze the impact of alerts and identify the possible causes with the Analyze alert impact agentic workflow. The workflow interacts with observability tools, such as Kentik and New Relic, to surface alert details and provide insights.

Now Assist for IT Operations Management (ITOM) Triage and analyze alert agentic workflow

Automatically assign, acknowledge, and summarize the alerts, determine their significance through history analysis, and analyze the related incidents. Initiate multiple parallel processes to triage and analyze the different alerts.

Removed in this release

- Starting with version 2.0.1 of AI Agents for Observability, the sn_obs_aia.admin role, previously required to configure AI agents in the Analyze alert impact agentic workflow, has been removed. Users must now have the credential_admin and connection_admin roles instead.
- Starting with version 2.0.1 of AI Agents for Observability, the prompt `How severe is this alert?` no longer appears in the Analyze alert impact agentic workflow.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are turned on by default

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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 Yokohama Patch 11): 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.

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.

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 as 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.

Activation information

- Install 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 Now Assist for ITOM 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 ITOM application requires an ITOM Pro Plus or Enterprise Plus license.

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

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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 agentic AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Yokohama release.

Now Assist for IT Service Management (ITSM) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- 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.
- 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.
- Use the Now Assist context menu (NACM) 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.

Yokohama Patch 3

- Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow.
- Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow.
- Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow.
- Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow.

Yokohama Patch 1: Scale your workflows, enhance productivity, and complete work autonomously using the IT Service Management AI agent collection.

Yokohama Early Availability

- Manage change risk explanations effectively by copying an existing change risk explanation skill and configuring it for your business needs.
- Deflect IT issues in the ServiceNow portal with AI-powered solutions.
- Automatically generate an email as a recommendation to help agents save time and learn efficient ways to respond to requesters.
- View a summary of incidents and change requests in an intuitive summarization interface.
- Track the status of common IT-related tasks by using the Now Assist application.

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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 Yokohama

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 Yokohama release

Yokohama Patch 11

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.

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.

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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.

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 can edit the AI-generated draft as needed, then publish and share via link or PDF download.

Yokohama Patch 6

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.

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.

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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.

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.

Editing prompts using the Now Assist skill kit

As an admin, you can clone the following skills, then access the skill in the Now Assist skill kit, and update the prompts:

- Resolution notes generation skill
- Knowledge article generation skill
- Incident summarization skill

Prompt inputs for Major incident email content recommendation

Use related tables and fields as prompt inputs to generate a Major incident email content recommendation.

Yokohama Patch 3

Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

Available agentic workflows

Agentic workflows	Description
Triage and categorize ITSM incidents	Identify the category, subcategory, and configuration item for an incident automatically, and link associated major incidents or known problems.
Investigate and resolve ITSM incidents	Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident.
Manage Microsoft 365 group members	Add or remove groups and email distribution lists from the Microsoft 365 group.

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IT Service Management AI agent collection Generate change request plans agentic workflow

Use the following additional AI agents to handle change requests.

AI agent	Description
Change risk and impact analysis AI agent	Analyzes the potential risk and impact of a change request.
Change justification proposal AI agent	Proposes justification for a change request.

Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)

Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response.

Generate comments and work notes using the Now Assist context menu

Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel.

Incident sentiment and sentiment trend

Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them.

Suggested steps generation in Now Assist for IT Service Management (ITSM)

Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents.

Summarizing attachments in the Incident summarization skill

Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill.

Yokohama Patch 1

Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

Available AI agent use cases

AI agent use case	Description
Generate post incident reviews	Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages.

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Available AI agent use cases (continued)

AI agent use case	Description
	Important: To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.
Generate change request plans	Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively.
Categorize incidents	Autonomously recommend incident categorization using AI agents. The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based on callers associated with that item.
Notify users with Twilio	Send text messages via SMS to recipients manually using AI agents to help improve the time required for subject matter expert response. **Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

Yokohama Early Availability

Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)

Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.

Customizing a Now Assist for IT Service Management (ITSM) change risk skill

Efficiently explain the risk of a change request by adding custom input fields to the following input tables:

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- Change request
- Past similar change request
- Incident caused by change

Refining a change risk explanation response

Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).

Risk Assessment as input to calculate a change risk

Use risk assessment values as an input to explain the risk of a change request.

Generating an email response by using Now Assist for IT Service Management (ITSM)

Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).

Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent

Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.

UI changes

Yokohama Patch 11Changing 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.

Yokohama Patch 3Terminology change

- The term use case is replaced with the term agentic workflow. For example, the Notify users with Twilio use case is now referred to as the Notify users with Twilio agentic workflow.
- The naming of the AI agents has changed. For example, Twilio SMS texter has been renamed to Twilio SMS texter AI agent.

Yokohama Early Availability New look and feel for the display of incident and change request summarizations

Get the summary of an incident or a change request by using the new and more intuitive summarization user interface. The new interface is available in Service Operations Workspace and in the Core UI.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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

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add the installed roles, or they will not 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.

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 Yokohama Patch 11): 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

Yokohama Patch 6 Removing the prompt headers from the Customize prompt screen

The prompt headers have been removed from the Customize prompt screen in the Incident summarization and Change summarization skill to support third-party Large Language Models (LLMs).

Yokohama Early AvailabilitySystem property to display knowledge article templates

Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default.

Yokohama Patch 3 IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow

The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow.

The following AI agents have been added to the workflow:

- Link major incident AI agent
- Link incident to problem AI agent

The Incident categorize AI agent has been renamed to Categorize incident AI agent.

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 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.

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- **Important:**
  To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.

- **Important:**
  To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

Additional requirements

The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license.

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 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 Yokohama release.

Now Assist for Operational Technology Manager (OTM) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 10

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- 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

Yokohama Patch 10

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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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

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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.

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 Customer Relationship Management. Now Assist for Order Management is a new application in the Yokohama release.

Now Assist for Order Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.

- Enable business-to-business (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 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

Enable the manage order operations agent in the Business Portal

Activate the manage order operations agent so that you can make it 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

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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 prevent delays and help ensure timely fulfilment.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Request the Now Assist for Order Management application from the ServiceNow Store and install it using the Application Manager. For more information, see Install a ServiceNow Store 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

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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.

Now Assist panel

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 SFA application brings platform AI capabilities to Sales Customer Relationship Management. Now Assist for SFA is a new application in the Yokohama release.

Now Assist for SFA highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Now Assist for Sales Force Automation (SFA) application packages ServiceNow® platform AI capabilities to deliver AI-powered insights and automation to drive faster, smarter sales and order processes.

See Now Assist for Sales Force Automation (SFA) for more information.

Now Assist for SFA features

Yokohama Patch 11Use 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.	• Lead outreach AI agent • Inbound email 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
	• 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.	• Appointment management AI agent • Lead disinterest AI agent

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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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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.

Activation information

Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see Install Now Assist plugins.

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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

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Now Assist panel

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 release notes

The ServiceNow® Now Assist for Security Incident Response application can help 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 Yokohama release.

Now Assist for Security Incident Response highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use generative AI to create a quality assessment report of a security incident.

- Yokohama Patch 6

  Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel.

  - 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.

- Yokohama Patch 3

  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 provides a resolution plan.

- Yokohama Patch 1

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Help your analysts to close security incidents more efficiently by chatting with AI agents in natural language from the Now Assist panel.

- Yokohama early availability
  - Triage security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format.
  - Automatically generate resolution notes for security incidents by using generative AI.
  - Generate recommended actions to resolve security incidents.
  - Generate a post-incident analysis.
  - Generate correlation insights to help you connect current incidents to past events. By identifying the affected users, configuration items (CIs), or observables (IP addresses and file hashes) from existing incidents, you can help to triage new security incidents.

For more information, see Now Assist for Security Incident Response.

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

Important information for upgrading Now Assist for Security Incident Response to Yokohama

For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

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 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.

New in the Yokohama release

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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.

Generate a quality assessment report

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.

Yokohama Patch 6

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.

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.

Yokohama Patch 3

Using AI agentic workflows in Now Assist for Security Incident Response

The Analyze security operations metrics agentic workflow enables 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.

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- Correlation insights are not 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 Security incident resolution agentic workflow

Use the Security incident resolution agentic workflow to close your security incidents. Analysts can chat with the 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.

Yokohama Patch 1

Using Security Incident Response AI agents

Yokohama Patch 1: Use the Close security incident use case to close your security incidents:

- Analysts can chat with the AI agents in natural language to close the security incidents. The AI agent can cancel the associated response tasks, generate resolution notes, close code, or close notes and post incident analysis (PIA) during incident closure. Analysts can provide feedback on the content and the AI agent can refine the content based on the feedback.
- Analysts can also close false positive security incidents with minimal user intervention.

Yokohama Early Availability

- Generate correlation insights

  Generate correlation insights to connect current security incidents to past events. You can identify the affected users, configuration items (CI)s, or observables (IP addresses and file hashes) from existing incidents and records to help you more quickly triage your new security incidents. Correlation insights are supported in Workspace, the Core UI, and from the Now Assist panel.

- Enhancements to closure (resolution) notes and post incident analysis generation

  Generate resolution notes from the Close the security incident modal or the Now Assist context menu on a security incident record (SIR). You can also generate resolution notes from the Now Assist panel. If you choose the Now Assist context menu, you have the following options to help you refine the generated text:

  - **Shorten**: Select the text to remove details.
  - **Elaborate**: Generate more details about the context of a security incident.

  Note:
  Generating resolution notes is supported in Workspace and Core UI. Generating a post incident analysis is supported from the Close the security incident modal in Workspace.

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UI changes

Yokohama Patch 3

Generate recommended actions for a security incident with Now Assist for Security Incident Response

Introduced a new UI card **Show More** 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.

Now Assist for Security Incident Response application name change

Starting with version 2.0.1, the Now Assist for Security Operations application in the ServiceNow® Store and in your ServiceNow AI Platform® instance has changed to the Now Assist for Security Incident Response application.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are now turned on by default

The following Now Assist skills for Now Assist for Security Incident Response and Now Assist for Vulnerability Response are activated by default.

- Security incident summarization (SIR)
- Resolution notes generation (SIR)
- Post incident analysis (SIR)
- Security incident recommended actions (SIR)
- Correlation insights generation (SIR)
- Security incident quality assessment (SIR)

The new default behavior works as follows:

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- Existing customers who are upgrading (starting with Yokohama Patch 11): 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.

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.

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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 is a new application in the Yokohama release.

Now Assist for Software Asset Management (SAM) highlights for the Yokohama release

Yokohama Patch 13

- Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures.
- Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management.

Yokohama Patch 6

- 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 evaluation of unused and underutilized software installations for potential reclamation by using an agentic workflow.

Yokohama Patch 3

- Obtain crucial information on products to mitigate license compliance risks through product summaries on software deployment, license compliance, configuration health, and optimization.
- Manage product license compliance via recommendations that guide you to take steps to ensure the necessary compliance requirements.

Yokohama Early Availability: Leverage generative AI by using the Now Assist for SAM application to create publisher summaries on software deployment, license compliance, configuration health, and optimization.

See Now Assist for Software Asset Management (SAM) for more information.

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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 Yokohama release

Yokohama Patch 13

Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance

Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention.

Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements

Leverage generative AI to upload contract documents and automatically extract licensing data, generating software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process.

Yokohama Patch 11

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.

Yokohama Patch 6

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 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 sourcing of software assets 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 automatically create reclamation rules for installed or subscription-based software, reducing the need for manual analysis of product usage and expenditure. 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 reclamation of removal candidate for an 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.

Yokohama Patch 3

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Gain insights into product compliance and optimization with AI-powered product summaries

Get comprehensive product summaries to better understand your product compliance position across software deployment, license compliance, optimization, and configuration health. The AI-based product summaries simplify the complexity of license management and ensure adherence to publisher contracts.

Use AI-powered recommended actions to mitigate your license compliance risk

Use recommended actions to guide you through the appropriate steps to achieve compliance. Take actionable steps to address any configuration, maintenance, or optimization issues and gain faster compliance.

Yokohama Early Availability

Gain insights into your publisher license compliance by using Now Assist for SAM

Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries that cover software deployment, license compliance, optimization, and configuration health enable you to understand the publisher license compliance details.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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 will not 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.

Activation information

Install Now Assist for SAM by requesting it from the ServiceNow Store.

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Note:
To take full advantage of the Now Assist for SAM features, you need to install the Now Assist for SAM store application as well as upgrade to Yokohama Patch 3.

Visit the ServiceNow Store website to view all the available apps and for 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 SAM application requires the Software Asset Management Pro plus or the Enterprise plus license.

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.

Now Assist panel

Use this 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 Skill Kit release notes

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

Now Assist Skill Kit highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

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- Use UI Builder to deploy custom skills.
- Import data into Now Assist Skill Kit with a CSV file.
- Use AI to create ground truth for your data.
- Use a custom data generator to create synthetic datasets.

- Users can create synthetic data in Now Assist Data Kit.
- Generated synthetic data can be saved as a dataset.
- Add and manage tools of a custom skill, visually in the new Tools editor, including conditional execution of tools.
- Customize ServiceNow skills with new prompts or providers in Now Assist Skill Kit to suit your specific business needs.

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.

Important information for upgrading Now Assist Skill Kit to Yokohama

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.

New in the Yokohama release

Yokohama Patch 6

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.

Customize ServiceNow skills in Now Assist Skill Kit to tailor skills to meet your specific business requirements.

Eligible skills provided in ServiceNow Now Assist applications can be cloned in Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. Editing the prompt enables you to arrange the formatting and content of the large

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language model (LLM) response. After the skill is edited, activate the edited skill in the Now Assist Admin console to enable it.

Add and manage tools visually in the new Tools editor, including decision branching, to execute different tools for your skill.

Adding decision branches between tools enables you to define the conditions that must be met for a tool to run. If no conditions are met, the default branch's step is executed.

UI changes

Now Assist Skill Kit add tools function moved to Tool editor tab.

The ability to add and edit tools for Now Assist Skill Kit previously appeared on the **Prompt editor** tab. It now appears on the **Tool editor** tab.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

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- Existing customers who are upgrading (starting with Yokohama Patch 11): 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.

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.

Activation information

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

- Now Assist for Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- 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

Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

Browser requirements

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

Accessibility information

Admins can enable an optional Voice Input setting for the Now Assist panel that enables users to interact with the panel using their voice or in voice assist mode.

Localization information

Now Assist supports Dynamic Translation for Yokohama.

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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 is a new application in the Yokohama release.

Now Assist for Software Asset Management (SAM) highlights for the Yokohama release

Yokohama Patch 13

- Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures.
- Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management.

Yokohama Patch 6

- 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 evaluation of unused and underutilized software installations for potential reclamation by using an agentic workflow.

Yokohama Patch 3

- Obtain crucial information on products to mitigate license compliance risks through product summaries on software deployment, license compliance, configuration health, and optimization.
- Manage product license compliance via recommendations that guide you to take steps to ensure the necessary compliance requirements.

Yokohama Early Availability: Leverage generative AI by using the Now Assist for SAM application to create publisher summaries on software deployment, license compliance, configuration health, and optimization.

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 Yokohama release

Yokohama Patch 13

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Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance

Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention.

Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements

Leverage generative AI to upload contract documents and automatically extract licensing data, generating software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process.

Yokohama Patch 11

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.

Yokohama Patch 6

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 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 sourcing of software assets 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 automatically create reclamation rules for installed or subscription-based software, reducing the need for manual analysis of product usage and expenditure. 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 reclamation of removal candidate for an 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.

Yokohama Patch 3

Gain insights into product compliance and optimization with AI-powered product summaries

Get comprehensive product summaries to better understand your product compliance position across software deployment, license compliance, optimization, and configuration health. The AI-based product summaries simplify the complexity of license management and ensure adherence to publisher contracts.

Use AI-powered recommended actions to mitigate your license compliance risk

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Use recommended actions to guide you through the appropriate steps to achieve compliance. Take actionable steps to address any configuration, maintenance, or optimization issues and gain faster compliance.

Yokohama Early Availability

Gain insights into your publisher license compliance by using Now Assist for SAM

Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries that cover software deployment, license compliance, optimization, and configuration health enable you to understand the publisher license compliance details.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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 will not 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.

Activation information

Install Now Assist for SAM by requesting it from the ServiceNow Store.

Note:
To take full advantage of the Now Assist for SAM features, you need to install the Now Assist for SAM store application as well as upgrade to Yokohama Patch 3.

Visit the ServiceNow Store website to view all the available apps and for 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

The Now Assist for SAM application requires the Software Asset Management Pro plus or the Enterprise plus license.

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.

Now Assist panel

Use this 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 Source-to-Pay Operations release notes

The ServiceNow® Now Assist for Source-to-Pay Operations application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Source-to-Pay Operations was enhanced and updated in the Yokohama release.

Now Assist for Source-to-Pay Operations highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Now Assist for Sourcing and Procurement Operations (SPO) supports enhanced AI search and the Retrieval-augmented generation (RAG) framework to recommend suppliers and products through semantic search and contextual filters, enhancing recommendations with criteria like preferred suppliers and previous purchases.
- Now Assist for Supplier Lifecycle Operations (SLO) supports a conversational intake that helps suppliers to view and update supply information through a conversational flow.
- Now Assist for Accounts Payable Operations (APO) supports a conversational intake to complete self-service tasks, such as submit a request or track a request status.

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New in the Yokohama release

Now Assist for Sourcing and Procurement Operations (SPO)

Now Assist for SPO includes an agentic workflow that enhances conversational intake capabilities. This AI-powered agent team streamlines user inquiries to sourcing and procurement teams by gathering knowledge, clarifying requests, deflecting common questions, providing product information, and recommending the appropriate purchase plan. For more information, see Using agentic workflows in Now Assist for Sourcing and Procurement Operations.

The following new skills are available in Now Assist for SPO:

- Negotiation summarization for fulfillers: Summarize negotiations to keep fulfillers informed on their current status, progress, and action items.
- Negotiation event summarization for fulfillers: Summarize negotiation events to keep fulfillers informed on their current status, progress, and action items.
- Purchase order summarization for requesters: Summarize purchase orders to keep requesters informed about their current status, progress, and action items.
- Purchase requisition summarization for requesters: Summarize purchase requisitions to keep requesters informed about their current status, progress, and action items.
- Sourcing request summarization for requesters: Summarize sourcing requests to keep requesters informed about their current status, progress, and action items.

Now Assist for Supplier Lifecycle Operations (SLO)

Now Assist for SLO includes an agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process, including data validation, duplicate checking, task generation, and communication with suppliers, streamlining the entire process for faster time-to-activation. For more information, see .

The following new skills are available in Now Assist for SLO:

- Conversational intake for suppliers: Suppliers can request profile updates, submit cases, and track inquiry statuses through a conversational interface powered by AI.
- Now Assist summarization panel: Case summaries are generated directly within the Now Assist Panel with no need to open individual case records.
- Multilingual support for summarization: Case details are summarized in the user's preferred language, improving accessibility for global teams.

Now Assist for Accounts Payable Operations (APO)

With the Now Assist for APO application, AP fulfillers can leverage generative AI capabilities to chat with live agents, submit a request, and track its status.

The ServiceNow®Now Assist experience brings generative AI powered purchase order line mapping feature designed to enhance matching accuracy and reducing manual intervention.

Generate purchase order summarization using Now Assist skills powered by generative AI.

Use agentic workflows in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers. These workflows also help track

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associated invoice records efficiently. With an agentic workflow, you can process a high volume of invoice inquiries that come through email attachments to significantly reduce the workload of human 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.

UI changes

Use the 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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are turned on by default

The new default behavior works as follows:

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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.

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 from epics, generate concise project summaries, create demands through conversations, quickly gain insights into projects, and refine planning item descriptions to enhance clarity and ensure alignment with project goals. Now Assist for Strategic Portfolio Management (SPM) is updated in the Yokohama release.

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Now Assist for SPM highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Generate measurable targets from goals information and optional context with the target generation skill.
- 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.

Yokohama Patch 6

- 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 a decorative loader to elevate visual interest during content loading in Strategic Planning.
- Refine the planning item text descriptions by enabling AI assistance.
- Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

New in the Yokohama release

Yokohama Patch 11

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.

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.

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- 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.

Yokohama Patch 6

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.

Write planning item skill

- Use this skill to improve record quality and user satisfaction by enabling AI assistance in the Description field across all Strategic Planning Workspace forms, including product idea, demand, epic, project, capability, feature, and story.
- Enable text refinement with the **Elaborate** and **Shorten** options on planning items to support product managers and agile team members in creating and editing content more effectively.

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

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- 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.

UI enhancements

The following UI enhancements were made:

- Added hover animation for the Now Assist ( ) icon.
- Added a loader for the Now Assist side panel for a more engaging loading experience.

Skill name updates

- Renamed the Project Gen AI Docs skill to the Project doc summarization (Project Workspace) skill.
- Renamed the Planning item Gen AI Docs skill to the Planning item doc summarization (Strategic Planning) skill.
- Renamed the EAP Teams Gen AI Docs skill to the EAP doc summarization (Enterprise Agile Planning) skill.
- Renamed the Story generation skill to Agile story generation (Enterprise Agile Planning).
- Added the Write planning items skill in Strategic Planning.

Animation support for Now assist buttons and icons

- Added hover animation in the Now Assist (

) icon for the **Summarize** button on the feedback list and Docs.
- Added the Now Assist (

) icon in the Email project summary button.
- Added hover animation in the Now Assist (

) icon for the Now Assist button in the Docs page.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

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Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

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.

Now Assist Admin console

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.

Now Assist panel

Use this conversational interface in the EAP 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.

Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for TMT application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for TMT was enhanced and updated in the Yokohama release.

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Now Assist for TMT highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Address voice quality issues and validate tickets with RADCOM.
- Summarize the risk signal and issues records along with respective risk solution and occurrence records.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Monitor engagement health score and provide a trend analysis.
- Monitor risks on a predefined schedule and provide common resolutions.

Yokohama Patch 1

- Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using the Now Assist for TMT AI agent collection.

Yokohama Early Availability

- Summarize onboarding cases, engagements, and touchpoints by using agentic AI.
- Enhance test summarization with metric descriptions and contextual notes.
- Consolidate the information from multiple similar cases into a Knowledge article.
- Dynamically configure prompts for case summarization.
- Automate transformation mapping between provider and consumer instances in Service Exchange.

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 Yokohama release

Yokohama Patch 11

Address voice quality issues

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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.

Yokohama Patch 6

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

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.

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Yokohama Patch 3

Monitor engagement health

Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected.

Analyze risk signals and recommend solutions

Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table.

Yokohama Patch 1

Using Telecommunications, Media, and Technology AI agent collection

Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.

Available AI agents agentic workflow

AI agent agentic workflow	Description
Test and repair telecom service issues	Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task.

Yokohama Early Availability

Dynamic prompt configuration

Use the Now Assist for Telecommunications, Media and Technology (TMT) application to provide concise, context-driven summaries that are specific to each case. Your agents can ensure that critical case details are captured and can provide personalized and informed resolutions.

Enhanced test summarization

Use AI-generated test summaries that include the metric descriptions and contextual notes from cases. Your agents can focus on high-priority issues and make better informed decisions that enhance the product quality and performance.

Resolution notes generation

Generate resolution notes and then shorten or elaborate the content by using the Now Assist context menu in the resolution notes field of the case form in both the Core UI and Workspace.

Knowledge article generation

Select and gather insights and data from multiple similar cases to create an article by using Now Assist for TMT. Use the Now Assist icon (✦), which is accessible as an inline capability to create and refine Knowledge articles.

Account onboarding case summarization

Generate a concise account onboarding case summary that enables your agents to get a quick overview of the case details.

Engagement summarization

Generate a high-level summary with a list of the key items about an engagement.

Touchpoint summarization

Generate a quick summary of the various touchpoints in the engagement life cycle. Your agents can get a quick summary of all meetings and emails exchanged between the different stakeholders and any follow-up activities.

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Transform mapping assist

While using the Service Exchange for a provider's application, use the Transform Mapping Assist feature to generate transform mappings between provider and consumer tables automatically. This skill enables you to streamline the transformation mapping process by reducing errors and improving overall efficiency.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

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 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 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 Workplace Service Delivery (WSD) release notes

The ServiceNow® Now Assist for Workplace Service Delivery (WSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for WSD was enhanced and updated in the Yokohama release.

Now Assist for Workplace Service Delivery (WSD) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Help map admins configure the map during bulk updates to Indoor Mapping using the Automate map updates AI 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 AI agentic workflow.

Yokohama Patch 3

- Manage temporary space closures AI agentic workflow for emergency meeting room maintenance. This team of AI agents block a space for maintenance and move any existing reservations from the blocked room to a new location.
- Help manage workplace reservations for updating existing event planning reservations. This team of AI agents retrieve the reservation from workplace case details, analyze the reservation, and update the workplace case notes.

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 Yokohama release

Yokohama Patch 6

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 AI agentic workflow to configure the map during bulk updates to Indoor Mapping.

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The Map Admin Agent 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.

Yokohama Patch 3

Manage temporary space closures agentic workflow

Use the Manage temporary space closures agentic workflow when an emergency maintenance request is created.

Available agentic workflows

Agentic workflows	Description
Manage temporary space closures	AI agentic workflow blocks a room for emergency maintenance and moves any existing reservation from the blocked location to another.

Help manage workplace reservations agentic workflow

Use the Help manage workplace reservations agentic workflow for updating a planned event reservation's time, date, or duration.

Available agentic workflows

Agentic workflows	Description
Help manage workplace reservations	AI agentic workflow autonomously reschedules events happening in the workplace and update an existing reservations date, time, or duration.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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

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user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

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

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 to summarize a chat, a case, or resolution notes so that you can get the context of this information more 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 Yokohama release.

Now Assist in AI Search highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- 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.

Yokohama Patch 6

- 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.
- Increase search recall with semantic indexing of Catalog Item short descriptions.

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Yokohama Patch 3

- 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.

Yokohama Early Availability

- Improve incident deflection for portal users by configuring record producers to display actionable and relevant Genius Results suggestions during submission of cases, incidents, problems, and similar tasks.

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 Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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.

Yokohama Early Availability

AI Search Genius Results widget for record producers

Administrators can configure the AI Search Genius Results widget on record producers to enhance the user experience when creating an incident. The widget displays actionable Genius Result suggestions relevant to the user's incident description. Users can select from these Genius Result suggestions to address their own issues, or can continue with their incident submission if none of the suggestions resolve their problem.

Changed in this release

Yokohama Patch 11

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

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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.

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Yokohama Patch 6

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.

Yokohama Patch 3

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.

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.

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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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 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

Visit the ServiceNow Store website to view all the available apps and for 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

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.

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Related ServiceNow applications and features

Now Assist

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 Yokohama release.

Now Assist in Contract Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- 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.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Activate and configure the contract metadata extraction skill for Contract Management Pro in the Now Assist Admin console.
- Activate and configure the contract analysis skill for Contract Management Pro in the Now Assist Admin console.
- Use the Manage contract repository agentic workflow to autonomously set milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

See Now Assist in Contract Management for more information.

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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 Yokohama

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**.

For more information, see Post-upgrade steps for Now Assist in Contract Management.

New in the Yokohama release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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

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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 Yokohama Patch 11): 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.

Yokohama Patch 6

Reviewing AI-extracted results in the playbook

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 models (LLM) provider at 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.

Yokohama Patch 3

Manage contract repository agentic workflow

Use the Manage contract repository agentic workflow to improve productivity by autonomously creating milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

Agentic workflows

Agentic workflows	Description
Manage contract repository	Uses AI agents to retrieve contract details such as renewal notice period, termination notice period, or auto-renewal clause information, and determine the average lead time for similar contracts to create contract milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

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Changed in this release

Yokohama Patch 11

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.

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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.

Yokohama Patch 6

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 available in the base system.

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Yokohama Patch 3

Configuring contract metadata extraction

Create a use case and its associated fields for contract metadata extraction in the Now Assist Admin console to define the information that you want Now Assist to detect in a signed contract.

Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for metadata extraction.

Configuring contract analysis

Create a use case and its associated question groups for contract analysis in the Now Assist Admin console to identify the non-standard and missing clauses in a contract.

Create a clause mapping Now Assist Admin console to map question groups of a use case to active clauses in the clause library to display suggestions for non-standard clauses in a contract.

Create an expected response mapping in the Now Assist Admin console to map questions of a use case to an expected response to identify the non-standard clause in a contract.

Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for contract analysis.

Activation information

Now Assist in Contract Management is a ServiceNow AI Platform feature that is available with activation of the Now Assist in Contract Management (sn_cm_gen_ai). For details, see Configure Now Assist in Contract Management.

Browser requirements

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

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.

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 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.

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 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 Yokohama release.

Now Assist in Document Intelligence highlights for the Yokohama release

Yokohama Patch 13

- Now Assist in Document Intelligence skills are on by default.

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 6

- Summarize the content in document and image attachments with the document and visual insights AI agent.
- Choose a large language model (LLM) to generate predictions for extraction and Q&A (question & answer) use cases.
- 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.

Yokohama Patch 3

- Boost productivity by using the document and visual insights AI agent to autonomously analyze and extract data from documents and images.
- Streamline document data extraction by automating document tasks.
- Use Virtual Agent to ask questions about the document content.
- Extract the data from invoices with Now Assist for Accounts Payable Operations (APO).

Early Availability

- Speed up your document processing workflows and quickly extract the text and tables from your documents.
- Save time looking for the information that you need in a document, and quickly find the answers to predefined questions.

See Now Assist in Document Intelligence for more information.

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

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New in the Now Assist in Document Intelligence release

Yokohama Patch 13

Document and visual insights AI agent enhancements

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

Yokohama Patch 6

LLM selection for use cases

Configure a different LLM to generate predictions for extraction and Q&A use cases.

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.

Yokohama Patch 3

Document and visual insights AI agent

Use an AI agent to help process the tasks that analyze and extract data from documents and images.

Full automation for document data extraction

Automatically extract the document data and process the document task without agent review.

Data extraction from accounts payable (AP) invoices

Extract data from invoices with Now Assist for APO.

Document chat in Virtual Agent

Integrate Now Assist for Virtual Agent with Now Assist in Document Intelligence to enable the chat responses that are based on the document content.

Attachment summarization in ITSM

View the summaries of attachments with the record summary in ITSM.

Early Availability

Document extraction

Extract the data from documents by using LLMs to provide the recommended field values.

Document Q&A

Use generative AI to find the answers to the predefined questions in a document.

Setting up use cases for Now Assist in Document Intelligence

Set up Document Intelligence use cases to enable agents to use the document extraction and document Q&A skills.

UI changes

Yokohama Patch 3

Usability enhancements to use case setup features

Various features for the use case setup are updated to create a more effective user experience:

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- **Field** is changed to **question** in the field form for Q&A use case setup.
- **Single field** is changed to **Field** in the field form for the document extraction use case setup.
- An **Additional Details** field is added to the table form for the document extraction use case setup as a way to help the large language model (LLM) extract the relevant information from the document.

Changed in this release

Yokohama Patch 13

Document and visual insights AI agent enhancements

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

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.

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Yokohama Patch 6

Document and visual insights AI agent enhancements

Generate a summary of document and image attachments with the document and visual insights AI agent.

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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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- 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

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.

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Related ServiceNow applications and features

Document Intelligence

Use 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.

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 Skill Kit

Use the generative AI skills in 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 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 in Platform Analytics highlights

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- 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.

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New features, applications, and skills

Yokohama Patch 11

Gather insights, plan, and collaborate in the AI Data Explorer (January 2026)

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:

- Optional deeper level of analysis
- 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

Yokohama Patch 13

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.

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Yokohama Patch 11

Changes to Now Assist usage measurement

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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 Yokohama Patch 11): 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.

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.

Query Generation skills are active by default

If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default.

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 Semantic Table Configuration table.

Yokohama Patch 7

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.

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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 Yokohama:

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 Yokohama release.

Now Assist in Virtual Agent highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are 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.

Yokohama Patch 6

- 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.

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- 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.

Yokohama Patch 3

- Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where your users can enter into a full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window.
- View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.
- View and work with suggested actions after completing an action in Now Assist in Virtual Agent.
- Stream responses for Now Assist LLM - enhanced chat conversations.
- Upload or drag documents and images into a standard or enhanced chat.
- Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on.
- Use the Web Search custom skill to search for an answer on the internet.

Yokohama Patch 1

- Stream responses for Now Assist LLM chat conversations.

See Now Assist in Virtual Agent for more information.

New in the Yokohama release

Yokohama Patch 11

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

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- 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.

Use agentic support for a chat assistant

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- 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.

Yokohama Patch 8

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.

Yokohama Patch 6

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

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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 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.

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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- Now Assist in Virtual Agent assistants: By default, all global skill types are turned on in Now Assist Admin console.
- Now Assist panel Platform assistant: By default, all global skill types, except for Catalog skill, are turned on in Now Assist Admin console.
- Now Assist panel Developer assistant: By default, Now Assist Topic skill is turned on in Now Assist Admin console. No other skills are available for the Now Assist panel Developer assistant.

Display your chat assistant on a portal, channel, or mobile app

- Now Assist in Virtual Agent: For mobile search widgets, allow 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 resizable 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 allow 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 allow 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 web search fallback option and web search mode to allow users to search the web from within a chat window.
- Now Assist panel Platform assistant:

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- 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 allow 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.

Yokohama Patch 4

Now Assist in Virtual Agent system properties

Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.

Yokohama Patch 3

Use enhanced chat

Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar.

View inline citations

View the expanded list of inline citations for standard and enhanced chat:

- Catalog
- Topic, subflows, or actions
- Q&A Knowledge Base articles
- External content connections

Note:
External content connections now include the following connection types:

- Microsoft SharePoint
- Confluence
- Atlassian Jira Cloud
- Google Drive
- Microsoft Teams
- Predefined web sources
- ServiceNow® documentation
- Slack

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- People

> **Note:**
> If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information.

Use suggested actions

View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header.

Stream enhanced chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

Use language detection to automatically switch the conversational language for enhanced chat conversations

Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field.

Recognize the Boolean user input control during dynamic translation

Recognize the Boolean user input control in chat conversations during dynamic translation.

Adjust Shorten responses toggle to impact Show more option in chat

For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response.

Configuring assistants overview

In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants.

Create a chat assistant

- If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other.
- Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants.

- Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience.
- Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant.

Display your chat assistant on a portal, channel, or mobile app

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- Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat.

Manage an assistant chat experience

- Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in a chat.

Review chat assistant settings

- Document uploads appear as active if it's turned on when managing the chat experience.

Upload documents in a chat

Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary.

Now Assist in Virtual Agent system properties

Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams.

Web Search custom skill

Use the Web Search custom skill to query the internet for information using a third-party AI. The skill triggers when the LLM and AI Search cannot provide an answer. Both values are shown in the System Properties [sys_properties] table item *sn_nowassist_va.websearch_fallback_enabled*. Set a chosen definition (such as Perplexity) to `true` in the AI Search answers OneExtend capability along with its matching API in the Credentials list. You can set one definition and credential to true at any one time.

Yokohama Patch 1

Stream chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

Benefit from Knowledge Graph integration

Receive fewer Virtual Agent slot-fill questions during conversations whenever Knowledge Graph is activated.

Receive personalized synthesized response answers with Knowledge Graph integration

Discover more personalized conversational catalog, topic, subflows, or action responses and receive more personalized answers for Q&A Knowledge Base synthesized responses. Personalized responses may appear depending on whether the questions or requests sent to Virtual Agent trigger the Knowledge Graph user profile schema. These personalized responses are slot-filled based on the following table and column attributes:

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- sys_user table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format
  - Time zone
  - Zip code
  - City
  - State
- cmn_location table's columns:
  - City
  - State
  - Country
- cmn_department table's column:
  - Name
  - Headcount
- core_company table's column:
  - Name
- manager table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format

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- Time zone
- Zip code
- City
- State

- reportees table's columns:
  - Name
  - First name
  - Last name
  - Username
  - Employee number
  - Email
  - Business phone
  - Mobile phone
  - Title
  - Preferred language
  - Time format
  - Date format
  - Time zone
  - Zip code
  - City
  - State
- assets table's columns:
  - Display name
  - Purchase date
  - Retired date

Configuring assistants overview '

Now Assist skills:

- An alert appears, at the assistant level, if a global level skill is turned off.
- By default, all global level skills are turned on in the Now Assist Admin console, except for subflows and actions.
- Custom skill is a new skill that has been added to the list of Now Assist skills.

Display experience:

- Select the chat launcher function to open an assistant.
- Select a custom mobile app, integrated with the mobile SDK, to open an assistant.
- Custom apps section appears if the mobile SDK plugin is installed.

Information sources:

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- Add an external search source to your assistant's search profile.
- Create custom skills in the Now Assist Skill Kit and assign the skills to the assistant.
- Associate Knowledge Graph with an assistant if Knowledge Graph is enabled.

Chat experience:

- Promoted topics has been renamed to promoted assets.
- Tags appear in promoted assets indicating whether it's a topic, subflow, or action.
- Streaming responses can be activated if Dynamic Translation is deactivated.
- Activate or deactivate pre-chat surveys as an admin with the sys_properties.list item *com.glide.cs.nass.prechat.enabled*.

Review:

- Shows whether stream responses is turned on or off.

Using Now Assist in Virtual Agent

Search through external content connections such as Microsoft SharePoint or Confluence if external search sources are added to information sources when Configuring assistants overview.

Select an inline citation to show a popover containing a link to an article or source, or a description and action to start a request.

Citations with an action are shown after a second clarifying question from Virtual Agent.

Change the order of the fallback and revisit options in the **View more options** results list that appears in the synthesized response. Use the *sn_nowassist_va.synth_response_revisit_position* system property with either the *BEFORE_FALLBACK* or *AFTER_FALLBACK* values.

Show or hide the **Need more help** button in the synthesized response by using the *show_view_more_for_synthesized* system property.

Turn on or off regular results in Virtual Agent from the following Now Assist Search Results Output Types table using the parameter *now_assist_va_search_results_output_type.list* parameter.

Use prechat and postchat surveys with GPT4o and LLAMA. Users can select data pills or enter strings for responses.

Use new prebuilt topics for prechat and postchat surveys in LLM conversations.

UI changes

Yokohama Patch 11

UI Virtual Agent Designer updates

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- 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

- 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.

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- 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.

Yokohama Patch 8

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.

Yokohama Patch 6

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.

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- 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.

UI admin guided setup updates

- **Manage search profile** button replaces the search profile text link.
- **Add external search sources** drop-down list has been replaced with **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.
- **Copy existing configuration** button is featured more prominently, and it's shown with information about its use.

Yokohama Patch 3

UI chat updates

- The summary card in a Now Assist in Virtual Agent conversation was updated to a more modern look and feel.
- The default chat widget button for enhanced chat and standard chat now differs on the portal.
- An Ask Now Assist header now appears with suggested searches in a drop-down on the portal's search bar.
- The Boolean choice, static choice, and dynamic choice controls were updated to a more modern look and feel for requesters.

Yokohama Patch 1

UI chat updates

- The **New messages below** button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The **New messages above** button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- The Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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:

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- Now Assist Multi-Turn Catalog Ordering
- Now Assist Q&A Genius Results
- Now Assist Topics
- Subflows and actions
- Custom skills
- AI agents

Yokohama Patch 6

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.

Yokohama Patch 3

Standard chat

The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat.

Yokohama Early Availability

Dynamic Translation calls

If native translation is enabled, a Dynamic Translation call is only made if an unsupported language for native translation is used.

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Deprecations

- In Patch 11, *sn_aia.use_agents_in_planner* system property has been removed. The system property was used for configuring AI agent discovery behavior.
- In Patch 11, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default.
- In Patch 6, 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.
- In Patch 4, support for Now Assist in Conversational IVR was removed.

Activation information

Note:
When you upgrade to Yokohama Patch 8 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 Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- Now Assist for Security Incident Response
- Now Assist for Software Asset Management (SAM)

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- 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

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.

Localization information

Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see Configure multilingual service for Now Assist applications and .

Related ServiceNow applications and features

Now Assist

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 Now Assist for Vulnerability Response application can help your vulnerability analysts and remediation owners resolve vulnerable items autonomously with intelligent workflows and generative AI skills. Now Assist for Vulnerability Response was enhanced and updated in the Yokohama release.

Now Assist for Vulnerability Response highlights for the Yokohama release

Yokohama Patch 11

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- Review changes to Now Assist usage measurement. See the "Changed in this release" section below.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use Now Assist for Vulnerability Response with Security Posture Control to help you with Creating an API connector in the Security Posture Control workspace.

- Yokohama Patch 6

  Help your analysts identify duplicate host vulnerable items and analyze available remediation options with generative AI skills with Now Assist for Vulnerability Response.

  - 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 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 Yokohama

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response.

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.

New in the Yokohama release

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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 Now Assist for Vulnerability Response in Security Posture Control

You have the option to use Now Assist to help you automatically complete some of the steps in the Connector builder in the Security Posture Control workspace. Use the Connector builder to create your own service graph connectors for Security Posture Control.

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.

Yokohama Patch 8

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.

Yokohama Patch 6

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.

Suggest 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.

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.

Yokohama Patch 3

Using agentic workflows in Now Assist for Vulnerability Response

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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 vulnerability items (VITs) that correspond to CVEs. Create watch topics for VIT remediation.

The Analyze vulnerability remediation status agentic workflow enables 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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are now turned on by default

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)

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 Yokohama Patch 11): 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.

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

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user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Activation information

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.

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 is a new application in the Yokohama release.

ServiceNow AI Lens highlights for the Yokohama release

Yokohama Patch 11

- 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.

Yokohama Patch 6

- 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 now attached to the record that is auto-filled 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.

Yokohama Patch 3

- Boost productivity by scanning artifacts and auto-filling information into forms instead of manually entering the information into forms.
- Provide specific instructions to ServiceNow AI Lens on what to do with the data that it captures.
- Get insights from multiple images so that you know what actions to do next.

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 Yokohama release

Yokohama Patch 11

Auto-fill the Catalog Item form in the Service Portal

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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

The following fields have been added to handle post-processing timeout for previewing data in the standalone mode:

- **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.

Yokohama Patch 6

ServiceNow AI Lens UI enhancement

Use ServiceNow AI Lens to launch the scanner window by using the context defined in 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 ServiceNow AI Lens topic in Virtual Agent.

Auto-attach images to a record

View captured images that are automatically attached to the record that is auto-filled 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.

Yokohama Patch 3

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Capture data

Get actionable insights from such visual data as images, handwritten notes and forms, emails, websites, and applications. For example, ServiceNow AI Lens can scan an email to gather data for auto-filling the fields on the Incident form.

Act on visual data

Provide instructions to Now Assist on what to do with the captured data. For example, you can convert the extracted data into a JSON format.

Launch from ServiceNow forms

Launch ServiceNow AI Lens from a form to fill the extracted data automatically into the form fields.

Use as a standalone application

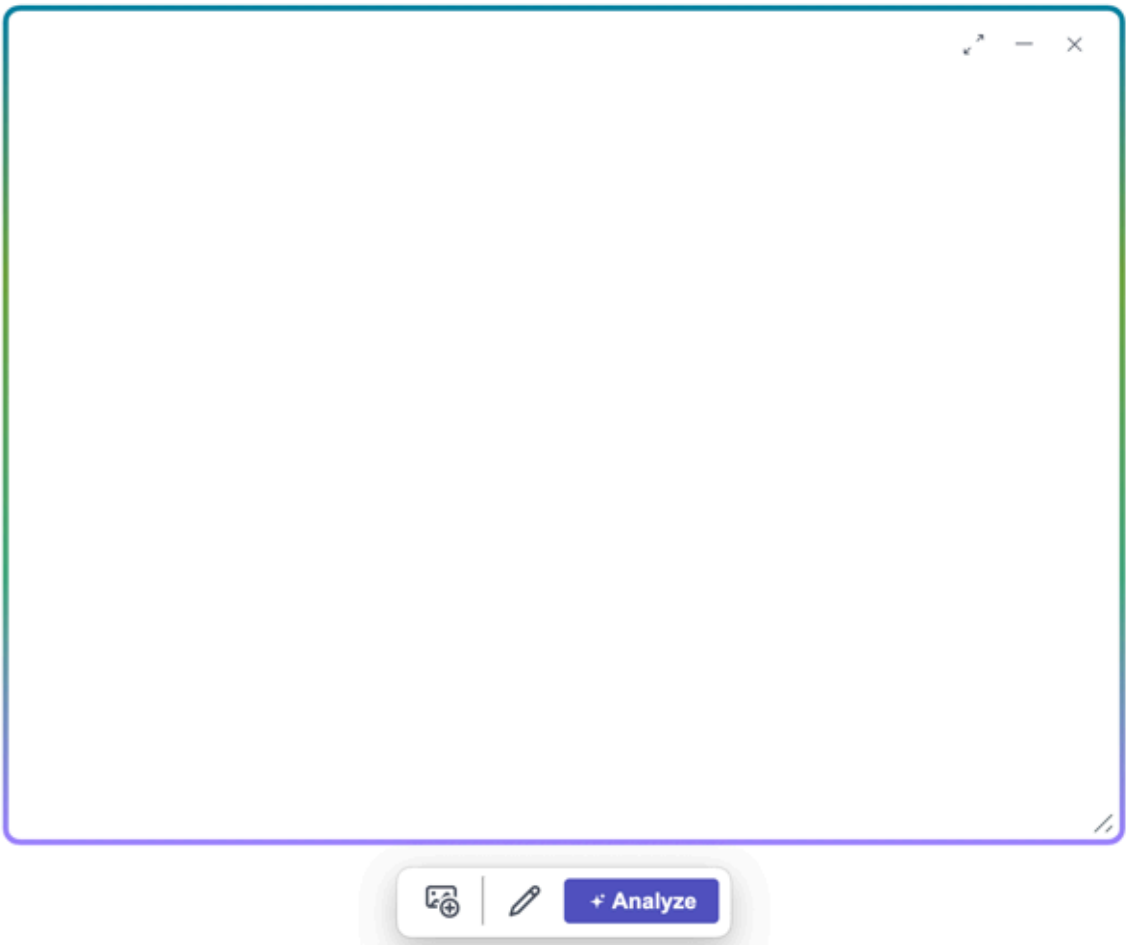
Use ServiceNow AI Lens as a standalone application for previewing extracted data when you're connected to a ServiceNow instance.

UI changes

Yokohama Patch 11

Changes in the scanner window UI

The UI of the scanner window has been changed. See the following image.



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

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Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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

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

Now Assist

Help improve 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

The Now Assist Admin console provides you with quick and easy access to the important information that you must set up, configure, and monitor in 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.

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 Now Assist's generative AI capabilities. Now Assist Skill Kit was enhanced and updated in the Yokohama release.

Now Assist Skill Kit highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

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Yokohama Patch 6

- Use UI Builder to deploy custom skills.
- Import data into Now Assist Skill Kit with a CSV file.
- Use AI to create ground truth for your data.
- Use a custom data generator to create synthetic datasets.

- Users can create synthetic data in Now Assist Data Kit.
- Generated synthetic data can be saved as a dataset.
- Add and manage tools of a custom skill, visually in the new Tools editor, including conditional execution of tools.
- Customize ServiceNow skills with new prompts or providers in Now Assist Skill Kit to suit your specific business needs.

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.

Important information for upgrading Now Assist Skill Kit to Yokohama

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.

New in the Yokohama release

Yokohama Patch 6

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.

Customize ServiceNow skills in Now Assist Skill Kit to tailor skills to meet your specific business requirements.

Eligible skills provided in ServiceNow Now Assist applications can be cloned in Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. Editing the prompt enables you to arrange the formatting and content of the large

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language model (LLM) response. After the skill is edited, activate the edited skill in the Now Assist Admin console to enable it.

Add and manage tools visually in the new Tools editor, including decision branching, to execute different tools for your skill.

Adding decision branches between tools enables you to define the conditions that must be met for a tool to run. If no conditions are met, the default branch's step is executed.

UI changes

Now Assist Skill Kit add tools function moved to Tool editor tab.

The ability to add and edit tools for Now Assist Skill Kit previously appeared on the **Prompt editor** tab. It now appears on the **Tool editor** tab.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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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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.

Activation information

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

- Now Assist for Accounts Payable Operations (APO)
- 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 (formerly ESG)
- 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 PSDS
- 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

Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

Browser requirements

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

Accessibility information

Admins can enable an optional Voice Input setting for the Now Assist panel that enables users to interact with the panel using their voice or in voice assist mode.

Localization information

Now Assist supports Dynamic Translation for Yokohama.

Operational Technology release notes

Operational Technology has new and updated features in the Yokohama release.

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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 Yokohama release.

Industrial Process Manager highlights for the Yokohama release

- 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 Operational Technology (OT) devices.
- Organize your OT device data by capturing the mapped equipment model entity for an OT device.
- View the relationships between devices and other configuration items (CIs) with the Unified Map experience in the Industrial Workspace.

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 Yokohama release

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.

Capture the mapped equipment model entity for your OT devices

Organize your OT device data efficiently by adding the primary equipment model entity for your OT devices. You can also automatically update the primary equipment model entity for your existing devices.

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Use the Unified Map experience in the Industrial Workspace

View the relationships between OT devices and other CIs with the Unified Map experience. You can also view related items, such as OT incidents and change requests.

Map Discovery detected devices using the Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature

Map Discovery detected devices that have an IP address on their Network Adapter record using the AMAZING feature.

UI changes

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.

Mapped equipment model entity column

The Mapped equipment model entity column was added to the Industrial Workspace list views for OT devices.

Mapped OT Devices list

The Mapped OT Devices list is now available in the Industrial Workspace list view so you can view the mapping between an equipment model entity and an OT device.

ISA Hierarchy search bar

A search bar was added to the ISA Hierarchy in the Industrial Workspace so you can search for equipment model entity names.

View OT Unified Map button

The **View OT Unified Map** button was added to the equipment model entity record in the Industrial Workspace to access the Unified Map.

View OT Unified Map button

The **View OT Unified Map** button was added to OT incident records, OT change request records, and remediation task records to access the Unified Map associated with the opened record.

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Industrial Process Health icon

The Industrial Process Health icon ( ) was added to OT incident records, OT change request records, and remediation task records to access the Unified Map in the record side panel.

Changed in this release

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.

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 Yokohama release.

Now Assist for Operational Technology Manager (OTM) highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 10

- 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.

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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

Yokohama Patch 10

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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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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.

Operational Technology Change Management release notes

The ServiceNow® Operational Technology Change Management application enables engineers to implement changes to Operational Technology (OT) devices and production processes. Operational Technology Change Management was enhanced and updated in the Yokohama release.

Operational Technology Change Management highlights for the Yokohama release

In an OT change request record in the Industrial Workspace, use new related lists to create an OT incident record related to the OT change request, or link an existing OT incident record to the OT change request.

See Operational Technology Change Management for more information.

Important:
Operational Technology Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Incidents Fixed by Change related list

The Incidents Fixed by Change related list was added to the OT change request record in the Industrial Workspace. You can use this related list to create an OT incident or link an existing OT incident that has been fixed by the OT change request.

Incidents Caused by Change related list

The Incidents Caused by Change related list was added to the OT change request record in the Industrial Workspace. You can use this related list to create an OT incident or link an existing OT incident that is needed because of the OT change request.

Activation information

Install Operational Technology Change 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 Change Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Industrial Process Manager

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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 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 Yokohama release.

Operational Technology Incident Management highlights for the Yokohama release

Relate an OT incident to an OT change request by creating the incident from the change record in the Industrial Workspace.

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 Yokohama release

Create an OT incident from an OT change request

Create an OT incident related to an OT change request directly from the OT change record in the Industrial Workspace.

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 (OT) device data from multiple sources so that you can build the foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Yokohama release.

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Operational Technology Manager highlights for the Yokohama release

- 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.
- Track your OT device data with the new Operational Technology Visibility dashboard.
- Group OT devices using CMDB groups to support non-CMDB tables that must be converted from IT to OT.
- 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.

New in the Yokohama release

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

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 Visibility dashboard

Track your OT data across different sites with the Operational Technology Visibility dashboard available in the Industrial Workspace.

Automatic conversion of IT to OT devices using CMDB groups

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Use CMDB groups to group IT configuration items (CIs) based on additional information, such as software installed, so that you can convert the CIs to OT devices.

Mapped equipment model entity for your OT devices

Identify the equipment model entity that your OT devices are mapped to in the Industrial Workspace and help group your device data by equipment model entity.

Important actions configuration on the OT Action-Oriented Landing Page

Configure the OT Action-Oriented Landing Page by using the **Sort items** field for your important actions.

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 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.
- Product Instance Identifier was added as an identifier for the OT Identification Rule.
- The OT backup management model was added to help you store multiple backups against a configuration item.
- Firmware Installation [cmdb_firmware_install], Key Value [cmdb_key_value], and Software Instance [cmdb_software_instance] tables were added as a related entry for OT classes.
- The **ire_criterion_attribute** attribute was added to the OT Entity [cmdb_ot_entity] table to act as a criterion attribute for an OT entity-related entry.
- Optional conditions to filter the records during identification and reconciliation were added to the OT identification rules.
- The OT Class Mapping Template [ot_class_mapping_template] table was introduced to capture class mappings used for Service Graph Connectors.
- Required conditions were added under **Advanced Configuration** that must be met for lookup identification rules.
- Industrial printer (industrial_printer) was added as an OT device type.

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.

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- Firmware Installation records can be created when a firmware version is available.
- OT entity update issues can be resolved through the Service Graph Connector for Microsoft Excel.
- The new Industrial Core plugin (com.sn_ot_core) is required for class mapping when using the Service Graph Connector for Microsoft Excel.

UI changes

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

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.

Request chart in the OT Action-Oriented Landing Page

A chart for OT requests was added to the OT Action-Oriented Landing Page so you can track your requests in the Industrial Workspace.

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Sort items field in the OT Action-Oriented Landing Page

The **Sort items** field was added to the OT Action-Oriented Landing Page under the **Important Actions** section.

Mapped Equipment Model Entity column

The Mapped Equipment Model Entity column was added to the Industrial Workspace and ServiceNow AI Platform list views for OT devices. Use this column to identify the equipment model entity an OT device is mapped to.

Dashboard Library icon

The Dashboard Library icon ( ) was added to the Industrial Workspace and contains the available dashboards for Operational Technology, including the Operational Technology Visibility dashboard.

Site filter on the Operational Technology Visibility dashboard

A site filter was added to the Operational Technology Visibility in the Industrial Workspace so you can filter the displayed data by a chosen site.

Changed in this release

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:

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Is Virtual field for OT devices

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OT Subnet Mappings related list

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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.

OT Devices tab data

The following data available in the **OT Devices** tab of the OT Manager dashboard has been moved to the Operational Technology Visibility dashboard.

- New OT devices discovered
- Inactive OT devices
- OT Devices overview
  - Total CMDB OT devices
  - Unclassed OT devices
  - Unassigned OT devices
  - Unmapped OT devices
- OT devices by category
  - Supervisory systems
  - Control systems
  - Field devices
  - Computers and servers
  - Network Gear
  - Industrial IoT
- OT devices by Purdue level
- OT devices by type (Top Level)
- OT devices by manufacturer (Top Level)
- OT devices by criticality

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
- The OT Manager dashboard is no longer available in the Industrial Workspace.
- Starting with the Yokohama release, Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

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

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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

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 application enables you to prioritize Operational Technology (OT) vulnerabilities at a site level. Operational Technology Vulnerability Response was enhanced and updated in the Yokohama release.

Operational Technology Vulnerability Response highlights for the Yokohama 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.
- Assess the vulnerabilities for the firmware of the OT assets with Hardware Vulnerability Assessment.
- View solutions or details of a vulnerable item (VIT) with enhanced UI options.
- Manage your vulnerable items and Operational Technology Vulnerability Response data with the enhanced OTVR (PA) dashboard in the Industrial Workspace.
- View the risk score of your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard.

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 Yokohama 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)

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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.

Hardware Vulnerability Assessment menu in the Industrial Workspace

Automatically and periodically assess the OT device firmware vulnerabilities that are in your inventory and create vulnerable items against the impacted assets (CI).

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.

Enhanced OTVR (PA) dashboard experience

View and manage all of your OT vulnerability data and data visualizations in a centralized location with the enhanced OTVR (PA) dashboard, which is accessible on the Dashboard Library page.

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

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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.

Dashboard Library icon

The Dashboard Library icon ( ) was added to the Industrial Workspace and contains the available dashboards for Operational Technology, including the OTVR (PA) dashboard.

Site filter on the OTVR (PA) dashboard and the Risk Management dashboard

A site filter was added to both the OTVR (PA) dashboard and the OT Risk Management dashboard in the Industrial Workspace so you can filter the displayed data by a chosen site.

Vulnerability Solutions section in the List menu of Industrial Workspace

A new Vulnerability Solutions section was added in the List menu ( ) of the Industrial Workspace. In the Solutions section, you can view the solutions for the enlisted VITs.

Overview tab for a vulnerable item

The **Overview** tab in a VIT provides important information about the VIT, such as State, Risk Rating, Risk Score, Associated Vulnerability, and more.

Changed in this release

OT Vulnerabilities tab data

The following data that was available in the **OT Vulnerabilities** tab of the OT Manager dashboard has been moved to the OTVR (PA) dashboard:

- Total OT Vulnerable Items
- New OT Vulnerable Items
- OT Unassigned Vulnerable Items
- OT Vulnerable Items by State
- OT Vulnerable Items by Risk Rating

Deprecations

- The **OT Vulnerabilities** tab is no longer available on the OT Manager dashboard in the Industrial Workspace.
- Starting with the Yokohama release, **Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console)** integration is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

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.

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Related ServiceNow applications and features

CMDB CI Class Models

The CMDB CI Class Models application adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

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

The ServiceNow Operational Technology Manager application 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 Yokohama release.

Recommended Actions for OTSM highlights for the Yokohama release

Display relevant actions to users based on the context of an OT incident record.

See 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

Apply Recommended Actions to your Operational Technology incidents

Use Recommended Actions to see relevant actions that can help resolve your OT incidents.

UI changes

Recommended actions button

The **Recommended actions** button was added to the Industrial Workspace to access the Recommended Actions panel for an OT incident.

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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.

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 Integration for Claroty CTD release notes

The ServiceNow® Service Graph Connector Integration for Claroty CTD application automates the import of detected devices and Claroty CTD sites. Service Graph Connector Integration for Claroty CTD was enhanced and updated in the Yokohama release.

Service Graph Connector Integration for Claroty CTD highlights for the Yokohama release

- View the class mappings available for the Service Graph Connector using the new Class Mappings menu
- Filter out empty rack slots to help avoid importing blank rack slots into the ServiceNow. Configuration Management Database (CMDB).
- 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.
- Clean the serial record entries from the Source [sys_object_source] table using a fix script.

See Service Graph Connector Integration for Claroty CTD for more information.

Important:
Service Graph Connector Integration for Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

View the class mappings available for the Service Graph Connector

Use the **Claroty CTD SGC Class Mappings** table to view the available class mappings and targeted CMDB classes.

Avoid importing empty rack slots

During import, empty rack slots are removed to avoid importing them into the CMDB.

Capture firmware version of devices

Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version of your Service Graph Connector Integration for Claroty CTD devices.

Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table

The ire_criterion_attribute acts as a criterion attribute for an OT entity-related entry and helps avoid entity update issues.

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Clean up serial number data

Clean up the serial number [cmdb_serial_number] records imported into the Source [sys_object_source] table from the Service Graph Connector Integration for Claroty CTD with a fixed script. This script establishes that a null pointer exception doesn't occur when the serial number and MAC address are the same. The script runs automatically when the plugin is upgraded.

Activation information

Install Service Graph Connector Integration for Claroty CTD 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.

Note:
Claroty CTD v5.1 is also supported for the Service Graph Connector Integration for Claroty CTD application.

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

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites, including sensors and NIDS appliances.

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 Yokohama release.

Service Graph Connector for Microsoft Defender for IoT (Azure) highlights for the Yokohama 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.

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.

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New in the Yokohama 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.

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.

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.

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.

Vulnerability Response Integration with Claroty CTD release notes

The ServiceNow® Vulnerability Response Integration with Claroty CTD application uses data that was imported from Claroty CTD to enable a risk-based action with the production process context. Vulnerability Response Integration with Claroty CTD was enhanced and updated in the Yokohama release.

Vulnerability Response Integration with Claroty CTD highlights for the Yokohama release

Identify and import vulnerabilities by using additional filter properties.

See Vulnerability Response Integration with Claroty CTD for more information.

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Important:
Vulnerability Response Integration with Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Vulnerability Response Integration with Claroty CTD to Yokohama

Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.

New in the Yokohama release

Enhanced filters for the Vulnerability Response Integration with Claroty CTD to support Claroty CTD v5.1

Identify and import vulnerabilities according to your requirements by using the additional filter properties that have been added in Claroty CTD. The filter properties are based on a Common Vulnerability Scoring System (CVSS) V3 score and Exploit Prediction Scoring System (EPSS) score that is available in Claroty CTD v5.1.

Changed in this release

Updates made for Claroty CTD v5.1

The following updates were made to support Claroty CTD v5.1:

- There's no limit now on the number of Common Vulnerabilities and Exposures (CVEs) that you can import.
- The **Minimum CVSS Score** field was replaced with the **CVSS V3 Score** field.

Activation information

Install Vulnerability Response Integration with Claroty CTD 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

CMDB CI Class Models

The ServiceNow® CMDB CI Class Models store application adds class models that extend the CMDB class hierarchy, including the class descriptions, identification rules, identifier entries, and dependent relationships.

Vulnerability Response

When integrated with the Operational Technology Vulnerability Response application, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities that are based on process criticality.

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 sites.

Service Graph Connector Integration for Claroty CTD

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Use the ServiceNow® Service Graph Connector Integration for Claroty CTD with the ServiceNow® Operational Technology Manager application to import sites, detected devices by each site, connections (or baselines), and installed programs to the Configuration Management Database (CMDB).

Platform Analytics release notes

Platform Analytics has new and updated features in the Yokohama release.

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 in Platform Analytics highlights

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- 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

Yokohama Patch 11

Gather insights, plan, and collaborate in the AI Data Explorer (January 2026)

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:

- Optional deeper level of analysis
- Add a data visualization from an exploration to a dashboard
- Share explorations with tagged users

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- 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

Yokohama Patch 13

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.

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Query Generation skills are active by default

If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default.

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 Semantic Table Configuration table.

Yokohama Patch 7

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.

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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 Yokohama:

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 Yokohama release.

Performance Analytics highlights for the Yokohama 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 Yokohama release

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.

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.

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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. Platform Analytics experience was enhanced and updated in the Yokohama release.

Platform Analytics experience highlights for the Yokohama release

- Effortlessly create bold, meaningful data graphics by and refining the results in an AI-powered conversational interface.
- Speed up the process of turning insights into actions with dynamic new features like suggested performance targets and more powerful data filtering.
- Share data insights more broadly with enhanced Microsoft PowerPoint support.

See Platform Analytics experience for more information.

Important information for upgrading the Platform Analytics experience to Yokohama

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.

New in the Yokohama release

Generate data visualizations conversationally

Generate Platform Analytics artifacts from conversational interactions using Analytics Generation. Analytics Generation is part of the Now Assist for Creator application.

Implement filters in groups

Create filter groups with shared apply, clear, and reset buttons. Filters in a group appear in their own container. Grouping filters reduces the number of calls and improves performance compared to cascading filters for big data use cases.

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

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than two levels of breakdown to apply to an indicator. RaptorDB Professional is required, and not all indicators qualify for migration.

Show the distribution of data in box plot data visualizations

Show the median and lower and upper quartiles of numeric data along with outliers by using box plots. You can also compare the distribution of different groups of this data.

Target suggestion cards

Be notified of missing target values and review dates for indicators. If you have target Insights active for your dashboard, Target suggestion cards alert you to the missing values and provide an easy way to fix them.

UI changes

Migration center flow UX improved

- A confirmation modal is displayed when **Start moving** or **Activate** is selected.
- Bulk migration can be retriggered after source artifacts are changed.
- The creation of new analytics artifacts can be blocked when bulk migration starts.

Percent information added to tooltips

Tooltips in geomap, vertical and horizontal bar, heatmap, and bubble visualizations now include percentages when applicable.

Changed in this release

Migrate more features to Platform Analytics from the Core UI

Migration scripts are improved to support more features. All migration script improvements are applied automatically on upgrade to content that was previously migrated in compatibility mode.

- Data table configurations are migrated from the Core UI to Platform Analytics data visualizations.
- Dashboard groups are migrated to dashboard categories.
- Pareto charts are migrated.
- List component border changes are migrated.
- Follow/unfollow filter settings are migrated for Lists.

Use more Core UI features in Platform Analytics

Several data visualizations have been enhanced to match the capacities in Core UI reports and widgets. The migration script supports these enhancements. Each of these enhancements has an entry in the release notes with links to the product documentation.

- Use the new Box plot data visualization.
- Configure **Follow filters** per metric on bar or time series visualizations with multiple metrics.
- Sort values by name, report range, and element order on time series visualizations of table data.

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- Choose an aggregate or separate view of breakdown elements on time series visualizations of indicator data.
- Select dates from business calendars on time series visualizations.

Trend by Business calendars in time series data visualizations

Business calendars are a **Trend by** option for table data sources on time series visualizations. (Core UI feature gap)

Use a Fiscal calendar in date filters

If your instance has Fiscal calendars installed, you can choose relative data ranges from that calendar.

Export dashboards and data visualizations to PDF and PPT

Export dashboards and data visualizations to PDF or Microsoft PowerPoint files at will or in scheduled emails.

Show breakdown elements separately on time series visualizations of indicators

Show multiple elements in the chart separately rather than as an aggregate value by turning on the **Show filter as separate series** option. (Core UI feature gap)

Lock editing on dashboards

Ensure that only one person can have a dashboard open for editing at one time through the edit lock on dashboards. If you are locked out of editing a dashboard, you see who the current editor is.

Access indicator record or scoresheet from KPI Details

Navigate either to the record of the indicator you are exploring or its scoresheet through KPI Details. Appropriate roles are required.

Export records that underlie an indicator from KPI Details

With **Show records** activated in KPI Details, you can export the list of records in one of several formats, either as a local download or as an email attachment.

Hide axes for bar visualizations

Control the display of axes on bar charts. On horizontal bar charts, you can hide the y-axis. On vertical bar charts, you can hide the x-axis.

Cache indicator scorecard data

Indicator scorecards now support data caching.

Group by elements more efficiently in data visualizations

Specify the maximum number of elements in a Group By you want to retrieve through the **Max number of groups** option. Previously, all elements from the database were retrieved and then sorted.

Prefetch dashboard layout

If you have a dashboard component on a page in your own workspace, improve performance by using a preset to configure a data broker that pre-fetches static JavaScript, such as layout.

Call multiple visualizations together

For a technical dashboard, if you have multiple data visualizations of the same type calling the same data source, configure a data resource to make a single call for all of them.

Improvements to time-series visualizations

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- Simplify identifying specific values on line, spline, area, or step charts through the **Show markers** option, which displays a symbol at each data point.
- Sort by name, report range, group bucket, and element order. (Core UI feature gap)

Improvements for visualizations that show multiple metrics

- In time series visualizations, provide viewers an alternative group by, where the viewer chooses the group-by value at runtime, for up to 3 data sources. (Core UI feature gap)
- Set whether individual metrics follow filter components on the page or dashboard in both bar and time series visualizations. (Core UI feature gap)

Activation information

The Platform Analytics experience is active by default. However, some additional steps might be required.

- To use indicator data sources, you might need to activate Performance Analytics.
- To use Process Mining with the Platform Analytics experience, you might need to activate Process Mining.

Accessibility information

Dashboard overview and Filter components now support Reflow at 400% zoom.

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 Yokohama 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 Yokohama release.

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Process Mining highlights for the Yokohama release

- Now Assist based work notes analysis
- Process configuration builder introduced
- Content pack importer introduced for process configurations
- Process Mining evaluation project available for HR and CSM
- Access control (ACL) rules updated

See Process Mining for more information.

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

New in the Yokohama release

Now Assist based work notes analysis

Work notes analysis is now enhanced using Now Assist to understand the operational reasons behind activity transitions by examining the work notes and comments recorded around the time of these transitions.

Process configuration builder introduced

Configure and view the process configurations efficiently by using the new comprehensive Process configuration builder. It is a guided setup to configure and view the process configurations.

Content pack importer introduced for process configurations

Import and customize the content pack process configuration templates to activate new features. Content pack process configuration templates are now read-only.

Process Mining evaluation project available for HR and CSM

Ability to try out the sample mining and limited features available for HR and CSM without an entitlement. For the advanced features, you can purchase a license.

Access control (ACL) rules updated

The ACL rules have been updated for broader visibility on the try-out version while also increasing the security.

- No Process Mining role is required to access a shared project and to generate Platform Analytics insights for some tables.
- Some breakdown filters or activity definitions are blocked for certain users based on the column access.

Process Mining performance improved

The following improvements boost Process Mining performance and lead to quicker insights:

- Introduced lazy loading of improvement opportunities and variants for faster workspace loading.
- Introduced applying a transition filter before mining to reduce scope of data and speed up the mining process.
- Improved Process Mining workbench load time.

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Transition filters enhanced

The enhanced transition filters now provide more flexibility and precision in filtering the process map by providing the following:

- Ability to use OR clause on steps to create a more complex and nuanced criteria for process transitions.
- Include predicates like "is empty" and "is not empty" allowing for more refined control over the conditions under which transitions occur, ensuring that workflows are both comprehensive and adaptable to a variety of scenarios.
- Ability to select more than one value with a single click that contains a specific text.

Enhanced the Process Mining engine

Key updates include:

- Defining integer fields as activity definitions.
- Grouping journal fields to identify how quickly an agent reacted to an assigned case.
- Defining the order of simultaneous activities on the graph.

Additional breakdown capacity for Process Mining on external data

Ability to import a maximum of 10 breakdown fields enabling to segment and analyze specific subsets of the external process data using Process Mining.

API for accessing Process Mining data

Create, mine, and access Process Mining data via an API (*ProcessMiningIntegrationAPI*). For more information, see the API documentation.

UI changes

Usability improvements introduced

A few improvements are introduced for ease of usability.

- View the improvement opportunities on the Summary and Insights page as a card view or list view.
- Rename the scheduled tasks that help to identify and view a specific result.

Activation information

Process Mining is available with activation of the sn_po plugin. 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 Next Experience web applications as well as Virtual Agent, ServiceNow mobile, and Service

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Portal applications. User Experience Analytics was enhanced and updated in the Yokohama release.

User Experience Analytics highlights for the Yokohama release

- Access analytics more quickly across tracked ServiceNow applications in the redesigned UI.
- Add and use new custom user properties more easily in the application. This requires older custom properties to be reconfigured under the new setup.
- Advanced querying capabilities including user segmentation across all usage data and filtering of events by event property.

See User Experience Analytics for more information.

Important information for upgrading the User Experience Analytics to Yokohama

- The User Experience Analytics module is moved under Platform Analytics.
- Custom user properties must be reconfigured.
- Default country and user consent policies are updated to No Consent Required.
- The User Experience Analytics UI and navigation structure are reworked.

New in the Yokohama release

Added filtering capability to all analytics pages

Analytics pages have various filter options to help segment data including Date range, User type, and Country. Other filters appropriate to each page are available.

Configurable user properties

Filter usage data by custom user groups across all User Experience Analytics pages. Custom user properties can also be added to User details pages. User roles and department are available by default. Other user-related fields can be added to User Experience Analytics.

Granular event filtering

Filter event data using event properties to provide more specific and actionable insights into your data.

User information added to events

The number of unique users who performed an action visible next to the total occurrences of the event.

UI changes

Primary User Experience Analytics navigation has moved under the All menu.

- User Experience Analytics experience moved under **Platform Analytics** module.
- User Experience Analytics administrative functions moved under the **Platform Analytics Administration** > **UX Analytics settings** module.

Updated navigation within User Experience Analytics

Navigation to Analytics pages simplified to **Analytics** and **Data Foundation** sections for each application.

New layout

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The previous navigation has been replaced with a more unified, cleaner look and feel which enables you to understand the usage, user experience, and user satisfaction with your application.

Improved Funnels UI

The UI has improved readability and navigation.

Changed in this release

New custom user property configuration

An easy way to configure which user-related fields are available to use as filters and in user details. Configured user properties are available for all applications. Previously created custom user properties are no longer supported and must be recreated in the new UI.

Country consent policies are set by default to No Consent Required

Default country consent policies are now set to No Consent Required. If you have previously updated your country consent policies, they will retain the custom setting. Existing users who have set their tracking preferences will retain their settings. New users will not require consent for tracking unless you update your country consent policies.

Longer user history

Detailed data for users and sessions extended to two years.

Optimized the way metrics are calculated

Percent time on app and Average duration per page calculations changed compared to the application view in Xanadu or prior releases. Percentage time on app was **Percentage time on site** in Xanadu or prior releases.

Client page load and Full page load aggregated in the same visualization

All performance metrics associated with Client, Network, Page Load, and Server time are aggregated together.

Removed in this release

- Automatic actions in the mobile app, including tap and swap.
- Filtering by crashed/offline sessions in mobile applications.
- Option to tag/favorite for users/sessions.
- Geographic map view of sessions.
- Users flow
- Insights

Activation information

User Experience Analytics is a ServiceNow AI Platform feature that is activated by default.

Additional requirements

Customer must use ADC v3 to access the new User Experience Analytics experience. Customers on ADC v2 will have access to the Xanadu version of User Experience Analytics.

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Accessibility information

User Experience Analytics supports the Web Content Accessibility Guidelines (WCAG) 2.1 AA accessibility standard except for these aspects:

- Voiceover for navigation paths
- Color patterns for time series and pie visualizations
- Data table for time series and pie visualizations

Related ServiceNow applications and features

Platform Analytics experience

Distribute and consume Platform Analytics through data visualizations and dashboards with optional filters. Explore KPIs and receive insights into significant events in the data.

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 Yokohama release.

Public Sector Digital Services highlights for the Yokohama release

- Review requests for grants, and create new grant programs using Grants Management.
- Connect multiple ServiceNow instances to provide seamless support and service experiences across the Public Sector using for Service Bridge for Public Sector Digital Services.
- Utilize the Chat summarization skill, powered by Now LLM Service, to auto-generate chat summaries for customer-agent interactions in the Now Assist for Public Sector Digital Services (PSDS) 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 Yokohama

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**.

New in the Yokohama release

Grants Management

Simplify and streamline Grant application intake and screening with Grants Management: Intake and Screening, a part of Grants Management. Improve self-service with a Grants Portal that streamlines finding, applying for, and tracking grants, with added features such as guided intake, and a save, resume, and export functionality. Set up and manage grant programs easily with guided steps using

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Grants Management: Program Set Up, which guides grant program managers through the process of creating, publishing, and managing grant programs.

Communicate and share citizen and agent data securely between agencies using Service Exchange for Public Sector Digital Services

Connect multiple ServiceNow instances to provide seamless support and service experiences across the Public Sector using Service Bridge for Public Sector Digital Services. Service Bridge enables unified case collaboration across agencies, streamlined approval workflows for funding distribution, and real-time crisis coordination with dynamic task management. Agencies can share citizen & agency data securely through compliance-driven access.

Post-chat summarization in Now Assist for Public Sector Digital Services (PSDS)

Condense chat records into short summaries using the chat summarization skill in the Now Assist for PSDS application. Agents can use the chat summarization skill to generate chat records for a case, auto-populate the chat summary into the Interaction section of the case record, and obtain a summary of the main points discussed during the chat, helping them propose a case resolution. The Now Assist for PSDS application brings generative AI chat summarization to Public Sector Digital Services.

Changed in this release

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 the user loads or upgrades to the Yokohama release. The dashboard migration to Next Experience enables you to visualize historical and real-time process statistics in role-based dashboards, which enable individual stakeholders to make informed decisions. The new dashboard can be accessed 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.

Related ServiceNow applications and features

Customer Service Management

The Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CSM Configurable Workspace

The CSM Configurable Workspace application provides government agents with the tools to research information, respond to questions from the public, and resolve cases.

Now Assist

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

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Retail release notes

Retail has new and updated features in the Yokohama release.

Note:
The Retail mobile application and the case types added in Zurich are now available in Yokohama also. For more information on the Retail mobile application and the case types, see https://www.servicenow.com/docs/bundle/zurich-release-notes/page/release-notes/retail/retail-rn.html.

Retail Core release notes

The ServiceNow® Retail Core application empowers frontline managers and associates to seamlessly manage day-to-day store operations by automating tasks, resolving issues quickly with self-service, and freeing up time to better serve customers. Retail Core was enhanced and updated in the Yokohama release.

Retail Core highlights for the Yokohama release

Use the Retail Portal for an optimized and streamlined portal experience within your retail organization.

See Retail for more information.

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

New in the Yokohama release

Retail portal

Use the new Retail Portal experience to use self-service tools, view cases, and gain visibility into metrics for your retail organizations.

Activation information

Install Retail 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

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application provides the foundation for the Retail Core application. You can leverage the functionality of the ServiceNow® Customer Service Management (CSM) application to provide support to customers as well as retail sites, and customize it to benefit your retail organization most effectively.

Field Service Management

The ServiceNow® Field Service Management application aligns with Retail Core by providing some capabilities, such as work orders, for use within each specific retail location that uses the Retail Core application, enabling greater flexibility with how to leverage the support request use cases of your retail organization. For field service use cases that involve dispatching and technicians, leverage Field Service Management.

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Retail Task Management

The ServiceNow® Retail Task Management Core application optimizes the planning, organizing, and assigning of tasks to staff in your retail environment.

Retail Task Management Core release notes

The ServiceNow® Retail Task Management Core application optimizes the planning, organizing, and assigning of tasks to staff in retail environments. Retail Task Management Core is a new application in the Yokohama release.

Retail Task Management Core highlights for the Yokohama release

- Assign work from HQ to multiple retail locations at once with the multi-store case generator.
- View assigned tasks in the retail portal alongside other requests.
- Track completion status across multiple locations assigned the same item.

See Retail Task Management for more information.

Important:
Retail Task Management Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Retail Task Management Core features

Retail multi-store case

Use the multi-store case generator to assign work from HQ to multiple retail locations simultaneously. View and track these cases in the retail portal alongside other requests, monitoring completion status across all assigned locations.

Activation information

Install Retail Task Management 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

Retail Core

The ServiceNow® Retail Core application empowers managers and associates to manage daily retail operations by automating tasks and resolving issues quickly with self-service, freeing up time to serve customers. It enables seamless two-way communication and visibility between stores and HQ, delivering a great customer experience while enhancing staff productivity and reducing costs. Retail Core provides the Retail Portal functionality used in Retail Task Management Core.

Sales Customer Relationship Management release notes

ServiceNow®Sales Customer Relationship Management Sales Customer Relationship Management is a set of new and updated applications and features in the Yokohama release. These applications enable you to manage the product sales life cycle in your organization, including leads, pre-sales opportunities, sales forecasting, sales quote generation, order capture, order fulfillment, and post-sales order changes and renewals.

Yokohama Patch 13

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Sales and Order Management (SOM) is now known as Sales Customer Relationship Management (Sales CRM) to align with the updated product taxonomy. There is no change to functionality or existing customer configurations.

Note:
Sales Customer Relationship Management includes workflows for Customer Lifecycle Operations (Customer Life Cycle Management) and Customer Contracts and Entitlements. For details on these features in the Yokohama 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 provides the ability to reference multiple order line items on a case record.

Lead Management release notes

The ServiceNow® Lead Management application enables your sales development representatives to create and manage leads. Lead Management was enhanced and updated in the Yokohama release.

Lead Management highlights for the Yokohama release

- REST APIs enable seamless integration of lead management with external applications and provide other capabilities.
- REST APIs enable customers to create, update, and retrieve leads and lead line items from the ServiceNow instance.

See Lead Management for more information.

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

New in Yokohama release

REST APIs for Lead Management

REST APIs provide the following capabilities:

- Integrate lead management with external applications and websites.
- Create and modify leads and lead line items from applications like marketing automation systems.
- Retrieve leads and lead line items from your ServiceNow instance.

Activation information

Install Lead 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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Related ServiceNow applications and features

Customer Service Management

The Opportunity Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into opportunities that have been created using Opportunity Management.

Opportunity Management

The ServiceNow® 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.

Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables catalog administrators to create product catalogs with categories that enable agents to easily find products and services to add to opportunities.

Now Assist for Order Management release notes

The ServiceNow® Now Assist for Order Management application brings platform AI capabilities to Sales Customer Relationship Management. Now Assist for Order Management is a new application in the Yokohama release.

Now Assist for Order Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.

- Enable business-to-business (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 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

Enable the manage order operations agent in the Business Portal

Activate the manage order operations agent so that you can make it 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

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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 prevent delays and help ensure timely fulfilment.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Request the Now Assist for Order Management application from the ServiceNow Store and install it using the Application Manager. For more information, see Install a ServiceNow Store 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.

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Now Assist Admin console

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.

Now Assist panel

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 SFA application brings platform AI capabilities to Sales Customer Relationship Management. Now Assist for SFA is a new application in the Yokohama release.

Now Assist for SFA highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Now Assist for Sales Force Automation (SFA) application packages ServiceNow® platform AI capabilities to deliver AI-powered insights and automation to drive faster, smarter sales and order processes.

See Now Assist for Sales Force Automation (SFA) for more information.

Now Assist for SFA features

Yokohama Patch 11Use 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.	• Lead outreach AI agent • Inbound email 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
	• 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.	• Appointment management AI agent • Lead disinterest AI agent

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see Install Now Assist plugins.

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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 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 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 that identify and track the potential sales for your customers. Opportunity Management was enhanced and updated in the Yokohama release.

Opportunity Management highlights for the Yokohama release

1. Enable customers to view the roll-up amount in the Kanban View.
2. Enable sales representatives to customize bundled products and products with complex characteristics in the product catalog.

See 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.

New in the Yokohama release

View the roll-up amount in the Opportunity Kanban View

Enables customers to view the roll-up amount that is automatically calculated in the base currency for all opportunity stages in the Kanban View.

Enables the sales representatives to customize the complex product offerings by using the product configurator. This ensures that the sales representatives identify and share the detailed requirements and price to the customer much earlier in the cycle.

Revise existing opportunities after an upgrade

Enable the sales representatives to use the scheduled job to modify older opportunities to incorporate the functionality of supporting parent-child opportunity line items.

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Activation information

Install Opportunity Management by requesting it from ServiceNow Store.

Related ServiceNow applications and features

Customer Service Management

The Opportunity Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into opportunities that have been created using Opportunity Management.

Quote Management

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. You can seamlessly convert sales opportunities to quotes when the customer is ready.

Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create products catalogs with categories that enable agents to navigate and find products and services to add to opportunities.

Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set the pricing for products and services that are used in the various Sales Customer Relationship Management applications.

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 Yokohama release.

Order Management highlights for the Yokohama release

- Enable order agents to view price adjustment details while processing orders.
- Enable customers to view the product catalog, add products to a shopping cart, and create orders by using the Business Portal.
- Create cases for multiple orders or for specific order lines using the Business Portal.
- Create cases for multiple invoices or for specific invoice lines.
- Provide metrics that help sales agents and sales managers track and analyze the revenue impact of subscriptions.

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 Yokohama release

Business Portal for order case management

Enable your customers to create cases for common order-related issues such as delivery delays, quantity disputes, and other routine inquiries directly using

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the Business Portal, ensuring faster issue resolution and improved customer satisfaction. This application is a feature of Customer Service Management and the Order to Cash Operations functionality for Order Management.

Hierarchical view of order line items

Enable order agents and order managers to use the hierarchical list view to view parent and child relationships within order lines.

Price adjustment details for order lines

Provides order agents and order managers the visibility into the price adjustments applied at each step of the pricing plan, including a detailed breakdown of all adjustments applied to the unit base price and unit list price to see how the unit net price is derived.

Multi-instance product offering configurations

Create multiple instances of a child product offering in orders to generate a custom configuration for each product offering instance. When a child product offering has a quantity greater than 1, agents can clone or split a child product offering to create multiple product offering instances so that each quantity has its own configuration.

Transient products

Add transient products, which are defined as one-time-use products or services, to new orders. Sold product and product inventory records are created but not maintained for transient products. Move, Add, Change and Disconnect (MACD) actions are not supported for transient products.

Business Portal for Order Management

Use the Business Portal to view product catalogs, select product options, and place orders. Customers can also view their order status using the Business Portal.

Cases for multiple invoices

Create cases for multiple invoices or for specific invoice lines. Agents can reference multiple invoices or invoice lines as case line items on an invoice case record. By using case line items, agents can track multiple issues for the same invoice case and resolve the issues in each case line item independently before resolving and closing the order case. This application is a feature of Customer Service Management and the Order to Cash Operations functionality for Order Management.

Add subscription pricing to an order

Enable order agents and order managers to access and view key calculated metrics such as monthly recurring price and annual recurring price. The subscription pricing fields are automatically calculated based on contract start date and contract end date. These metrics enhance revenue reporting and help you to better understand recurring revenue dynamics.

Deprecations

- The Subscription start and end dates have been deprecated starting with the Q2 2025 release. Use the Contract start date and Contract end date to calculate Terms for setting subscriptions for recurring products.
- The fields listed for the following tables are no longer supported.

Table name	Fields
Order (sn_ind_tmt_orm_order)	Total monthly recurring price, Total annual recurring price

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Table name	Fields
Order line item (sn_ind_tmt_orm_order_line_item)	Cumulative monthly recurring price, Cumulative annual recurring price, Subscription start date, Subscription end date
Order line item (sn_csm_om_order_line_item)	Total recurring price

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.

Related ServiceNow applications and features

Customer Service Management

The Order Management application uses the Customer Service Management account, consumer, and product inventory data model.

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.

Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to orders.

Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set pricing for products and services in orders. Pricing administrators also set the controls that enable your agents to adjust pricing for orders that have complex product offers.

Quote Management

The Quote Management application enables your sales agents to generate and manage sales quotes for your customers.

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 Yokohama release.

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

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

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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

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.

Exploring Manufacturing Commercial Operations

Learn how the#Manufacturing Commercial Operations solution can help your organization to speed up revenue and create differentiated customer and channel experiences while reducing operations costs.

Product Catalog Management and Pricing Management release notes

The ServiceNow® Sales Customer Relationship 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 Yokohama release.

Product Catalog Management and Pricing Management highlights for the Yokohama release

- Enable agents to create multiple configurations of child product offerings in configurable products and customize the options and characteristics for each child product instance.
- Identify single-use product offerings, such as installation services, with a transient flag to differentiate them from products that are maintained as active sold products or product inventory.
- Provide the options to choose a drop-down or radio control to display characteristics of type choice in the product configurator UI.
- Give sales agents a list of recommended product offerings that can be added to complement or supplement products in quotes.
- Enable pricing admins to set pricing adjustments based on the quantity of product offerings in a quote or order.

See Product Catalog Management and Pricing Management for more information.

Important information for upgrading to Yokohama

After upgrading to the May 2025 release of Sales Customer Relationship 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.

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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.

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.

New in the Yokohama release

Product Catalog Management features

Product offering recommendations

Provide sales agents with offer recommendations for upselling or cross-selling additional products in quotes. Product catalog admins create the offer recommendations for sellable products. Sales agents can view the recommendations when adding products to quotes from the product catalog or when reviewing the lines items for a quote.

Product catalog and product configurator in the Business Portal for Order Management

Enable customers to view the product catalog and order products using the product configurator in the Business Portal for Order Management.

UI changes

Needs analysis in CSM Configurable Workspace

Starting with the Yokohama release, the options for configuring a needs analysis are available in the List view of the CSM Configurable Workspace and can be found by navigating to **Needs**.

Changed in this release

Product Catalog Management changes

Multiple configurations

Define child product offerings that can have multiple configurations in configurable opportunities, quotes, and orders. Agents can clone or split a child product offering to create multiple product offering instances. Each quantity for an offering instance can then have its own unique configuration.

Transient product offerings

Define single-use product offerings, such as installation services or consulting services, as transient products that are fulfilled in ServiceNow Order Management. After orders for transient products are fulfilled, sold product or product inventory records are created but have an Inactive status. Move, Add, Change, Delete (MACD) actions aren't supported for the sold product or product inventory records of transient products.

Pricing Management changes

Configurable pricing plan enhancements

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- Apply Renewal Adjustment step: This new step determines whether a contract renewal adjustment, either a markup or markdown amount or percentage, is to be calculated and applied. For example, as a pricing admin, you might want to apply a pricing uplift of a fixed amount at contract renewal. This renewal adjustment step is enabled by default, but you can change or remove it in a custom configurable pricing plan.
- Extension point updates: The ListPriceExtensionPoint, which gathers the data needed to make required adjustments, now includes the adjustment data for contract renewals.

Volume-based pricing

Set volume discounts for product offerings based on the product quantity.

Activation information

The Product Catalog Management and Pricing Management features are included with each store application 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 product configurator feature from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for 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 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 Yokohama release.

Quote Management highlights for the Yokohama release

- Enable agents to manage sales agreements in quotes.
- Enable agents to view the price adjustments that are applied to the base and list price of a product in a quote.
- Enable agents to create PDF documents from a quote using the ServiceNow PDF generator.
- Use the hierarchical list view to view parent and child relationships within quote lines.
- Provide agents with offer recommendations to upsell or cross-sell products that complement products in quotes.

See Quote Management for more information.

New in the Yokohama release

Apply a sales agreement to a quote in Quote Management

Create a new sales agreement or apply an existing sales agreements to a quote. When a sales agreement is enabled in a quote, the products and services added to the quote are also added to a sales agreement. When an existing sales agreement is added to a new quote, the catalog is filtered to show the products and options from the sales agreement, the price list is set to the agreement price list, and the sales agreement line is referenced on quote line.

View price adjustment details for a quote line item

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Agents gain visibility into the price adjustments that were applied to the base and list price of the product ordered. This provides sales agent the visibility of how the net price is determined.

Quote PDF documents generation

Generate a quote PDF document. Quote PDF documents can have designated signers and be emailed to customers for signatures through Docusign. Customers can also create PDF templates that reflect customer branding and logos.

Hierarchical quote line list view

View quote lines as a hierarchical list. Agents can then view parent and child relationships for quote line items.

Product offer recommendations for quotes

Enable your agents to get product offer recommendations that complement or supplement existing products within a quote.

Deprecations

The Subscription start date and Subscription end date have been deprecated starting with the Q2 2024 release. Use the Contract start date and Contract end date to calculate Terms for setting subscriptions for recurring products.

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.

Related ServiceNow applications and features

Customer Service Management

The Sales Agreement Management application uses the Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into quotes created using Quote Management.

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.

Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to sales quotes.

Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set pricing for products and services that are used in quotes. Pricing administrators also set the controls that enable your sales agents to adjust pricing for complex product offers in quotes.

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Order Management

Order and fulfillment agents can use Order Management to fulfill customer orders created from the Sales Agreement Management application.

Sales Agreement Management release notes

The ServiceNow® Sales Agreement Management application enables you to capture the scope and conditions from a quote for future sales transactions over a specified period between a buyer and a seller. Sales Agreement Management was enhanced and updated in the Yokohama release.

Sales Agreement Management highlights for the Yokohama release

- REST APIs enable customers to synchronize sales agreements with external systems.
- Monitor the progress of sales agreement creation from quotes.

See Sales Agreement Management for more information.

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

New in Yokohama release

REST APIs for Sales Agreement Management

Import, export, and synchronize sales agreements with external systems through REST APIs.

Request Tracker on Sales Agreement Management

Enable agents to monitor the progress of sales agreement creation from quotes by using the Request Tracker.

Related ServiceNow applications and features

Customer Service Management

The Sales Agreement Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into quotes created using Quote Management.

Opportunity Management

The ServiceNow® 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.

Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to sales quotes.

Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set pricing for products and services that are used in quotes. Pricing administrators also set the controls that enable your sales agents to adjust pricing for complex product offers in quotes.

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Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Sales Agreement Management application.

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 is a new application in the Yokohama release.

Sales Forecasting highlights for the Yokohama release

- Project future sales and revenue with intuitive forecasting by sales representatives.
- Access the Sales Forecast dashboard at all levels of the sales hierarchy.
- Set and manage sales quotas for individual representatives and sales teams.
- Track sales quota targets and their progress for individuals and sales teams across the hierarchy.

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.

Sales Forecasting features

View the Sales Forecasting dashboard

Sales Forecasting uses data from the opinions and insights of your sales representatives reflecting how they feel about the deals in their pipeline. View the dashboard to see the sales forecast for your teams in various stages. You can see the total amount of opportunity in each stage for selected time periods or teams.

Categorizing the sales opportunities

Categorize the opportunities in the system based on the probability of closing the sales deal.

Set up sales team hierarchy

Set up the sales teams and assign managers to each team. Once the users, team, and opportunity data is added, and a selection of categories, you can calculate the forecast for any group or specific sales team and view the dashboard.

Set up Sales Quota Management

Assign quota targets to sales representatives and managers for specific periods. A **Quota** column displays the sales target for the managers and their team. The **Gap** column displays the remaining target amount to achieve the required quota target.

Set up forecast schedule

Create a forecast scheduled job to update or create the forecast data at a specific time or on a recurring schedule. The forecast scheduled job automatically fetches all the opportunities in the system and generates forecast data.

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.

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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

Customer Service Management

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.

Security Operations release notes

Security Operations has new and updated features in the Yokohama 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 is included as part of the ServiceNow® Vulnerability Response application. Application Vulnerability Response was enhanced and updated in the Yokohama release.

Application Vulnerability Response highlights for the Yokohama release

- 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_security_champion role, create application remediation tasks manually in the IT Remediation 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.

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Important information for upgrading Application Vulnerability Response to Yokohama

- 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.

New in the Yokohama 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.

Manual Ingestion of vulnerabilities for application vulnerability response

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:

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- 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.

Activation information

Install Application Vulnerability Response by requesting it from the ServiceNow Store. Application Vulnerability Response is included as a part of the Vulnerability Response application. The Software Bill of Materials applications require a separate subscription. Visit the ServiceNow Store website to view all the available apps and for 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 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 Yokohama release.

Configuration Compliance highlights for the Yokohama release

- With the sn_vulc.admin role, create remediation tasks manually in the Vulnerability Manager Workspace.
- With the sn_vulc.remediation_owner role, create remediation tasks manually in the IT Remediation 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.

New in the Yokohama release

Identify Wiz Resource Types for import

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.

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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.

Create remediation tasks manually in the Vulnerability Manager Workspace

With the sn_vulc.admin role, you can create remediation tasks manually by selecting some or all the records in the Configuration Test Results lists in the Vulnerability Manager Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating remediation tasks.

Create remediation tasks manually in the IT Remediation Workspace

With the sn_vulc.remediation_owner role, you can create remediation tasks manually by selecting desired records in the Configuration Test Results lists in the IT Remediation Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating remediation tasks.

View risk score details of a test result in the Work notes section

Starting with v15.2.1 of Configuration Compliance, 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 test result 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 Configuration Compliance

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

Activation information

Install Configuration 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.

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 Yokohama release.

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Container Vulnerability Response highlights for the Yokohama release

- 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.

New in the Yokohama release

Enhancements to the Vulnerability Manager and IT Remediation workspaces starting with version 2.13

The Unassign workflow is supported for container vulnerable items (CVITs) and remediation tasks (CVULs).

- Streamline vulnerability assignments in the workspaces with the **Unassign** UI action from the more actions menu on a CVIT.
- Reassign incorrectly assigned CVITs, 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.

. You can use the following values imported from the Prisma Cloud Compute integration as conditions when you create or update your assignment rules to help you track ownership across your container environments.

- Cloud account IDs
- Image namespaces
- Registry
- Hosts
- Labels
- Status - Vendor status for a resolved (`Fixed`) vulnerability

Create container remediation tasks manually in the Vulnerability Manager Workspace

With the sn_vul_container.vulnerability_analyst or sn_vul_container.vulnerability_admin role, you can create container remediation tasks manually by selecting some or all the records in the Container 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 container remediation tasks.

Create container remediation tasks manually in the IT Remediation Workspace

With the role sn_vul_container.remediation_owner, you can create container remediation tasks manually by selecting some or all the records in the Container 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 container remediation tasks.

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Configure container vulnerable items (CVITs) granularity using Registry and data source

Starting with v2.12.2 of Container Vulnerability Response, you can configure the granularity of container vulnerable items (CVITs) using Registry information and data sources. Depending on the chosen data source, you can view either image or kubernetes information related to a CVIT record.

Additional columns in the container vulnerable items (CVITs) table

Starting with v2.12.2 of Container Vulnerability Response, you can see the precise date and time when a CVIT was first discovered, last opened, resolved, and last found, ensuring clarity and accounting for different time zones.

View risk score details of a container vulnerable item in the Work Notes section

Starting with v2.12.2 of Container 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 container vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score.

Activation information

Install Container 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.

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 Yokohama release.

Data Loss Prevention Incident Response highlights for the Yokohama release

- Enhanced the ability to securely store, manage, and track evidence files within the platform for all Data Loss Prevention Incident Response integrations.
- Preview the evidence file of an incident from either the DLP IR analyst workspace or end user workspace.
- Enhanced the DLP incident closure process by adding support for closure codes.
- Introduced the Playbook feature in the DLP IR workspace to enhance operational efficiency.
- Improved response to Data Loss Prevention (DLP) incidents through the initiation of SLA triggers.

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 Yokohama 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

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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.

Internet Content Adaption Protocol (ICAP) integration for DLP IR

Integration supports the ingestion of Data Loss Prevention Incident Response alerts, allows the fetching of match content, and evidence files from Amazon S3 created on the ICAP supported Data Loss Prevention Incident Response deployment.

Configure evidence file storage

Store evidence files directly in your ServiceNow instance with Proofpoint integration, by enhancing the ability to manage and track evidence files within the platform.

Configure evidence file storage

Symantec DLP supports evidence file storage to securely store the evidence files for the DLP Incidents.

Preview Evidence files for DLP incidents of type Exchange Online, OneDrive, and SharePoint.

With the DLP Microsoft integration, preview evidence files in the DLP Workspace in the Microsoft OneDrive, Microsoft Exchange Online, and Microsoft SharePoint formats. You can preview and download evidence files directly from the preview interface, simplifying evidence review and retrieval.

Netskope integration: Preview evidence files and Download evidence files

With Netskope integration you can preview and download evidence files directly from the preview interface, simplifying evidence review and retrieval.

Preview evidence files

Preview evidence files and download them directly from the preview interface, simplifying evidence review and retrieval.

Playbook for Data Loss Prevention Incident Response

Introduced playbooks in the DLP Workspace to enhance operational efficiency.

Create incident consolidation rules

Parent incident is always assigned the highest priority among consolidated incidents, enhancing incident management accuracy.

UI changes

Data Loss Prevention Incident Response Analyst Workspace

Introduced a new action in the DLP incident form view that requires users to specify a closure code prior to incident closure.

Changed in this release

Create Additional Incident Data Fields

In the DLP incident table, the **Custom Fields** column has been renamed **Additional Incident Data Fields**.

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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.

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 release notes

The ServiceNow® Now Assist for Security Incident Response application can help 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 Yokohama release.

Now Assist for Security Incident Response highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use generative AI to create a quality assessment report of a security incident.

- Yokohama Patch 6

  Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel.

  - 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.

- Yokohama Patch 3

  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 provides a resolution plan.

- Yokohama Patch 1

  Help your analysts to close security incidents more efficiently by chatting with AI agents in natural language from the Now Assist panel.

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- Yokohama early availability
  - Triage security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format.
  - Automatically generate resolution notes for security incidents by using generative AI.
  - Generate recommended actions to resolve security incidents.
  - Generate a post-incident analysis.
  - Generate correlation insights to help you connect current incidents to past events. By identifying the affected users, configuration items (CIs), or observables (IP addresses and file hashes) from existing incidents, you can help to triage new security incidents.

For more information, see Now Assist for Security Incident Response.

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

Important information for upgrading Now Assist for Security Incident Response to Yokohama

For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

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 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.

New in the Yokohama release

Yokohama Patch 11

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

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add the installed roles, or they will not 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.

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 Yokohama Patch 11): 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.

Generate a quality assessment report

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.

Yokohama Patch 6

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.

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.

Yokohama Patch 3

Using AI agentic workflows in Now Assist for Security Incident Response

The Analyze security operations metrics agentic workflow enables 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 are not 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.

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- 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 Security incident resolution agentic workflow

Use the Security incident resolution agentic workflow to close your security incidents. Analysts can chat with the 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.

Yokohama Patch 1

Using Security Incident Response AI agents

Yokohama Patch 1: Use the Close security incident use case to close your security incidents:

- Analysts can chat with the AI agents in natural language to close the security incidents. The AI agent can cancel the associated response tasks, generate resolution notes, close code, or close notes and post incident analysis (PIA) during incident closure. Analysts can provide feedback on the content and the AI agent can refine the content based on the feedback.
- Analysts can also close false positive security incidents with minimal user intervention.

Yokohama Early Availability

- Generate correlation insights

  Generate correlation insights to connect current security incidents to past events. You can identify the affected users, configuration items (CI)s, or observables (IP addresses and file hashes) from existing incidents and records to help you more quickly triage your new security incidents. Correlation insights are supported in Workspace, the Core UI, and from the Now Assist panel.

- Enhancements to closure (resolution) notes and post incident analysis generation

  Generate resolution notes from the Close the security incident modal or the Now Assist context menu on a security incident record (SIR). You can also generate resolution notes from the Now Assist panel. If you choose the Now Assist context menu, you have the following options to help you refine the generated text:

  - **Shorten**: Select the text to remove details.
  - **Elaborate**: Generate more details about the context of a security incident.

  Note:
  Generating resolution notes is supported in Workspace and Core UI. Generating a post incident analysis is supported from the Close the security incident modal in Workspace.

UI changes

Yokohama Patch 3

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Generate recommended actions for a security incident with Now Assist for Security Incident Response

Introduced a new UI card **Show More** 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.

Now Assist for Security Incident Response application name change

Starting with version 2.0.1, the Now Assist for Security Operations application in the ServiceNow® Store and in your ServiceNow AI Platform® instance has changed to the Now Assist for Security Incident Response application.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are now turned on by default

The following Now Assist skills for Now Assist for Security Incident Response and Now Assist for Vulnerability Response are activated by default.

- Security incident summarization (SIR)
- Resolution notes generation (SIR)
- Post incident analysis (SIR)
- Security incident recommended actions (SIR)
- Correlation insights generation (SIR)
- Security incident quality assessment (SIR)

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 Yokohama Patch 11): 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.

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.

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

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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 Now Assist for Vulnerability Response application can help your vulnerability analysts and remediation owners resolve vulnerable items autonomously with intelligent workflows and generative AI skills. Now Assist for Vulnerability Response was enhanced and updated in the Yokohama release.

Now Assist for Vulnerability Response highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement. See the "Changed in this release" section below.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Use Now Assist for Vulnerability Response with Security Posture Control to help you with Creating an API connector in the Security Posture Control workspace.

- Yokohama Patch 6

  Help your analysts identify duplicate host vulnerable items and analyze available remediation options with generative AI skills with Now Assist for Vulnerability Response.

  - 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 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 Yokohama

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response.

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.

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New in the Yokohama release

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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 Now Assist for Vulnerability Response in Security Posture Control

You have the option to use Now Assist to help you automatically complete some of the steps in the Connector builder in the Security Posture Control workspace. Use the Connector builder to create your own service graph connectors for Security Posture Control.

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.

Yokohama Patch 8

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.

Yokohama Patch 6

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.

Suggest preferred vulnerability solutions with Now Assist for Vulnerability Response

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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.

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.

Yokohama Patch 3

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 vulnerability items (VITs) that correspond to CVEs. Create watch topics for VIT remediation.

The Analyze vulnerability remediation status agentic workflow enables 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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

Some Now Assist skills are now turned on by default

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)

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 Yokohama Patch 11): 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.

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.

Activation information

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 view your organization's security posture. Security Incident Response was enhanced and updated in the Yokohama release.

Security Incident Response highlights for the Yokohama release

- Identify inefficiencies and optimize the resolution process of security incidents for faster closure by using Process MIning.
- Implemented CrowdStrike Next-Gen SIEM integration enabling real-time ingestion of correlated detections, and enrichment data.
- Enhanced Splunk ES integrations to improve incident classification and enable efficient retrieval of historical data and alerts.
- Include the number of VITs indirectly associated with a CVE through TPEs.
- Help managers ensure there are no gaps in coverage and analysts are always available to address security incidents by configuring shifts for analysts.
- Define default child nodes to populate in the relationship graph, and add or remove child nodes at the parent node level.

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 Yokohama release

Process Mining for security incidents

Identify factors contributing to delays in processing Security Incident Response (SIR) incidents that take a long time to close or resolve by scanning historical SIR

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records through Process Mining. Time-consuming factors can include multiple reassignments, prolonged hold times, and periods of inactivity.

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.
- Aggregate detections to existing open security incidents so that you don't have to create duplicate security incidents.
- Schedule ongoing detection ingestion.
- 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 create, edit, delete, and manage profiles for the Splunk, Splunk ES, and Azure Sentinel Integration for Security Operations application.

Add indirectly linked VITs to CVEs

Identify all the Third-Party Entities (TPEs) associated with a Common Vulnerabilities and Exposures (CVE) 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 property.

Configure on-call schedules

As an admin:

- Create a shift and assign or remove members to/from the shift.
- Create/edit on-call schedules for groups.
- View any group’s on-call schedule, including those to which they belong.

As an analyst:

- Specify your availability and preferred contact methods.
- View your on-call schedule and see other members of your shift.

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Configure report templates in Security Incident Response

As an admin, create report templates that can be used to generate an incident summary or an executive summary for analysis and sharing.

As an analyst, use the templates to generate analyst summary or executive summary reports for a SIR incident that can be shared over email.

Security Incident Response conference call integration

Initiate conference calls using communication channels such as Microsoft Teams, Cisco Webex, or Zoom with customers and peer agents to resolve security incidents over a call by using the SIR conference call feature.

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.

Proofpoint integration for Security Operations

Proofpoint integration for Security Operations supports integration between SOAR (Security Orchestration, Automation, and Response) and Proofpoint Targeted Attack Protection (TAP) software. This integration provides the following benefits:

- Detect and block threats such as business email compromise and tags suspicious emails for tracking, analysis, and audit.
- Import data to automatically create security incidents for email events that are not captured by TAP products.

Data Loss Prevention Incident Response Analyst Workspace

Preview the evidence file of the incident from either the Data Loss Prevention analyst workspace or the DLP end user workspace.

UI changes

Start a Sidebar chat in Security Incident Response

The **Discuss** option has been renamed **Start Chat** and moved under the **Collaborate** option.

Changed in this release

Security Operations

Integration name	Integration changes
Microsoft Teams Chat	Simplified the setup of Microsoft Teams Chat integration with Major Security Incident Management Workspace. For more information, see Integrate Major

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Integration name	Integration changes
	Security Incident Management with Microsoft SharePoint.
Microsoft SharePoint	Simplified the setup of Microsoft SharePoint integration with Major Security Incident Management Workspace. For more information, see Integrate Major Security Incident Management with Microsoft Teams.
Security Incident Response Integrations	Workflow was migrated to Workflow Studio. For more information, see the following: • Get Log Data Flow • Get WildFire Data Enrichment Flow • Get started with the Microsoft Exchange On-Premises integration • Microsoft Exchange - Perform Email Search and Deletion flow • Get AutoFocus Session Info Enrichment Flow
Security Incident Response Orchestration	Workflow was migrated to Workflow Studio in the section Run procdump flow.
Security Operations common functionality	Workflow was migrated to Workflow Studio. For more information, see the following: • Integration capabilities • Security Operations Integration- Block Request capability • Security Operations Integration- Email Search and Delete capability • Security Operations Integration- Enrich CI capability • Security Operations Integration- Enrich Observable capability • Security Operations Integration- Get Network Statistics capability • Security Operations Integration- Get Running Processes capability • Security Operations Integration- Isolate Host capability • Security Operations Integration- Publish to Watchlist capability • Security Operations Integration- Sightings Search capability

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Integration name	Integration changes
	• Security Operations Integration - Threat Lookup capability • Change the order of flow execution

Other additional Security Incident Response setup tasks

View security incidents with read access and update security incidents with write access without any defined security role.

Activation information

Install 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.

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.

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 Yokohama release.

Security Posture Control highlights for the Yokohama 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 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.

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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 Yokohama

For a complete list of the applications that are required to implement Security Posture Control, see Install Security Posture Control.

New in the Yokohama release

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.

- 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 Yokohama Patch 11 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 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

SentinelOne integration for mitigation controls monitoring

You can import SentinelOne mitigation controls data with this integration to help you detect which mitigation controls are on your assets. Use this integration with the asset and software data that you import with the SentinelOne Service Graph

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Connector to help you monitor your security tool coverage on your enterprise assets.

Service Graph Connector for Netskope

This product pulls in asset inventory data for hardware and software from the Netskope database into the ServiceNow Configuration Management Database (CMDB) application.

Activation information

Install Security Posture Control 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.

Threat Intelligence Security Center release notes

The ServiceNow® Threat Intelligence Security Center application empowers 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 Yokohama release.

Threat Intelligence Security Center highlights for the Yokohama release

- Integrate with Microsoft Defender to enable Cyber Threat Intelligence (CTI) analysts to automatically push malicious or suspicious IP addresses, domains, file hashes, and URLs from TISC to Microsoft Defender.
- Added creation of security incident directly from a TISC case with an option to associate observable artifacts to the security incident.
- Enhanced support to export observables, indicators, and cases from the list views in STIX 2.1 JSON, CSV, and Excel formats.
- Added settings to ingest indicators of interest based on associations to threat actors, threat reports, or malware families, including an option to include indicators deleted on CrowdStrike.
- Improved Threat Intelligence Feed configuration functionality to create a duplicate copy of the existing feed.

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 Yokohama release

Microsoft Defender for EDR Integration

Integration with the Microsoft Defender for EDR allows Cyber Threat Intelligence (CTI) analysts to automatically push malicious or suspicious IP addresses, domains, file hashes, and URLs to Microsoft Defender for continuous monitoring and real-time alerting.

Create a security incident from a TISC case

Create security incidents and associate observables to the security incidents from a TISC case.

Duplicate threat intelligence feeds

Duplicate threat intelligence feeds to create an exact copy of the existing feed.

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Changed in this release

Courses of Action

Renamed Course of Actions to Courses of Action.

Create Inbound Data Exclusion Rules

Renamed Inbound Filtering Rules to Inbound Data Exclusion Rules.

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.

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.

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.

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 Yokohama release.

Vulnerability Response highlights for the Yokohama release

- 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 about the Vulnerability Response application. See the Vulnerability Response Compatibility Matrix and Release Schema Changes Knowledge Base article for more information about released Security Operations applications and their version compatibility.

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

New in the Yokohama release

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.

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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.

Create host remediation tasks manually in the Vulnerability Manager Workspace

With the sn_vul.vulnerability_analyst or sn_vul.vulnerability_admin role, you can create host remediation tasks manually by selecting some or all the records in the Host 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 host remediation tasks.

Create host remediation tasks manually in the IT Remediation Workspace

With the sn_vul.remediation_owner role, you can create host remediation tasks manually by selecting desired records in the Host 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 host remediation tasks.

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

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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 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.

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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.

Activation information

Install 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.

Vulnerability Response integrations release notes

Third-party integrations with the ServiceNow® Vulnerability Response application help enrich your vulnerability data. The ServiceNow applications and third-party integrations that are compatible with the Vulnerability Response application were enhanced and updated in the Yokohama release.

Vulnerability Response highlights for the Yokohama release

The Tenable.io CI lookup rules prioritize and populate the non-empty network interface values (FDQN, IPV4, and MacAddress) for a discovered item.

See Vulnerability Response integrations for more information.

Important:
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 Vulnerability Response to Yokohama

- 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.

New in the Yokohama release

Tenable.io CI lookup rules prioritize the non-empty network interface values (FDQN, IPV4, and MacAddress) for a discovered item

The Tenable.io CI lookup rules prioritize and populate the non-empty network interface values (FDQN, IPV4, and MacAddress) over the regular FDQN, IPV4, and MacAddress values for a discovered item.

Activation information

Install 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.

ServiceNow AI Platform administration release notes

ServiceNow AI Platform® administration product enhancements and updates in the Yokohama 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 Yokohama release.

Advanced AI Search Management Tools highlights for the Yokohama release

Yokohama Patch 11

- 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.

Yokohama Patch 6

- 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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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 Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

AI Search analytics dashboard

The **Search application** interactive filter now allows analysts to review performance metrics and trends for the Mobile Platform search application.

Changed in this release

Yokohama Patch 11

AI Search analytics dashboard

The performance metrics, trends, and charts for this dashboard have been refreshed to offer a cleaner visual experience.

Yokohama Patch 6

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 Yokohama release.

AI Search highlights for the Yokohama release

Yokohama Patch 11

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- 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.

Yokohama Patch 6

- Search more intuitively with an updated, consumer-grade user experience in search portals, global search, and workspace search.

Yokohama Early Availability

- Restrict index size and increase search performance with guardrails that limit the number of Task and Alert table records indexed for search
- Customize the semantic vector search experience by configuring semantic indexing settings for your indexed sources
- Improve the focus of search results by excluding search sources in a search profile from being used to generate search results or Genius Result answers
- Expand search recall by indexing content from knowledge blocks
- Highlight important search results by boosting relevancy for results that match synonyms in a synonym dictionary

See AI Search for more information.

Important information for upgrading AI Search to Yokohama

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 Perform a full table index or reindex for a single AI Search indexed source or Perform a full table index or reindex for multiple AI Search indexed sources.

New in the Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 3

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.

Yokohama Early Availability

Limit the number of Task and Alert records indexed with indexed source guardrails

Index guardrail settings restrict index size and increase search performance by limiting the number of Task and Alert table records indexed for search.

Exclude search sources in a search profile from search result or Genius Result generation

Tune your search results by configuring search source exclusion settings in your search profiles. You can exclude a search source from being used to generate regular search results, Genius Result answers, or both. When excluding a search

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source's records from Genius Result answer generation, you can also choose to exclude its attachments.

Knowledge block content indexing

When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall. Administrators can disable indexing of knowledge block content if desired.

Boost relevancy for search results that match synonyms from a synonym dictionary

Define synonyms in a synonym dictionary and configure a result improvement rule to apply relevancy boosts (positive or negative) to search results that match any of those synonyms.

Customize semantic indexing settings for indexed sources

Customize semantic indexing settings for your indexed sources.

Fuzzy numeric search

Find records by their Number using numeric search terms like 23583, with no need to match alphabetical prefixes or leading zeroes.

Changed in this release

Yokohama Patch 11

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 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.

Yokohama Patch 6

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

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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.

Deprecations

Starting with the Now Assist in AI Search 8.0 release, the External Content Q&A Genius Results feature is being prepared for future deprecation. It will continue to be supported until it is deprecated. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

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

Browser requirements

AI Search doesn't support Internet Explorer.

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.

Knowledge Management

Administrators can activate the ServiceNow® Knowledge Management Advanced plugin to install the FAQ [kb_template_faq] table. AI Search can return records in this table as Q&A Genius Result answers for common user search questions.

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AI Search Admin console

The AI Search Admin console is a powerful tool designed to help AI Search administrators manage, monitor, and optimize the search experience of their configured search applications.

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 Yokohama release.

Application Manager highlights for the Yokohama release

Yokohama patch 11

- 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 Yokohama

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.

New in the Yokohama release

Yokohama patch 11

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.

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.

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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.

Now Assist

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.

ServiceNow AI Platform core feature release notes

The ServiceNow® ServiceNow AI Platform core features provide functionalities to applications and other parts of the ServiceNow AI Platform. The ServiceNow AI Platform core features were enhanced and updated in the Yokohama release.

ServiceNow AI Platform core feature highlights for the Yokohama release

- Streamline how you access help content on the system events and job scheduling dashboard by accessing the appropriate help content in each tab.
- Insert, update, and delete data in an external data source from a remote table.

See Administer the ServiceNow AI Platform for more information.

New in the Yokohama release

Add dynamic attributes to a dynamic category

Add individual attributes or a group of attributes to a dynamic category.

Reference a dynamic attribute or a list of dynamic attributes

Build a dependency between a dynamic attribute store field and either a dynamic attribute or a list of dynamic attributes.

Edit data in remote tables on an instance

Insert, update, and delete data in an external data source from a remote table on an instance when you enable editing for the table. Customize the script definitions that enable you to insert, update, or delete data from a remote table.

Changed in this release

Updated Access Control Lists (ACLs) for Transaction tables and Session Management tables

The ACLs for a number of Transaction Management tables and Session Management tables have been updated to enhance security using a combination of Deny and Allow ACLs. All new ACLs have a security attribute. You must have the security attribute to add to the role list of an ACL. For more information, see Configure an ACL rule, Deny-Unless ACL, and .

The updated Transaction Management tables include:

- syslog
- syslog_ajax
- syslog_email

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- syslog_transaction
- syslog_script

The updated Session Management tables include:

- sys_audit
- sys_security_acl
- sys_user_auth
- sys_user_session

Configuring plugins for the TinyMCE HTML editor

The Accessibility Checker (a11ychecker) plugin is now available in the TinyMCE HTML editor. The plugin identifies WCAG and Section 508 accessibility violations and provides an auto-repair feature where applicable. To configure the plugin, see Change the TinyMCE HTML editor plugins. Additional configurations to the accessibility rules, like changing the WCAG level and HTML versions can also be done via *TinyMCEconfigscript* script.

Field types supported in a configurable workspace

The following field types are now supported for use in a configurable workspace:

- Documentation_field
- Domain_path
- HTML_Script
- Long
- Longint
- multi_small
- Order index
- Radio

For more information, see Field types reference.

Specify the tables that a REST API access policy restricts

Specify the tables that a Table REST API access policy applies to on the API Access Policy form.

Use ISO currency codes with the FX Currency field type

Use three-digit ISO 4217 currency codes from the **Numeric code** field on the Currency [fx_currency] table with fields of the FX Currency field type.

Sorting according to the session language

Configure whether string values in columns are sorted according to the user's session language or English.

Columnstore index type

Optimize data storage and retrieval by creating a columnstore index. This index type is available with RaptorDB Professional.

Activation information

The ServiceNow AI Platform core features are active by default.

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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 Yokohama release.

Data Management highlights for the Yokohama release

- View insights into storage consumption on your instance and implement data management policies directly from the Data Management Console.
- Automatically delete older or unwanted records with improved table cleaner scalability.

See Data Management for more information.

Important information for upgrading Data Management to Yokohama

- 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.

New in the Yokohama release

Data Management Console

View a summary of storage consumption on your instance and manage the growth of data directly from the Data Management Console.

Table cleaner scalability improvements

Automatically delete older or unwanted records at scale.

Changed in this release

Data Management Console

You can now access data usage on your instance by navigating to **All** > **System Data Management** > **Data Management Console**.

Activation information

Data Management is a ServiceNow AI Platform feature 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 Yokohama release.

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Dynamic Translation highlights for the Yokohama release

- Preserve text, such as product names or technical terms, during machine translation with the Exclusion Framework feature.
- The APIs used by default translator configurations are upgraded to v4. If you want to use v4 APIs with customized translator configurations, you must migrate them manually.
- The spoke for IBM Watson Translator Service for IBM Cloud (com.glide.ibm_translation_spoke) is removed.

See Dynamic Translation for more information.

New in the Yokohama release

Exclusion Framework in Dynamic Translation

Preserve text such as product names or technical terms during machine translation. With Exclusion Framework, you can specify words and patterns that shouldn't be translated.

The APIs used by default Translator Configurations are upgraded to v4

The APIs used by default translator configurations are automatically upgraded to v4. If you want to use v4 APIs with customized translator configurations, you must migrate them manually. The previous v3 is still supported.

Removed in this release

The spoke for IBM Watson Translator Service for IBM Cloud (com.glide.ibm_translation_spoke) is no longer available because IBM has withdrawn this translation service. For more information, see IBM Watson Language Translator Service spoke.

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.

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 Yokohama release.

External Content Connectors highlights for the Yokohama release

Yokohama Patch 11

- 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.

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- 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.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Expand your search by indexing searchable content from your Atlassian Jira Cloud, Google Drive, Microsoft Teams, and Slack source systems.
- Make web content locally searchable by indexing pages from predefined public web sites.
- Find answers about your ServiceNow deployment by indexing searchable content from the ServiceNow product documentation.
- Know when your external content connectors are approaching their crawl limits with new warning messages.
- Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.
- Improve recall for external content searches with support for semantic vector indexing of crawled content.

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 Yokohama

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.

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New in the Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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.

Yokohama Patch 3

Atlassian Jira Cloud external content connector

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Retrieve searchable content and user permissions from projects in your Atlassian Jira Cloud source system.

Google Drive external content connector

Retrieve searchable content and user permissions from shared drives in your Google Drive source system.

Microsoft Teams external content connector

Retrieve searchable content and user permissions from teams in your Microsoft Teams source system.

ServiceNow product documentation external content connectors

Retrieve searchable content from the ServiceNow product documentation site.

Slack external content connector

Retrieve searchable content and user permissions from public channels in your Slack source system.

Warning messages for indexed document counts

When an external content connector's indexed document count exceeds 800,000, a warning message appears in the connector's UI to indicate that it's approaching the indexing limit of 1,000,000 documents.

Add external content search results to Now Assist in Virtual Agent conversations

Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.

Yokohama Patch 1

Semantic vector indexing for crawled content

Improve recall for external content searches with support for semantic vector indexing of crawled content. Semantic vector indexing is supported for all external content connectors.

UI changes

Yokohama Patch 11

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.

Yokohama Patch 6

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 editor, so you can skip these steps during connector creation if you want to configure crawl settings and create crawls later on.

Yokohama Patch 3

New UI for creating external content connectors

On the External Content Admin Home page, you now select **New** instead of **Create** to create a new connector. Next, you select the appropriate source system type on the Choose source page. Finally, you fill in required values on the Connector details page.

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Changed in this release

Yokohama Patch 11

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.

Yokohama Patch 6

Webcrawler external content connector

The predefined web sources external content connector has been subsumed into the new Webcrawler external content connector, which allows 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.

Related ServiceNow applications and features

AI Search

Configure search applications to display results indexed by your external content connectors.

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 Yokohama release, but it will be deprecated in a future release.

Deprecated features

Starting with Yokohama patch 11, 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.

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Localization Workspace

ServiceNow® 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. Localization Workspace is a new application in the Yokohama release.

Localization Workspace highlights for the Yokohama release

- Submit your translation requests from the workspace without having to open a Translation Management System (TMS) or other software.
- Automatically identify and collect all untranslated or partially translated content in scope.
- Plan and control your localization budget through informational cost estimates.

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.

Localization Workspace features

Process translation requests in one interface

The following Localization Workspace workflow is accomplished in a single location:

- Preconfigure languages and translation providers.
- Choose your content type, such as KB articles or notifications, then select specific texts to translate.
- Generate cost estimates, then submit translation requests to third-party providers.
- Track and manage all open requests.

Request translations from English into other languages

In this initial release, only translation requests where the current language of the source document is English and the language of the target is something other than English are supported.

Many types of content can be localized

Many types of text content can be localized, subject to table permissions. Surveys are not a supported content type.

Activation information

Install Localization Workspace by requesting it from the ServiceNow Store. Localization Workspace is available with a Pro or Pro+ subscription. 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.

Additional requirements

Localization Workspace has the following dependencies:

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- Language plugins (i18n) have been activated according to your requirements.
- Localization Framework (com.glide.localization_framework.installer) has been installed and configured.
- Dynamic Translation (com.glide.dynamic_translation) has been installed and configured if using machine translation to fulfill translation requests.

These dependencies are activated automatically with the installation of Localization Workspace.

Related ServiceNow applications and features

Dynamic Translation

With Dynamic Translation configured, you can use machine translation on your instance to translate text such as user-entered text on forms.

Localization Framework

Localization Framework standardizes and enhances the translation process of artifacts across the platform through configurable workflows. Localization Workspace leverages and builds upon Localization Framework capabilities.

System Localization

System Localization enables administrators to accommodate users from a variety of different countries using different languages and currencies within the same instance.

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 Yokohama release.

Notifications highlights for the Yokohama release

- Use the new email notifications dashboard with key metrics.
- Use filter notifications that are based on categories, delivery channels, subscriptions, and digests for notification preferences.
- Use the enhanced assignment group, advanced condition, and mandatory notifications for a provider framework.
- Use the standard forms for custom notification preferences and delivery channels.

See Notifications for more information.

New in the Yokohama release

Email notifications dashboard

Use the new notifications dashboard with key metrics. This dashboard is available to administrators by default. You can configure this dashboard to enable access to other users.

UI changes

Advanced filters options for notification preferences

Added categories, delivery channels, active or inactive notifications, subscriptions, and digest-enabled filter options for notification preferences.

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Standard forms

Enabled standardized forms across custom notification preferences and delivery channels.

Assignment group field

Extended the provider framework to add support for assignment groups.

Advanced condition field

Extended the provider framework to add an advanced condition.

Changed in this release

Advanced filters in notification preferences

Use notifications filters for categories, delivery channels, active or inactive notifications, subscriptions, and digest enabled notifications.

Support for assignment group

Send provider notifications for assignment groups and to users that are part of groups stored in sys_user_group table.

Advanced condition for provider framework

Use an advanced condition to send a notification that is based on the current email record, changing field values, or system properties.

Mandatory notifications for provider framework

Make critical notifications mandatory for the provider framework.

Email bounce

Prevent resending bounced emails to the addresses that are known to generate bounces.

Activation information

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

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 Yokohama release.

Subscription Management highlights for the Yokohama release

- View subscription allocations according to the number of active users.
- Select all recommended groups when allocating subscriptions.
- Manage subscriptions in an on-premise installation.
- Manage custom application and table mapping through the platform, and learn why specific subscriptions are recommended when mapping custom tables and applications.
- View subscribers by domain for user-based subscriptions.

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.

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Important information for upgrading Subscription Management to Yokohama

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 application or plugin.

New in the Yokohama release

Subscription allocation counts according to active users

View the total number of active users in a product subscription. Only active users count toward the subscription allocation totals that appear throughout Subscription Management.

Allocate subscriptions to all recommended groups

Select all recommended groups when allocating subscriptions.

Support for on-premises installation

Manage subscription usage using Subscription Management on-premises.

Recommended subscription reasoning

Determine why Subscription Management displays a subscription recommendation when mapping custom tables or custom applications.

Manage custom applications and table mapping through the platform

Map any missing custom applications 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.

Changed in this release

Allocation charts reflect only active users

The Allocation summary and Allocation history charts on the subscription details page reflect only the subscriptions allocated to active users for each month following the upgrade.

Auditing App Engine V1 usage

The App Engine Usage dashboard has been restored. For details on auditing App Engine V1 usage, see the Auditing App Engine v1 [KB0999383] article in the Now Support Knowledge Base.

Changes to Now Assist usage measurement

Now Assist usage measurement is evolving. If your instances are below Yokohama Patch 12, update Subscription Management to version 6.0.2 or later on all instances to avoid mixed measurement types. 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.

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Removed in this release

The Custom tables chart has been removed from the subscription details page.

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.

System Update Sets release notes

The ServiceNow® System Update Sets application enables administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment. System Update Sets was enhanced and updated in the Yokohama release.

System Update Sets highlights for the Yokohama release

- Add specific apps/versions as an app installation instruction in an update set.
- Actions and subflows are available for update set operations, such as create, complete, retrieve, preview, and commit.

See System update sets for more information.

Changed in this release

Application installations

You can add specific applications or versions as an app installation and configure to track them in an update set.

Activation information

System Update Sets is a ServiceNow AI Platform feature that is active by default.

Upgrade Center release notes

The ServiceNow® Upgrade Center application helps you plan and manage your upgrades. Upgrade Center was enhanced and updated in the Yokohama release.

Upgrade Center highlights for the Yokohama release

- Explore the different release versions available to you in the Upgrade Preview module.
- Use the Upgrade Preview module to gain insights about the upgrade experience without actually upgrading your instance.
- Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module.
- View all your past upgrades in the Upgrade History module.
- Accelerate your upgrades using the Upgrade Plan feature.

See Upgrade Center for more information.

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New in the Yokohama release

Upgrade Preview enhancements

Enhance your upgrade preview experience with the new Application Upgrade Preview and Predicted Schema Changes cards. You can also monitor the status of the preview process from the Upgrade Preview page.

Upgrade Management Console experience

Use the new Upgrade Management Console experience to access all the relevant information and tools required for a cohesive upgrade on your instance.

Changed in this release

Upgrade Plan enhancements

Experience a seamless upgrade on your instance with the Upgrade Plan, offering the option to either include or bypass skipped records and customizations during its building.

Activation information

Upgrade Center is a ServiceNow AI Platform feature that is active by default.

ServiceNow AI Platform capabilities release notes

ServiceNow AI Platform® capabilities were enhancements and updates in the Yokohama 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 release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents based on their availability, capacity, and optionally, skills. Advanced Work Assignment was enhanced and updated in the Yokohama release.

Advanced Work Assignment highlights for the Yokohama release

- Run assignments on different nodes or cadences for different service channels to improve the AWA application's performance and resilience.
- Provide wrap-up codes or notes for interactions or segments that the agent is involved in at the end of a call.

See Advanced Work Assignment for more information.

New in the Yokohama release

Service channels

Run AWA assignments on different nodes or cadences for different service channels to improve performance and resilience.

Using Advanced Work Assignment

Enable agents with the ability to provide wrap-up codes or notes for interactions or segments that the agent was involved in.

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Activation information

Advanced Work Assignment 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

Now Assist

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

Configurable Workspace UI

The ServiceNow® 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 Yokohama release.

Automated Test Framework highlights for the Yokohama 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 Yokohama

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.

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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 Yokohama release

Reusable tests

Reduce duplication of tests while invoked in several other tests by creating reusable tests, enabling test design to be more modular, reducing the effort and time while duplicating tests to manage a large number of tests across your instance. You can access the reusable tests from the new Reusable Test test step category. Use the Reusable Input Variables and Reusable Output Variables related lists to define data passing from one test step to another.

Reusable Tests category

Reuse the test records created in the Reusable Test table from the new Reusable Test test step category. By default, the test records show up in the Reusable Test test step category, unless you define the record in a custom category in the Category field.

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 Yokohama release.

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CMDB highlights for the Yokohama release

- Access changes to the CMDB Editor and CMDB Admin user roles:
  - Starting with Yokohama Patch 4, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.
  - Starting with Yokohama Patch 6, you can configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks by manually running a scheduled job.
- Manually create a configuration item (CI) in CMDB Workspace that is verified by the Identification and Reconciliation Engine (IRE) and is unique within CMDB. Creating a CI using the IRE identification rules helps to maintain the integrity of CMDB.
- Use the Now Assist for CMDB CI summarization skill to see a comprehensive summary for a CI, with details such as discovery and related incidents, directly on the configuration item (CI) form. Use the manage duplicate CIs skill for step-by-step guidance on how to use de-duplication templates to de-duplicate CIs.
- The Configuration item summarizer AI agent accepts the sys_id of a CI and returns a full summary of Configuration Management Database (CMDB) data for the CI. The agent isn't typically used as a standalone agent and any use case can access it.
- View the various counts, such as the number of CIs and the number of CI types, for the CIs that are connected to the home node in Unified Map.
- Apply filters that were previously available only to the coverage charts in the CMDB 360 dashboard in CMDB Workspace to all charts in the Discovery sources tile.
- Use a condition builder or a custom script to restrict the list of de-duplication tasks that are assigned to a de-duplication template when de-duplicating CIs.

See Configuration Management for more information.

Important information for upgrading CMDB to Yokohama

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].

New in the Yokohama 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

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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 table CMDB Data Management Policy Executions [cmdb_data_management_policy_execution], 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 table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] (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 certification task records from the CMDB Data Management Task [cmdb_data_management_task table].
  - The archival of related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] 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.

SGC Central

Use the Service Graph Connector Central view, also known as the SGC Central view, in the CMDB Workspace to discover and install connectors, and then effectively manage the full life cycle of creating, editing, monitoring, and debugging connections.

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Now Assist for Configuration Management Database (CMDB)

Use the new Now Assist for CMDB agentic workflows, AI agents, and skills. The Now Assist CI summarizer AI agent summarizes the key details for CIs, such as the discovery and incident details, directly on the CI forms. The Manage duplicate CIs skill guides you step by step on how to use the deduplication templates to help maintain the health and integrity of CMDB.

Use Now Assist to search the CMDB for CIs

The CMDB search agentic workflow enables you to search for CI data 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 you provide. The workflow can infer CI relationship data to generate an appropriate query.

Getting advice from Now Assist on CMDB governance

Data governance can be an overwhelming task. The CMDB Governance agentic workflow supports admins and owners by methodically working through the process of improving CMDB data governance. The objective is to ensure that users trust their data for the evolving outcomes they want to achieve.

Create a CI using Now Assist

Occasionally, you might need to create a CI manually. To help you, the workflow accepts your natural language request and verifies that it understands which class the new CI should belong to. The workflow then checks IRE policies to determine the required attributes for the CI and request that information. After you provide sufficient data, the workflow uses IRE to ensure that the proposed CI is not a duplicate, and then creates the CI.

Configuring Unified Map — Admin settings

Configure general Unified Map settings for the workspace on your instance. Only a user with the sn_cmdb_admin role can configure these settings.

Viewing a summary of Unified Map contents in the Overview panel

Use the new Overview panel to show the summary data for a map that is associated with the home node, including the counts and types of CIs, connections, and discovery sources.

Editing maps in Unified Map

While you work in the map editor, you can add CIs to the map and remove CIs from the map. You can also add, modify, and delete CI relationships in the CMDB.

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.

Changed in this release

Access changes for the sn_cmdb_editor and sn_cmdb_admin user roles

- Starting with Yokohama Patch 4 (zbooted or upgraded), access has been reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles which are used in CMDB Workspace. The sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.

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- Starting with Yokohama Patch 6 (zbooted or upgraded), 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* to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the permissions that are necessary for performing some CMDB Workspace tasks.

  This scheduled job modifies 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].

CMDB Workspace v6.3

- Apply the filters that were previously available only to the coverage charts to all charts in the Discovery sources tile in the CMDB 360 dashboard. For example, you can filter out non-CMDB tables or include records only from principal classes. For more information, see CMDB 360 experience in CMDB Workspace.
- Use a condition builder or a custom script to narrow down the list of de-duplication tasks that are assigned to a template. For more information, see Create a de-duplication template.
- Use the new **Allow empty field values** option to allow or disallow certification of empty value fields when creating a certification policy type in CMDB Data Manager. For more information, see Create a CMDB Data Manager policy in CMDB Workspace.

CMDB Workspace v6.4

You can now use dot-walking when setting assignments for the User Field or User Group Field options for CMDB Data Manager policies (such as Certification). Also, when converting legacy certification schedules into Data Manager Certification policies, existing dot-walking settings are preserved. For more information, see Create a CMDB Data Manager policy in CMDB Workspace.

CMDB Workspace v7.4

In the CMDB Workspace version 7.4, you can now do the following tasks:

- Manually create a CI in CMDB Workspace that complies with its class identification rule and other class requirements, and is tested for uniqueness in CMDB, to help ensure that the CI is valid and maintains the integrity of CMDB. For more information, see Create a CI manually in CMDB Workspace.

- Set the CMDB Health dashboard to use the legacy methods to calculate the completeness, correctness, and compliance KPIs. That legacy calculation method relies on settings of proportional weights of metrics within the aggregated score

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of KPIs and was used up until the Washington DC release. By default, those weights aren't used in the calculations of KPI scores.

Also, the CMDB Health dashboard now shows the overall score, which by default, is a simple average of the aggregated scores of the completeness, correctness, and compliance KPIs.

CMDB Workspace v7.5

In the CMDB Workspace version 7.5, you can now do the following tasks:

- Delete CMDB Data Manager retirement definitions in CMDB Workspace (other than the cmdb_ci retirement definition). For more information, see Delete a CMDB Data Manager retirement definition.
- Configure a CMDB Data Manager certification policy to disallow reviewers, to update fields' value while reviewing CIs in a certification task. Administrators can clear the **Allow updates to field values** option to prevent reviewers from updating non-compliant field values into compliance, resulting in rejecting those CIs. For more information, see Create a CMDB Data Manager policy in CMDB Workspace.
- Schedule a de-duplication template for daily, weekly, monthly, or periodic runs for continuous remediation of duplicate CIs. For more information, see Schedule a de-duplication template.
- Receive notifications from CMDB Data Manager about certification and attestation tasks, that are incomplete or overdue. For more information, see Components related to CMDB Data Manager.
- Review and process tasks of your direct reports and of members of any user group that you manage. For more information about accessing these tasks in CMDB Data Manager, see My Work view in CMDB Workspace.
- Reject a CMDB Data Manager life-cycle task in CMDB Workspace. For more information, see Review CMDB Data Manager tasks in CMDB Workspace.
- Use the Create CI experience with a preset class when drilling down a class in the CI Summary chart on the Home view of CMDB Workspace. For more information about creating CIs manually while applying IRE processes, see Create a CI manually in CMDB Workspace.

Update to the Walk stage reports on the CSDM Data Foundations dashboard

The Technical Service Offerings with Support Group or Change Group report now includes data that meets the *sys_class _name = offering* parameter.

Table label changes

The following table labels have changed:

- The label for the cmdb_ci_service_auto table is now Service Instance instead of Application Service.
- The label for the cmdb_ci_service_technical table is now Technology management service instead of Technical service.

Class descriptions showing in the user interface

The descriptions for the base system classes are now integrated into CI Class Manager and appear in the **Description** field, on the Basic Info page for a class.

Reflow for configurable workspace

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The CMDB 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.

Deprecations

CMDB Data manager on Core UI is now deprecated and no longer supported or available for new activation. CMDB Workspace provides the latest experience for this functionality. For more information, see CMDB Data Manager experience in CMDB Workspace.

Activation information

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

Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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 the monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for the details.

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 CMDB. CSDM provides a framework for mapping data from your IT services and other products to the CMDB. Following the CSDM framework helps ensure 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 the CMDB without compromising its integrity.

CMDB Workspace

Use the CMDB Workspace store app to search, explore, and gain insights into the CMDB. The CMDB Workspace is a store app that provides a central place for working with the CMDB. In the CMDB Workspace you can examine the health and

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recent activity related to CMDB, and access various CMDB dashboards and tools to support the tasks in your organization.

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 Yokohama release.

Document Services highlights for the Yokohama release

- Improved PDF generation that includes accessibility support.
- 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.

UI changes

Pop-up window

Added a pop-up window for list and form export with a check box that enables you to export an individual record or a list of records into a PDF format. The PDF includes accessibility support.

Changed in this release

PDF generation and accessibility

Export a collection of records or a single record into a PDF format. New system property was added for better accessibility.

Workflow migration for Managed Documents

Improved usability, low code accessibility, and feature parity due to the newly configured workflows.

Subflows for Shared drives for Google Drive.

Added Spoke subflows for Shared drives in Google Drive.

Summarize button.

The **Summarize** button was changed to the **Ask Now Assist** button.

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 Install Multi Provider Document Services 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

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cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Added accessibility support for PDF document generation. PDF accessibility tags are now available to help users who rely on screen readers to navigate, understand, and interact with these generated PDF documents. For more information, see PDF generation and accessibility.

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 Yokohama release.

MID Server highlights for the Yokohama release

- MID Server supports and requires a minimum JRE version 17. The MID Server is bundled with version 17.0.12 and the minimum JRE version supported is 17.0.10.
- The MID Server can now be installed on Windows hosts directly as a LocalSystem or non-admin user with Start and Stop permissions.

See MID Server for more information.

Important information for upgrading MID Server to Yokohama

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.

New in the Yokohama release

External Credential Storage and Management supports certificate-based authentication for Azure Key Vault

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The External Credential Storage and Management added support for certificate-based authentication when connecting to Azure Key Vault. This provides a more secure and flexible way to authenticate, especially for enterprise environments that prefer certificate credentials over client secrets.

Changed in this release

MID Server supports and requires a minimum JRE version 17

The MID Server is compiled using Java 17 and is incompatible with any Java version below 17 for runtime execution. The MID Server is bundled with version 17.0.12 and the minimum JRE version supported is 17.0.10. See the MID Server JRE Minimum Version Requirement Update to JRE 17 Starting from Yokohama Release [KB1704368] article in the Now Support Knowledge Base for information about required procedures before upgrading the instance.

Improvements when manually installing a MID Server on Windows

The MID Server can now be installed on Windows hosts directly as a LocalSystem or non-admin user with Start and Stop permissions.

Removed in this release

- When upgrading to the Yokohama release, 3DES will be permanently removed from#MID Server to improve security. See 3DES deprecation in SSH from Xanadu [KB1644950] for more information.

Activation information

MID Server is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Discovery

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.

Orchestration

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

Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

Event Management

Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

Cloud Management

Cloud Management uses the MID Server to collect and process VMware events.

Operational Intelligence

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Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

Health Log Analytics

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 provides support for SMS and voice channels on the ServiceNow AI Platform® to communicate with customers. Notify was enhanced and updated in the Yokohama release.

Notify highlights for the Yokohama release

- Enhanced security for all client-callable script includes by enabling switching off the sandbox mode.
- Enhanced security access for Notify tables.

See Notify for more information.

New in the Yokohama release

Deny-Unless ACL

Enhance the security of Notify tables by restricting access for non-authenticated users through Deny ACLs.

Enhanced security for client-callable script includes

Enhanced security for all client-callable script includes by introducing the ability to switch off the sandbox mode, providing greater control and protection against unauthorized script execution for Notify tables.

Activation information

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

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 Yokohama release.

Password Reset highlights for the Yokohama release

- Enhanced security for all client-callable script includes by switching off the sandbox mode.
- Enhanced security access for Password Reset tables.

See Password Reset for more information.

New in the Yokohama release

Deny ACLs for Password Reset Access

Enhance the security of Password Reset related tables by restricting access to non-authenticated users through Deny ACLs.

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Removed in this release

Password Reset workflows are deprecated and have been replaced by flows in the base system for most users. zBoot users must still use the Password Reset flows.

Activation information

Password Reset is a ServiceNow AI Platform feature that is active by default.

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 Yokohama release.

Hermes Messaging Service highlights for the Yokohama release

- View the audit history for all topic operations.
- Scan and inspect topic messages using keywords or regular expressions.
- Monitor the health of Hermes components over time.

See Hermes Messaging Service for more information.

New in the Yokohama release

Topic audit history

Track changes made to a Hermes topic by viewing the topic's audit information.

Search for messages in a topic

Filter messages in a topic using keywords or regular expressions in the Hermes Messaging Service topic inspector.

Improved diagnostics

Monitor the health of Hermes components over time.

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 Hermes Messaging Service activation.

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

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Improve the performance and processing efficiency of Instance Data Replication by upgrading the replication sets that you created prior to the Washington DC release to use Hermes Messaging Service.

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 Yokohama release.

Knowledge Management highlights for the Yokohama release

Yokohama Patch 6

- 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.
- Customize prompts for AI model providers to generate Knowledge articles with Now Assist.

- Identify and resolve accessibility-related issues during Knowledge article generation through a new accessibility checker button in the TinyMCE toolbar.
- Enhance the creation and management of knowledge base through features in the Knowledge Management advanced plugin such as article versioning, article subscriptions, article templates, and an article quality index.

See Knowledge Management for more information.

New in the Yokohama release

Configure skills with custom prompts for knowledge article templates

As an admin, you can clone the KB generation skill, and update prompts for AI model providers. This helps the agent to use custom templates and custom prompts to generate Knowledge articles with Now Assist from single and multiple knowledge bases.

UI changes

Editing functions for knowledge articles in the HTML editor

Identify and resolve accessibility related issues during Knowledge article generation through a new accessibility checker button in the TinyMCE toolbar.

Activation information

Knowledge Management is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Accessibility checker in the TinyMCE toolbar enables you to identify and resolve accessibility related issues when creating a Knowledge article. See Accessibility checker in the toolbar for more information.

Related ServiceNow applications and features

CSM Configurable Workspace

ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read knowledge articles attached

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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 Mobile 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 articles, 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.

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 Yokohama release.

Instance Data Replication highlights for the Yokohama release

- Replicate data that's frequently updated in large tables on your instance by scheduling data replication.
- Queue multiple seeding requests from your producer instance.
- Reseed missing or mismatched records automatically when creating a data comparison request.

See Instance Data Replication for more information.

Important information for upgrading Instance Data Replication to Yokohama

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 comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.

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New in the Yokohama release

Scheduled seeding

Replicate data from a producer to a consumer at scheduled times each day.

Multiple seeding requests

Run concurrent seeding requests across multiple replication sets, with up to one active request per set.

Automatically seed missing or mismatched records

Automatically seed missing or mismatched records when you create a data comparison request.

Changed in this release

Seeding request improvements

In V2 replication sets, the number of records in a seeding request is now unlimited.

Data comparison improvements

In V2 replication sets, the number of records in comparison or reseeding counts is now unlimited.

Reseed missing attachments

Attachments are now included in data comparison requests.

Seeding performance improvements

Seeding throughput and message queue efficiency has been optimized in IDR.

Deprecations

Legacy replication sets are planned for deprecation by the Zurich release. To continue replicating data in Zurich, you must upgrade all legacy replication sets to V2. For details on upgrading legacy replication sets to V2 before the upgrade, see Upgrading legacy replication sets to V2 in Instance Data Replication.

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.

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 reliably produce and consume large volumes of Kafka events.

Now Assist for Configuration Management Database (CMDB) release notes

The ServiceNow® Now Assist for CMDB application displays comprehensive summaries for configuration items (CIs) and accelerates the process of remediating duplicate CIs. Now Assist for CMDB was enhanced and updated in the Yokohama release.

Now Assist for CMDB highlights for the Yokohama release

Yokohama Patch 11

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- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Select **Summarize** on a CI form, in the workspace, or from any list to view a concise summary of key CI data directly on the form: discovery and class details, associated business services, security vulnerabilities, and related records like incidents, alerts, problems, and change requests.
- The 'Manage duplicate CIs' skill identifies duplicate CIs, populates remediation tasks, and then assigns the tasks to the appropriate group. You follow step-by-step guidance and can preview remediation results before selecting a template. The updated CI correctness scores enable the CMDB Health Dashboard to display accurate information.

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.

New in the Now Assist for CMDB 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 Yokohama Patch 11): 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.

Preview deduplication template results

While you're working in the manage duplicate CIs skill, select **Review existing templates** to help you to decide which deduplication template to apply. Now Assist generates a summary of the results of applying a template without actually running the remediation process. You can preview the results for any existing template. When you see the desired result in a preview, you can specify that template and proceed with the deduplication process.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

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

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

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for CMDB 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

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 this 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.

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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 Yokohama release.

Service Catalog highlights for the Yokohama release

- Enable your users to experience the flexibility of using supported languages when creating or editing catalog items in Catalog Builder.
- Identify and resolve accessibility-related issues during catalog item generation through a new accessibility checker button in the TinyMCE toolbar in Service Catalog.

See Service Catalog for more information.

New in the Yokohama release

Use non-English language for creating or editing catalog items

Enable your users to use supported languages when creating or editing catalog items. A non-English language user can create or edit a catalog item in their language that is supported in Catalog Builder. For example, if a Spanish language user logs in to Catalog Builder and creates or edits an item, the Spanish version of the item is created or updated.

UI changes

Accessibility checker in the toolbar

Identify and resolve accessibility related issues during catalog item generation through a new accessibility checker button in the TinyMCE toolbar in Service Catalog.

Activation information

Service Catalog is a ServiceNow AI Platform feature that is active by default.

Accessibility information

Accessibility checker in the TinyMCE toolbar enables you to identify and resolve accessibility related issues when creating a catalog item in Service Catalog. See Accessibility checker in the toolbar for more information.

Related ServiceNow applications and features

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.

Catalog Conversational Coverage

ServiceNow® Catalog Conversational Coverage provides a dashboard to view a high-level overview of the conversational and non-conversational catalog items.

ServiceNow AI Platform security release notes

ServiceNow AI Platform® security product enhancements and updates in the Yokohama release.

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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.

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 Yokohama release.

Authentication highlights for the Yokohama release

Yokohama Patch 11

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.

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.

Yokohama Patch 7

OAuth token enhancement

Use Opaque or JWT token option for your inbound integration endpoints.

Yokohama

- Use Continuous Authentication to require step-up authentication or re-authentication to the users before allowing access to sensitive or high-privilege information.
- Multi-factor Authentication (MFA) is enforced by default for all non-SSO login to ServiceNow®.
- Use the Authorization code, resource owner password credential, SAML bearer, and JWT bearer OAuth grant types of OAuth for outbound integration requests through the MID Server.

See Authentication for more information.

New in the Yokohama release

Continuous Authentication

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Use Continuous Authentication to require step-up authentication or re-authentication to the users before allowing access to sensitive or high-privilege information.

OAuth Grant Types for MID Server

Use the Authorization code, resource owner password credential, SAML bearer, and JWT bearer OAuth grant types of OAuth for outbound integration requests through the MID Server. Personal Auth is also supported through the MID server. MID Servers facilitate communication and data movement between a single ServiceNow® instance and external applications, data sources, and services.

Changed in this release

Multi-factor Authentication enforcement

MFA is mandated and is enforced to all the non-SSO login users accessing ServiceNow®.

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 logins and encrypted password protection, access control rules, and audit logs.

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 Yokohama release.

Encryption Key Management highlights for the Yokohama release

- Column Level Encryption has been rebranded and redesigned to now be called Field Encryption.
- Use Access Observer to help plan for and troubleshoot Field Encryption implementations.
- Edge Encryption administrators can use the new process to migrate from Edge Encryption to Field Encryption.

See Key Management Framework for more information.

Important information for upgrading to Yokohama

- 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.

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- 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.

New in the Yokohama release

Column Level Encryption is now Field Encryption

Column Level Encryption has been rebranded to Field Encryption Starter (FES), while Column Level Encryption Enterprise is now Field Encryption Enterprise (FEE).

Access observer

Use access observer to understand the people and processes that access data on your instance.

Improved migration process from Edge Encryption to Field Encryption

Use the new process for migration from Edge Encryption to Field Encryption (formerly Column Level Encryption). This improved workflow ensures that your data migrates from Edge Encryption to Field encryption without spending time in an unencrypted state.

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

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.

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

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Platform Encryption subscription bundle and the ServiceNow Vault subscription bundle.

Code Signing release notes

The Code Signing application validates scripts and code that runs on your instance. Code Signing was enhanced and updated in the Yokohama release.

Code Signing highlights for the Yokohama release

Use Code Signing Guardrails to improve checks during the signing process to create more secure workflows.

See Code Signing for more information.

Changed in this release

Enhancements to the guardrails check

The Code Signing Guardrails check has been improved to enhance signature verification, resulting in more secure workflows. In addition, multiple optimizations have been implemented to improve the performance benchmarks of the Guardrails scan, and log files now feature a more intuitive naming convention, which simplifies file identification within your system.

Generate update sets with a maximum size of 10,000 records

Code Signing now enforces limits on large update sets to improve the user experience. The maximum size for an update set is 10,000 records.

Naming updates for trusted and production instances

The trusted non-production instance has been renamed to trusted instance, and the protected production instance has been renamed to protected instance. These naming updates have been made to better align with customer usage.

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.

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.

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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 Yokohama release.

Data Privacy highlights for the Yokohama release

- Leverage Data Privacy in Now Assist to discover sensitive data in Now Assist prompts and data send to models.
- Sanitize sensitive data from Now Assist prompts without impacting response.
- Discover sensitive data from attachments using enhanced Data Discovery jobs.

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.

Important information for upgrading Data Privacy to Yokohama

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.

New in the Yokohama release

AL/ML Based Data Discovery for Real Time Anonymization

Use AI/ML data discovery using Named Entity Recognition (NER) models to discover sensitive data that does not follow a pattern like name, address, organizations, and more; and run real-time anonymization.

Configuring Data Privacy for Now Assist

Sanitize sensitive data entered in Now Assist prompts to prevent data leakage without impacting the response.

Discover sensitive data from attachments.

Discover and report on sensitive data from attachments.

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 was enhanced and updated in the Yokohama release.

Domain Separation highlights for the Yokohama release

Enable domain separation in live environments by using the Post-Production Domain Separation Activation Utility.

See Domain separation for service providers for more information.

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

New in the Yokohama release

Post-Production Domain Separation Activation Utility

Begin using domain separation on a live environment with the guided Post-Production Domain Separation Activation Utility.

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.

Access Management release notes

The ServiceNow® Access Management provides robust tools to manage security data on the ServiceNow platform. It includes access control lists (ACLs), security attributes, contextual security manager, data filtration, and many more controls. These controls provide granular control and improve security for managing data access. Access Management was enhanced and updated in the Yokohama release.

Access Management highlights for the Yokohama release

- Security Data Filters are a powerful new feature designed to restrict access to sensitive records based on roles or security attributes. This ensures only authorized users can view data, regardless of how the data is accessed.
- Related Record Access allows enforcement of consistent access rules across related tables, ensuring that users only see records associated with the data they are authorized to access.

See Access Control List Rules for more information.

New in the Yokohama release

Security data filters

Security data Filters enable you to control who can access sensitive data by restricting access to authorized users, regardless of how the data is accessed. Security data filters are applied before query execution, ensuring restricted data never leaves the database and prevents data leakage at the query level. Filters integrate into queries for GlideRecordSecure, GlideRecordSandbox, and GlideAggregateSandbox by default.

Related record access

Related record access integrated into the ACL framework enhances access management by enabling administrators to enforce specific ACLs for related tables. This ensures users can only access records in related tables, such as costs, estimations, or tasks, based on their permissions for the parent table, like projects or cases. Combined with broader ACL capabilities, Related record access ensures consistent, granular, and enforceable

Activation information

Access Management is a ServiceNow AI Platform feature that is active by default.

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ServiceNow AI Platform user interface release notes

ServiceNow AI Platform® user interface product enhancements and updates in the Yokohama release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Adoption Services release notes

The ServiceNow® Adoption Services is a suite of solutions, both products and features, that provide user support and critical information when a user needs it most. Adoption Services was enhanced and updated in the Yokohama release.

Adoption Services highlights for the Yokohama release

- Execute Guided Setup in every domain, with guided setup player roles.
- Experience the Guided Tours in dark and light themes.
- Execute Guided Tours from any scoped application route.
- Explore the What's New feature that's available in Help Center for all experiences.
- Use the new Help Center UI features that provide a more enhanced experience.
- Explore the enhanced Guided Setup that support running it multiple times.

See Adoption services for more information.

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

New in the Yokohama release

Guided Setup

Create additional tasks under Guided Setup using page macroponent as an app owner. You can also access and execute these tasks with an admin role.

Add new steps to guided setups in progress during Playbook Experience.

UI changes

Guided Setup

Choose from the playbook player and Next Experience and explore improved navigation across Guided Setup activities.

Help Center

The Help Center panel is now attachable and detachable from the header. You can also drag and resize it after you detach it. This feature is available with a keyboard, for accessibility support.

Guided Tours

Guided Tours is now accessible in dark and light themes. This capability now inherits any theme-based color and scheme that you select.

Changed in this release

Guided Setup

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Assign and transfer Guided Setup tasks to relevant users, for execution. This capability requires admin roles.

Set Guided Setup steps as mandatory by disabling the skip action.

You can now run the Guided Setup player or builder multiple times.

Select the multi-run feature while you're configuring and executing the tasks multiple times.

Help Center

Navigate to What's New within the Help Center panel across all experiences, including Core UI. Starting in the Yokohama release, configuration support for this new feature is available in classic and custom pages.

This feature isn't supported for non-Polaris users.

Embedded Help

Import non-English content without overriding the last uploaded language content.

Guided Tours

Create, edit, or delete Guided Tours from any scoped application including ServiceNow AI Platform.

Activation information

Adoption Services is a ServiceNow AI Platform feature that is provided with the plugins, by default. You don't need to activate this feature.

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 Yokohama release.

Next Experience highlights for the Yokohama release

- Create personalized keyboard shortcuts to streamline your workflow and boost productivity.
- Track the filters that you apply to your Workspace lists within the History menu. Each time you change your filter, the History menu displays a separate entry.
- Quickly locate and adjust your user preferences by using the new streamlined search function.
- User preference icons now adopt your theme colors.

See Next Experience UI for more information.

New in the Yokohama release

Fuzzy search results returned within the Unified Navigation menus

Find relevant search results even with shortened text by using the fuzzy results filter, which ranks results based on their similarity to your search query. Adjust the minimum accuracy score to help fine-tune filter behavior.

Customizing the Next Experience keyboard shortcuts

Assign specific actions to unique key combinations to quickly execute tasks. See the Accessibility information section for details.

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Activity stream user preference available

Enable the activity stream to automatically expand all activities from within the Workspace user preference group.

Next Experience keyboard shortcuts

Use a new keyboard shortcut to open and close the Now Assist panel and another keyboard shortcut to enable Now Assist voice input mode.

UI changes

Enable keyboard focus on truncated text user preference

The "Enable keyboard focus on truncated text" user preference has been updated to "Enable keyboard focus on text that displays a tooltip."

Improved keyboard shortcut modal

The keyboard shortcut menu has improved usability in the following ways:

- The modal now includes two columns that include the keyboard shortcut and a description with a scrollable list of available shortcuts on the viewed page.
- A search field enables you to search for shortcuts that are relevant to the page you're viewing.
- A **Close** button enables you to easily close the modal.

Changed in this release

Next Experience preferences

The new user preference panel provides a more efficient, streamlined way for you to work. Use the new search bar to locate your preferences. A wider modal displays all preference groups and when you select a group, all the individual preferences that are related to it appear in the same window.

Activation information

Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Yokohama release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created prior to upgrade.

Theme Builder comes with the Next Experience and is active by default.

Browser requirements

The Yokohama release doesn't support Internet Explorer 11. The iOS version of Firefox is also not supported.

Accessibility information

Customize Next Experience keyboard shortcuts

Create your own keyboard shortcuts for frequently used actions.

Next Experience keyboard shortcuts

Keyboard shortcuts categorized: Keyboard shortcuts for each page are now organized into categories: Page Action, Page Navigation, Global Navigation, and General.

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New keyboard shortcuts: Two new Next Experience keyboard shortcuts are available, one shortcut to open and close the Now Assist panel and another to enable voice input for Now Assist.

Accessibility improvements for keyboard interactions: Use the right and left arrow keys to expand and collapse rows.

Configure Next Experience accessibility preferences

Voice input for Now Assist

A new user preference activates voice-to-text input in the Now Assist panel. With this feature, you can use your voice to access Now Assist skills in the Now Assist panel in any supported language.

This preference appears only if your system administrator has enabled the voice input for the Now Assist feature for your instance. For more information, see Enable voice input for the Now Assist panel.

Once your system administrator has enabled voice input for your instance, the "Enable voice input for the Now Assist panel" user preference is displayed.

Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with an easy-to-use, modular portal framework. Service Portal was enhanced and updated in the Yokohama release.

Service Portal highlights for the Yokohama release

- Analyze the performance of portal pages and their widgets.
- Compare cloned widgets with the base widget from which they were cloned.
- Use ECMAScript 2021 (ES12) JavaScript mode in widget server scripts.
- Enable early single sign-on (SSO) redirection.
- Specify the user roles that apply to a page route map.

See Service Portal for more information.

New in the Yokohama release

Analyze the performance of portal pages and their widgets

Set benchmarks against which to analyze the performance of a portal page. Identify widgets on the page that don't meet the performance benchmarks and view details about their performance.

Compare a cloned widget with its base widget

Compare cloned widgets with the base widget from which they were cloned. View differences between the code of the cloned widget and the base widget highlighted in the code comparator.

Changed in this release

Use ECMAScript 2021 (ES12) JavaScript mode in server scripts for widgets

Use features supported in the ECMAScript 2021 (ES12) JavaScript mode in server-side scripts for widgets by selecting **Turn on ECMAScript 2021 (ES12) mode** from

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the widget record or Widget Editor. For information about features supported in the ECMAScript 2021 (ES12) JavaScript mode, see JavaScript engine feature support.

Define roles for page route maps

Control which users are redirected to a new page based on a page route map. Specify the user roles to apply in the Page Route Map form.

Improved redirection for single sign-on (SSO) authentication

Improved the experience of logging in to portals that use single sign-on (SSO) authentication by redirecting to the SSO Identify Provider (IdP) login page without trying to load the portal page first.

Enforce providing comments when rejecting requests

Require approvers to provide comments when rejecting a request from the Approvals widget. Administrators can enable requiring comments from the widget instance options.

Check cross-scope privileges to a table with the Form widget

Validate access to tables from which the Form widget fetches data. The Form widget checks for the necessary cross-scope privileges to a table by default.

Activation information

Service Portal is a ServiceNow AI Platform feature that is active by default.

Browser requirements

The Yokohama release doesn't support Internet Explorer 11.

The iOS version of Firefox doesn’t support Service Portal pages.

For more information about Service Portal browser support, see Browser support.

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.

AI Search

The ServiceNow AI Search application provides search capabilities for Service Portal, Now Mobile, and Virtual Agent.

User Experience Analytics

After you enable User Experience Analytics for Service Portal, you can view detailed key performance indicator (KPI) data on a dashboard and on list views.

Authentication

Validate the identity of users who access an instance and allow them to use features that match their role or job function. You can allow 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 tailor the visual experience for your users, helping to update the look and feel to match your brand. Theme Builder was enhanced and updated in the Yokohama release.

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Theme Builder highlights for the Yokohama release

- Edit and style the Unified Navigation component to better suit your brand.
- Make individual style edits on a component by double-clicking it to quickly access the Component Editor.
- As of Theme Builder version 5.1, customize the colors of empty state illustrations from within Theme Builder.
- As of Theme Builder version 5.1, use your own custom images by overriding the default empty state illustrations.

See Working with themes in Next Experience for more information.

Important:
Theme Builder is available by default starting in the Yokohama release and upgrades are available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Yokohama release

Align with your brand by using the Unified Navigation component

Customize the Unified Navigation component from within Theme Builder by using the following new features:

- Quickly view how the Unified Navigation component will look in your theme by using the Preview pane.
- Use the Component Configuration menu to view any shared styling between subcomponents.
- View the background color of your subcomponent and see how it renders in relation to the Unified Navigation component by using the updated canvas color feature.

Use the double-click feature to quickly access the Component Editor

Double-click a component tile to access the Component Editor where you can continue to make style adjustments to subcomponents, variants, or interactions.

Adjust the Unified Navigation component to meet accessibility standards

As of Theme Builder version 5.1, the Accessibility Inspector now displays the total number of accessibility errors with contrast issues for the Unified Navigation component and subcomponents. See the Accessibility section for details.

Adapt the theme-able illustrations to seamlessly integrate with your brand

As of Theme Builder version 5.1, use the new Image styles feature to enhance your theme in the following ways:

- Edit the colors of the empty state illustrations from within Theme Builder. When a part of your Next Experience web page doesn't contain data, an empty state illustration appears. Empty state illustrations are theme-able and adapt to your theme colors.
- Override empty state illustrations with your own custom images to uniquely align with your branding style.

UI changes

Navigation updated

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The **Return to component overview** link within the Component Editor is replaced with breadcrumb-style navigation for a more contextual navigation experience.

Component Editor button replaced

The **Go to Component Editor** button is now labeled either **Style variants**, **Style subcomponents**, or **Style interactions** depending on the selected component. The Component Editor behaves in the same way despite this UI change.

Component Editor Interactions States panel updated

The Interaction States panel within the Component Editor now refers to either **Interactions** or **Subcomponents**.

New Image styles tab added to Editor page

As of Theme Builder version 5.1, the Editor page has the following additional options:

- The general styles panel, which includes Global and Component styles, now features Image styles. The Image styles tab displays all illustrations available for editing.
- When you select an empty state illustration for editing from the Image styles tab, the property panel opens with two additional tabs: Images and Colors. The Images tab displays which image files are applied to an empty state illustration. The Colors tab displays which theme colors are applied to an illustration.

Activation information

Starting with the Yokohama release, 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 ServiceNow Store.

Accessibility information

Adjust the Unified Navigation component to meet accessibility standards

The Accessibility Inspector, which detects and guides you through fixing contrast issues in your theme, now includes accessibility errors for the Unified Navigation component and subcomponents.

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.

Workspace release notes

The ServiceNow® Workspace application provides agents, case managers, help desk professionals, and managers with tools to answer customer questions and resolve customer problems. Workspace was enhanced and updated in the Yokohama release.

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Workspace highlights for the Yokohama release

- Navigate form templates with larger cards, sorting preferences, and favorites.
- Add collapsible content to email templates and attach a display to knowledge base links.
- Leverage the latest workspace features for email composer in the Core UI.
- Use lists that have additional condition builder fields, infinite scroll, live updates, and saved temporary lists.
- Provide role-based access control for viewing and editing tables in the Activity stream.

See Workspace UI for more information.

New in the Yokohama release

Configure keyboard shortcut for response templates

Use a keyboard shortcut to add response templates to journal fields within a form.

Create collapsible content for email templates

Hide email content behind an ellipsis in email templates.

Configure the email composer in Core UI

Access the latest Workspace features for email composer in the Core UI.

UI changes

Favorite form templates

See your favorite form templates that you use most often in the Templates list.

Larger form template cards

Larger form template cards provide you with the entire labels for form templates in the Templates list without selecting them.

Sorting preferences for form templates

Sort form templates in the Templates list by the last used templates or in alphabetical order.

Preview the relevant templates in the email composer

Preview relevant email templates, response templates, and quick messages that are listed in the email composer's Apply templates modal.

View a total count of drafts in the email composer

A badge on the View drafts icon displays the total count of your drafts that are available in the email composer.

Preview all drafts available in the email composer

Preview all drafts that are available in the email composer's View drafts modal instead of your three most recent drafts.

Time elapsed in the Activity stream

Timestamps in the Activity stream provide more clarity on the amount of time that has elapsed by reflecting the format for timestamps in the Core UI.

Compose text area expands with changes

The Compose text area expands dynamically to fit the parent container in the side-by-side view and modeless dialog.

Customize the multi-record associator

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Resize the multi-record associator and adjust the number of rows that are shown per page in the multi-record associator.

Download all attachments

Create a zip file and download all attachments in the Attachments list.

Download multiple attachments at once

Select multiple attachments to download from the Attachments list at once.

Reopen special handling notes

Reopen special handling notes after they have been dismissed without refreshing the page or closing and reopening the record.

Indicator for personalized lists

A dot was added to the Update Personalized List icon as an indicator that the current list shows the personalized columns instead of the column defaults.

Progress bar for Percent complete list field

When you add a **Percent complete** field to a list, a progress bar displays next to the percentage.

Condition builder integrated into list

Condition builder opens above the list as an integrated part of the list experience instead of opening as a modal.

Open column search row with icon

The Show column search row icon enables you to display a row to search columns in a list instead of using the Column options menu.

Changed in this release

Context-based suggestions with @mentions

Receive suggestions for users with access to the record when using @ mentions.

Expand all tiles in the Activity stream

Set a user preference to keep all tiles in the Activity stream expanded across cases and user sessions.

Access control security model for the Activity stream

Data filters and access rules provide role-based access control for viewing and editing tables in the Activity stream.

Multiple records added from the multi-record associator load in the background

Work on a record while the multiple records that were selected from the multi-record associator are added in the background.

Attach display text to knowledge base links in the email composer

Manage your email's appearance by attaching display text to knowledge base links.

Infinite scroll for lists

Use the Record List bundle to scroll through lists infinitely without pagination.

Live updates for lists

Use the Record List bundle to view live updates on lists without refreshing the page.

Temporary lists available in the list menu

Temporarily access personalized lists that are sent to you as links within the My Lists menu.

Filter for hierarchy in condition builder

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The **is within hierarchy** field in the condition builder enables you to filter your list within a hierarchy instead of only direct reports.

AI filter assist

Convert everyday language into an encoded query with AI filter assist.

Activation information

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

Browser requirements

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.

Accessibility information

Screen Summarization

Screen Summarization is a feature that supports visually impaired and low-vision users by providing AI-generated summaries of workspace pages and their sections. The summaries can be read aloud with a screen reader to help reduce navigation and comprehension time.

Install Screen Summarization by requesting it from the ServiceNow® Store. Visit the ServiceNow® Store to view all the available apps and information about submitting requests to the store.

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Yokohama release.

Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables Accounts Payable specialists to analyze and process invoice and invoice cases. The generative AI capabilities are leveraged in invoice line mapping with purchase order line mapping. The Accounts Payable Operations was enhanced and updated in the Yokohama release.

Accounts Payable Operations highlights for the Yokohama 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
- Introduced Agentic workflow in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers thereby significantly reducing the involvement of human agents.
- The ServiceNow® Now Assist offers generative AI purchase order line-mapping to improve accuracy and reduce manual work.
- Experience the new generative AI skill for invoice data extraction, designed to enhance accuracy and reduce manual effort.

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- Leverage AI-powered GPT-4o-driven invoice data extraction with Document Intelligence for improved accuracy and reduced manual effort.
- Get instant, real-time assistance from generative AI to summarize invoice case details through the Now Assist panel.
- Use the Accounts Payable Operations properties page to control the configuration of APO properties.

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

Important information for upgrading Accounts Payable Operations to Yokohama

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.

New in the Yokohama release

Tax Engine Integration

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.

Using Supplier Collaboration Portal in APO

In the supplier collaboration portal home page, the supplier contact can choose to view invoice and inquiry cases associated with their account.

Supplier contacts can be assigned with multiple suppliers.

Set APO properties

The one-stop property page provides great flexibility and ease of configuration to users with admin roles. AP admin and integrator use the APO properties page to set the parameters that control the invoice line mapping, invoice ingestion API, and exception management. Depending on the invoice line-mapping properties set, AP admin and integrator can choose to review and confirm the invoice line mapping results generated by rule-based engine and Now Assist.

Using Playbook in Accounts Payable Operations

Playbook activity card displays updated invoice statuses. AP specialist reviews and acts on the mapping recommendations by Now Assist.

Now Assist for Accounts Payable Operations (APO)

Activate the purchase order line-mapping skill in the Now Assist Admin console to enable automatic mapping of invoice lines with purchase order lines using Now Assist.

Activate the invoice data extraction skill in the Now Assist Admin console to leverage GPT-4o capabilities in extracting invoice information using Document Intelligence and reducing the manual effort.

Generate invoice case summarization in multiple languages with the multi-language support in the Now Assist console.

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With the Now Assist panel, you can get assistance from generative AI to solve invoice case-related issues faster.

As a fulfiller, you can learn about the details of a purchase order and its associated cases from record summarization generated by Now Assist.

Take advantage of the translation capabilities available in the Now Assist for user-generated content.

A new requester role is added to access Now Assist Accounts Payable Operations features powered by generative AI. Customers need to explicitly grant these roles to users for access to GenAI features and capabilities.

Use agentic workflows in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers. These workflows also help track associated invoice records efficiently. With an agentic workflow, you can process a high volume of invoice inquiries that come through email attachments to significantly reduce the workload of human agents.

Changed in this release

Work with invoices

- Invoice line statuses are updated as:
  - PO matching error to Mapping error
  - PO matching completed to Mapping complete
  - Matching error to Mapping error
  - Review mapping

Invoice ingestion process when Document Intelligence is unavailable

Accounts Payable Operations integration with Document Intelligence enables AP admin to create invoice manually when DocIntel is down. The capture invoice details activity card displays the **Create invoice** option.

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. 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.

Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application enables you to search punchout products, track procurement requests, browse punchout and native catalog items, and complete checkout with accurate product category and unit mappings. Sourcing and Procurement Operations was enhanced and updated in the Yokohama release.

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Sourcing and Procurement Operations highlights for the Yokohama 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.
- Easily track products and services from ordering to fulfillment using procurement record IDs or keywords.
- Access both punchout and native catalog products from Categories or Suppliers on the Shopping Hub home page.

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 Yokohama release

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.

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.

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.

Search for punchout products in Employee Center

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In Employee Center, you can search for punchout products directly using the AI search bar. After you search for a product, matching items from the third-party supplier's catalog are displayed on the **Supplier Site Catalog** tab.

Unified request tracking in Shopping Hub

From My Purchases in Shopping Hub, you can search purchased products or services using the original or associated procurement record IDs, tracking details from order to fulfillment. Additionally, you can use keywords or the first three letters of a procurement record type to search for and view your purchases.

Browse punchout and native catalog items from the Categories and Suppliers lists in Shopping Hub (SH)

In Shopping Hub, you can view both the punchout products and the natively available products from the Categories or the Suppliers list on the Shopping Hub home page.

Mapping Product Categories and Units of Measure for seamless checkout in Shopping Hub

You can map the product categories and units of measure for third-party products to the corresponding model categories. This capability helps to ensure that during checkout, Shopping Hub accurately considers and displays the product category for the purchase order lines (POL) and purchase requisition lines (PRL) based on your predefined mappings.

Submit an edit receipt request from Shopping Hub

Shoppers can submit edit receipt requests from Shopping Hub to correct discrepancies in accepted receipts, ensuring accurate updates to purchase orders, purchase order lines, and received quantities.

Process an edit receipt request in playbook

Fulfillers can review the edit receipt requests and either confirm or reject them. If the request is valid, they can process the request using the Edit a Receipt playbook in the Source-to-Pay Workspace.

Editing purchase requisitions and orders with cost allocation adjustments

Shoppers can modify purchase requisitions (PRs) and purchase orders (POs) while maintaining cost allocation across multiple cost centers.

Spend and Savings Management

Spend and Savings Management (sn_spend_mgmt) enables category managers to import and maintain their organization’s category taxonomy. Integrating this taxonomy into ServiceNow helps streamline procurement processes, monitor spend, and assess savings more efficiently at the category level.

Return a product

Shoppers can now initiate replacements for goods directly from the Shopping Hub/EC. Previously, only returns for refunds were supported. This enhancement allows shoppers to replace faulty or unsatisfactory items, offering greater flexibility and improving the overall shopping experience.

Using Now Assist for Contract Management in Sourcing and Procurement Operations

Extract metadata from a signed contract attached in a contract repository record and analyze a contract document with agentic AI to identify non-standard and missing clauses.

Now Assist for Sourcing and Procurement Operations (SPO)

Activate the following new skills for Now Assist for SPO:

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- Negotiation summarization for fulfillers: Summarize negotiations to keep fulfillers informed on their current status, progress, and action items.
- Negotiation event summarization for fulfillers: Summarize negotiation events to keep fulfillers informed on their current status, progress, and action items.
- Purchase order summarization for requesters: Summarize purchase orders to keep requesters informed about their current status, progress, and action items.
- Purchase requisition summarization for requesters: Summarize purchase requisitions to keep requesters informed about their current status, progress, and action items.
- Sourcing request summarization for requesters: Summarize sourcing requests to keep requesters informed about their current status, progress, and action items.

Generate summarization in multiple languages for procurement objects with the multi-language support in the Now Assist console.

- For fulfillers, the following procurement objects support multi-language summarization:
  - Sourcing request
  - Purchase requisition
  - Procurement case
  - Purchase order
  - Negotiation
  - Negotiation event
- For requesters, the following procurement objects support multi-language summarization:
  - Sourcing request
  - Purchase requisition
  - Purchase order

With the Now Assist panel, fulfillers can use agentic AI to summarize the following procurement objects quickly:

- Sourcing request
- Purchase requisition
- Procurement case
- Purchase order
- Negotiation
- Negotiation event

Now Assist for Common Finance and Supply Chain features

Use Now Assist for Common Finance and Supply Chain features to summarize purchase orders and keep fulfillers informed of their status, progress, and required actions.

Using agentic workflows in Now Assist for Sourcing and Procurement Operations

Use agentic workflows for Sourcing and Procurement Operations to fulfill your procurement needs through intelligent product recommendations, guided checkout and off-catalog purchasing processes, and detailed product information. These

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workflows also help answer procurement-related questions and efficiently track associated records.

Removed in this release

The **All categories** option has been removed from the **Categories** tab in Shopping Hub due to low usage and its impact on system performance.

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.

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.

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 Yokohama release.

Supplier Lifecycle Operations highlights for the Yokohama release

Important:

- Starting from the Yokohama December 2025 (v 5.2.0) release, the Supplier Lifecycle Operations plugin (com.snc.sn_supplier_mgmt) is renamed to Supplier Case Management. For more information, see Supplier Case Management.
- The new plugin Supplier Operations (com.snc.sn_so) (v 1.2.0) must be installed after upgrading to the Supplier Case Management Yokohama December 2025 (v 5.2.0) release. For more information, see Install Supplier Operations.

- Advanced case management for supplier lifecycle events including onboarding, offboarding, and ongoing operations.
- Identify and prioritize suppliers for credit card payment adoption.
- Estimate card payment benefits using the savings calculator tool.
- Conduct sanction screening and validate banking details and supplier location change requests via Relish integration.
- Map multiple internal stakeholders (legal, business, technical, risk teams) to suppliers to improve visibility and governance of supplier relationships.
- Support for many-to-many (M2M) mapping between supplier contacts and suppliers. A single supplier contact can be the contact for multiple suppliers, if the suppliers share a parent-subsidiary relationship.

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- Automated KPI templates for automated data collection, KPI template modifications, and calculations.
- KPI Management enhancements enable improved threshold setup, error messaging, and dashboard visualizations for KPI tracking.
- Support for self-registration for supplier contacts. They can register with a supplier company name, enabling multiple domains under a single supplier.

See Supplier Lifecycle Operations for more information.

Note:

You can experience a longer upgrade time if you're upgrading from Vancouver or an older release to Washington DC or any latest release. This delay is due to a mandatory script that runs for restructuring the Supplier Task [sn_slm_task] table and the duration of upgrade depends on the number of records in this table.

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

New in the Yokohama 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 a credit card 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.

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.

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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 Relationship and Performance Management

- **Flexible KPI tracking**: Supplier managers can create KPIs directly without predefined templates, which results in simplified KPI creation, enabling faster and more efficient performance tracking.
- **Enhanced KPI management**: Improved threshold setup, error messaging, and dashboard visualizations for KPI tracking.
- **Multiple dimensions for KPI tracking**: Create supplier-level and contract-level KPIs using KPI templates to measure supplier performance. Contract-level KPIs are created under supplier-level KPIs. The overall KPI value of a supplier is calculated based on the latest aggregated values of all the related contract-level KPIs.
- **Action Plans for under-performing KPIs**: Address performance gaps by creating Action Plans linked to the under-performing KPIs, enabling visual tracking of milestones and tasks. The tasks triggered by the Action Plans are assigned to the suppliers and they can see and complete those tasks in the Supplier Collaboration Portal, streamlining the overall KPI remediation process.
- **Automated KPIs**: 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.

Many-to-many (M2M) mapping between supplier contact and suppliers

- Supplier contacts can manage multiple supplier records under a single login, with the ability to toggle between records in the Supplier Collaboration Portal. One supplier contact can be the contact for multiple suppliers, provided the suppliers share a parent-subsidiary relationship.
- M2M mapping between supplier contact and suppliers also enables supplier contacts to register using a company name across different email domains, thus simplifying onboarding for distributed supplier teams.
- M2M mapping between supplier contact and suppliers is available from the Xanadu December 2024 release onwards. To enable this feature, see Enable M2M mapping between supplier contact and suppliers.

Now Assist for Supplier Lifecycle Operations (SLO)

- View the summarized details of supply-related cases within the **Now Assist Panel** to keep the supplier managers and fulfillers informed about their progress and action items.
- Case summarization supports multiple languages.

AI driven supplier onboarding using Now Assist for SLO

Use agentic AI in Now Assist for Supplier Lifecycle Operations (SLO) to streamline the supplier onboarding process by automating supplier registration.

Smart Assessments

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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.

Emails view for supplier managers

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.

Deprecations

Source-to-Pay Workspace

Supplier Manager Workspace is being prepared for future deprecation. It's hidden and no longer activated on new instances. Source-to-Pay Workspace provides the latest experience for this functionality.

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.

Now Assist for Source-to-Pay Operations release notes

The ServiceNow® Now Assist for Source-to-Pay Operations application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Source-to-Pay Operations was enhanced and updated in the Yokohama release.

Now Assist for Source-to-Pay Operations highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Previous Patch releases

- Now Assist for Sourcing and Procurement Operations (SPO) supports enhanced AI search and the Retrieval-augmented generation (RAG) framework to recommend suppliers and products through semantic search and contextual filters, enhancing recommendations with criteria like preferred suppliers and previous purchases.
- Now Assist for Supplier Lifecycle Operations (SLO) supports a conversational intake that helps suppliers to view and update supply information through a conversational flow.
- Now Assist for Accounts Payable Operations (APO) supports a conversational intake to complete self-service tasks, such as submit a request or track a request status.

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New in the Yokohama release

Now Assist for Sourcing and Procurement Operations (SPO)

Now Assist for SPO includes an agentic workflow that enhances conversational intake capabilities. This AI-powered agent team streamlines user inquiries to sourcing and procurement teams by gathering knowledge, clarifying requests, deflecting common questions, providing product information, and recommending the appropriate purchase plan. For more information, see Using agentic workflows in Now Assist for Sourcing and Procurement Operations.

The following new skills are available in Now Assist for SPO:

- Negotiation summarization for fulfillers: Summarize negotiations to keep fulfillers informed on their current status, progress, and action items.
- Negotiation event summarization for fulfillers: Summarize negotiation events to keep fulfillers informed on their current status, progress, and action items.
- Purchase order summarization for requesters: Summarize purchase orders to keep requesters informed about their current status, progress, and action items.
- Purchase requisition summarization for requesters: Summarize purchase requisitions to keep requesters informed about their current status, progress, and action items.
- Sourcing request summarization for requesters: Summarize sourcing requests to keep requesters informed about their current status, progress, and action items.

Now Assist for Supplier Lifecycle Operations (SLO)

Now Assist for SLO includes an agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process, including data validation, duplicate checking, task generation, and communication with suppliers, streamlining the entire process for faster time-to-activation. For more information, see .

The following new skills are available in Now Assist for SLO:

- Conversational intake for suppliers: Suppliers can request profile updates, submit cases, and track inquiry statuses through a conversational interface powered by AI.
- Now Assist summarization panel: Case summaries are generated directly within the Now Assist Panel with no need to open individual case records.
- Multilingual support for summarization: Case details are summarized in the user's preferred language, improving accessibility for global teams.

Now Assist for Accounts Payable Operations (APO)

With the Now Assist for APO application, AP fulfillers can leverage generative AI capabilities to chat with live agents, submit a request, and track its status.

The ServiceNow®Now Assist experience brings generative AI powered purchase order line mapping feature designed to enhance matching accuracy and reducing manual intervention.

Generate purchase order summarization using Now Assist skills powered by generative AI.

Use agentic workflows in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers. These workflows also help track

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associated invoice records efficiently. With an agentic workflow, you can process a high volume of invoice inquiries that come through email attachments to significantly reduce the workload of human 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.

UI changes

Use the 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.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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.

Strategic Portfolio Management release notes

Strategic Portfolio Management (formerly IT Business Management) has new and updated features in the Yokohama release.

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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 Yokohama release.

Collaborative Work Management highlights for the Yokohama release

- Improve focus on your working area through a simplified, distraction-free navigation experience.
- Quickly identify task assignees without access to your Space and manage sharing permissions accordingly.
- Improve collaboration efficiency by sharing the exact view of your Board or specific page of your Doc when sharing a URL with others.
- Collaborate in real-time on Docs with multiple editors.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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 Yokohama release

Keyboard shortcuts for workspace actions

Use the keyboard shortcut to quickly search for and go to a Space, Board, or Doc.

- Mac OS: Option + F
- Windows OS: Alt + F

Also, the Search bar displays all the recent Spaces, Boards, and Docs that you've navigated to within the CWM workspace so that you can quickly select from the recent items without having to search for them again.

Real-time collaboration in Docs

Edit a Doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators.

Note:
To use the full functionality of Docs when using Docs v6.0.0 within CWM workspace, ensure that you upgrade Collaborative Work Management to v5.0.0. For more information, see KB2017926.

Requesting access to a Space or Board from its URL

- CWM users can quickly request access to a Space or Board through the **Request access** button, which sends an actionable email request to Space owners and editors.
- Space owners can approve or reject the request directly from the email without having to open the CWM workspace.

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Requesting to elevate user access role to Editor

Easily send a request to Space owners and editors to request elevating your role to Editor by selecting the Viewing mode indicator in the Board header that indicates that you have only the Viewer role.

Managing access in the Share permissions modal

Easily identify users who already have access to your Space and the users who requested access using the following two sections in the Share permissions modal.

- **People with Access** section: Manage the access level of existing collaborators to Editor, Viewer, or Owner, or remove them from the Space.
- **Pending Access** section: Review requests from users and choose to grant or deny them access to your Space.

Managing Space permissions for task assignees and other users

Identify task assignees who don't have access to the workspace through a lock icon next to the user name. This icon is visible in the List view of the Board in the columns of type People such as **Assigned to**, **Additional Assignee**, and **Assignment group**.

You can either use the workspace prompt to grant assignees Viewer access or choose to manage their access level later from the Share permissions modal.

Share task details with Task URLs

Provide direct access to a specific CWM Task record to share with team members and stakeholders by copying its URL. The task opens in the side panel in the context of the Board that it belongs to, eliminating the need to search through multiple items on the Board.

Improved user experience for Board views

Avoid accidentally losing unsaved Board view edits when you try to navigate away from the Board or refresh the browser tab by responding to a displayed workspace prompt.

UI changes

Improved navigation in the workspace

The improved navigation panel provides a simpler and cleaner user interface. At a given time, the navigation panel shows the contents of just one Space to provide a distraction-free experience while you work.

Use the Spaces menu to choose a different Space or use the Search option to quickly find and open any Space, Board or Doc.

Additionally, you can also choose to resize the navigation panel or collapse it altogether to increase the working area for your Boards or Docs.

Verify content through browser spell checks

Identify and manage incorrect spellings in typed or pasted content in a Doc. The incorrect spellings are highlighted automatically, and you can correct them using the right-click menu options on the highlighted word.

Numbering on automation cards

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Instead of record numbers, Board automation cards show a sequential list numbering of 1, 2, 3, and so on. Error messages use these list numbers so you can easily identify an existing automation from the list of available automations for the Board.

Changed in this release

Improved user experience for adding hyperlinks in Docs

Insert hyperlinks in a Doc easily and quickly through the formatting toolbar, inline commands, or by pasting a copied link. The pasted URL can be converted into a hyperlink by pressing the Space or Enter key and edited using the inline edit modal.

Improved user experience for copying links of Boards

Ensure that your team sees the same data as you while sharing links of your Boards through the **Copy link** action, which now accesses the linked workspace showing the view in which the Board is displayed to you regardless of the user's view settings.

Redirection to the CWM task from notification emails

Access task details when you open a task from an assignment email from CWM in a new browser tab in the context of its Board rather than being directed to the workspace home page.

Redirection to the specific doc pages from notification emails

Access the specific Doc page that you are @-mentioned in by selecting **View Doc** in the notification email, eliminating the need to look through multiple pages in the Doc.

Reflow for Configurable Workspace

The CWM workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.

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

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

Reflow

The CWM 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%.

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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 Reflow for Configurable Workspace for details.

Related ServiceNow applications and features

Now Assist for Collaborative Work Management (CWM)

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 ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. Strategic Planning is available with an SPM Professional license.

Data Separation release notes

The ServiceNow® Data Separation application enables organizations to restrict access to sensitive data based on a lens hierarchy and its leaf node.

Deprecations

Starting with the Yokohama release, Data Separation is being prepared for future deprecation and it will be hidden. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. Alternatively, you can define data filters along with other configurations to restrict access to sensitive data (enable data separation). For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB1772519] article in the Now SupportKnowledge Base.

Now Assist for Collaborative Work Management release notes

The ServiceNow® Now Assist for Collaborative Work Management (CWM) application uses generative AI skills to improve time to value for the tasks you perform in the CWM workspace. Now Assist for CWM is a new application in the Yokohama release.

Now Assist for Collaborative Work Management highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

Yokohama Patch 3

- Help increase efficiency by automatically creating tasks from the context of your CWM Docs and adding them to the required Board.
- Enable saving time by summarizing and paraphrasing blocks of content or a whole page in CWM Docs using generative AI capabilities.

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See Now Assist for Collaborative Work Management (CWM) for more information.

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

Now Assist for Collaborative Work Management features

Generate tasks from Docs in Collaborative Work Management (CWM)

Help increase efficiency and save time by using Now Assist to automatically generate CWM Tasks for your Board. Using the information in your doc, Now Assist provides task recommendations. You can choose to refine or modify these recommendations. You can iterate multiple times to tweak the task recommendations according to your requirements.

After you're satisfied with the recommendations, Now Assist can help you add these tasks to a board of your choice.

Summarize and paraphrase Docs content

Use Now Assist capabilities to refine selected content in docs, or to get a summary of the whole document.

- Summarize, elaborate, or shorten selected text.
- Summarize the entire content on the page.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

Activation information

Install Now Assist for Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information

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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 save time and improve efficiency for the actions that you perform within the CWM workspace.

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 from epics, generate concise project summaries, create demands through conversations, quickly gain insights into projects, and refine planning item descriptions to enhance clarity and ensure alignment with project goals. Now Assist for Strategic Portfolio Management (SPM) is updated in the Yokohama release.

Now Assist for SPM highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Generate measurable targets from goals information and optional context with the target generation skill.
- 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.

Yokohama Patch 6

- 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 a decorative loader to elevate visual interest during content loading in Strategic Planning.
- Refine the planning item text descriptions by enabling AI assistance.
- Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

New in the Yokohama release

Yokohama Patch 11

Identify similar records using Now Assist

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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.

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.

Yokohama Patch 6

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.

Write planning item skill

- Use this skill to improve record quality and user satisfaction by enabling AI assistance in the Description field across all Strategic Planning Workspace forms, including product idea, demand, epic, project, capability, feature, and story.
- Enable text refinement with the **Elaborate** and **Shorten** options on planning items to support product managers and agile team members in creating and editing content more effectively.

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

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- 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.

UI enhancements

The following UI enhancements were made:

- Added hover animation for the Now Assist ( ) icon.
- Added a loader for the Now Assist side panel for a more engaging loading experience.

Skill name updates

- Renamed the Project Gen AI Docs skill to the Project doc summarization (Project Workspace) skill.
- Renamed the Planning item Gen AI Docs skill to the Planning item doc summarization (Strategic Planning) skill.
- Renamed the EAP Teams Gen AI Docs skill to the EAP doc summarization (Enterprise Agile Planning) skill.
- Renamed the Story generation skill to Agile story generation (Enterprise Agile Planning).
- Added the Write planning items skill in Strategic Planning.

Animation support for Now assist buttons and icons

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- Added hover animation in the Now Assist (

) icon for the **Summarize** button on the feedback list and Docs.
- Added the Now Assist (

) icon in the Email project summary button.
- Added hover animation in the Now Assist (

) icon for the Now Assist button in the Docs page.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

Configure ACLs for AI agents and agentic workflows

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Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. For more information, see Install Now Assist plugins.

Related ServiceNow applications and features

Now Assist

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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.

Now Assist Admin console

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.

Now Assist panel

Use this conversational interface in the EAP 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 Yokohama release.

Portfolio Planning highlights for the Yokohama release

- View the rolled-up financial costs and benefits data of your planning items in the new **Financials** tab in the Planning page.
- View the financial data of planning items while creating multiple prioritization scenarios to promote efficient use of budget and help increase the return on investment (ROI).
- Monitor performance, track progress, and make informed decisions related to planning and execution using dashboards.
- Create, edit, and switch views in portfolio plans and free-form roadmaps with display preferences.

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.

Important information for upgrading Portfolio Planning to Yokohama

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.

New in the Yokohama release

View financial data of your planning items at the portfolio level

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- View the rolled-up financial costs and benefits data of your planning items Epics, Demands, and Projects at the portfolio level for different time scales and ranges.
- View the financial values such as the Budget, Planned cost, Variance, Actuals, and Remaining Estimates of your planning items by expense type or cost type.
- View the Forecasts, Actuals, and Variance of your planning items for monetary benefits.
- View the financial data of the planning items while creating multiple prioritization scenarios to promote efficient use of budget and to help increase ROI.

Create and manage financial scenarios of planning items

- Optimize your portfolio by creating financial scenarios to validate and arrive at a profitable outcome.
- Plan and manage the budget of the planning items in a simulation mode for efficient financial planning and to help prevent overspending.
- Manage prioritization and budget allocation of the planning items to meet business priorities.
- Compare financial scenarios and automatically allocate the planned budget from approved scenarios to planning items.
- Enable a budget allocation property to analyze finances in scenario planning and take effective decisions using data-driven insights.

Dashboards for data analysis and decision-making

Consolidate key data and metrics from multiple sources onto dashboards, enabling you to monitor performance, track progress, and make informed decisions related to planning and execution.

You can create, edit, and copy a dashboard, customizing as needed. Add widgets to a dashboard to display key data, metrics, and visualizations. You can also share dashboards to collaborate with the business stakeholders who have access to the portfolio plan.

Create and share views for portfolio plans and free-form roadmaps

Create, edit, and switch views in portfolio plans and free-form roadmaps using display preferences. You can create personal views that are private to you or public views that can be shared with stakeholders who have access.

Portfolio plan display preferences include column selection, grouping and filtering. Free-form roadmap preferences include grouping, milestones selection, dependencies selection, and tracking mode. The portfolio plan view saves your display preferences across the Prioritization, Roadmap, Capacity, and Financials tabs.

Note:
Portfolio plan views are available only for the Planning module and are supported in live mode, but not in scenario mode.

Real-time collaboration for Planning item Docs

Edit a doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators.

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Note:
To use the full functionality of Docs v6.6.0 within Portfolio Planning Workspace, upgrade to Portfolio Planning Workspace v8.5.0. For more information, see the Incompatibility After Upgrading Docs to Version 6.0.0 [KB2017926] article in the Now Support Knowledge Base.

UI changes

Financials UI changes

- New **Financials** tab in the Planning page.
- The name of the **ETC** field is changed to **Remaining Estimates**.
- The name of the **EAC** field is changed to **Forecast**.
- The name of the **Actuals to date** field is changed to **Actuals**.
- New Financials view in scenario planning.
- New financial widgets in the compare scenario page.

Capacity Planning tab name change

The name of the **Capacity Planning** tab in the planning view is changed to **Capacity**.

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 ranging from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Yokohama release.

Project Portfolio Management highlights for the Yokohama release

- Move your old status reports to a new tool to maintain a consistent reporting process.
- Secure your projects with confidentiality settings to safeguard all confidential data.
- Build a checklist for your project tasks to track the task activities for completion.
- Inline edit one or more cells in child resource assignments.
- Explore the new heatmap modal to monitor resource status, available capacity, and utilization efforts.
- Identify similar demand records based on contextual similarity in the name, description, and business case content using the identify similar records Now Assist skill.

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For more information, see the Project Workspace release notes.

New in the Yokohama release

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.

Migrate old status reports to new reporting tool

Import your old status reports to a new status report tool for a consistent and organized reporting system.

Apply confidentiality settings to your projects

Secure sensitive projects by applying confidentiality settings to your projects and make sure only authorized users can access confidential data and sub-projects.

Use checklist for project tasks

Track the list of activities to be completed for a task by creating a checklist for your project tasks.

Migrate notes of resource plans to resource assignments

Migrate the existing resource plan notes along with the allocation details to resource assignments and get clear insights while working with resource assignments in Resource Management Workspace.

Resource allocation and heatmap enhancements

- Use the allocation heatmap modal to view resource status, remaining capacity, and utilization and enable resource managers to assess task efforts.
- Use inline editing to update one or multiple cells in child resource assignments.
- Added new fields for resource assignment:
  - Name
  - Ready for review
  - Notes
- Extend a resource assignment for a project or project task using the **Extend** row context menu action.

UI changes

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.

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).

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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.

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 Yokohama release.

Project Workspace highlights for the Yokohama release

- Import your old status reports to a new status report tool and optimize your reporting process.
- Create a checklist in a project task to track items that must be completed in the task.
- Inline edit one or more cells in child resource assignments.
- Explore the heatmap modal to monitor resource status, available capacity, and utilization efforts.

See Project Workspace for more information.

New in the Yokohama release

Analyze the status report in Project Workspace

- You can't edit the status report, but you can change the system property to enable editing.
- Import your old status reports to a new status report tool for a consistent and organized reporting system.

Duplicate a status report in Project Workspace

Reduce effort by duplicating a status report to transfer all project information without manual copying.

Configuring security for a project in Project Workspace

- Apply confidentiality settings to safeguard sensitive projects and make sure that only authorized users can access confidential data and sub-projects.
- When a project is marked confidential in one workspace, such as Project Management or Strategic Portfolio Workspace, these settings automatically extend across all associated workspaces, maintaining consistent protection.
- To promote security, at least one user must be assigned access to any confidential project.

Project task checklists

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- Create a checklist for your project tasks and manage a list of activities or steps to be completed for a task.
- As an Administrator, you can add or remove checklists as needed.

View the roll-up financial values for project tasks at parent project level

View and manage the cost plans and expense lines recorded on a project task level on the parent project.

Resource allocation and heatmap enhancements

- Use the allocation heatmap modal to view resource status, remaining capacity, and utilization and enable resource managers to assess task efforts.
- Use inline editing to update one or multiple cells in child resource assignments.
- Added new fields for resource assignment:
  - Name
  - Ready for review
  - Notes
- Extend a resource assignment for a project or project task using the **Extend** row context menu action.

Note:
To use the full functionality of Docs v6.6.0 within Project Workspace, upgrade Project Workspace to the v6.1.0. For more information, see KB2017926.

UI changes

Financials UI changes

- New **Financials** tab in the planning view.
- The name of the **ETC** field is changed to **Remaining Estimates**.
- The name of the **EAC** field is changed to **Forecast**.
- The name of the **Actuals to date** is changed to **Actuals**.

Skill name updates

Renamed the Project Gen AI Docs skill to the Project doc summarization skill in Project Workspace.

Resource assignment UI enhancements

Added the **Extend** option and the **Extend Assignment** modal to request a resource assignment extension.

- Updated the create resource assignment form to include these fields:
  - The **Name** field to captures a unique or descriptive name for the resource assignment.
  - The **Ready for review** list to confirm if a resource assignment is ready for the allocation review.
  - The **Notes** field to add additional context when creating a resource assignment.
- Time span fields are changed to weekly and monthly.
- Included the following information in the heatmap modal:

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- The **Utilization** column to display the total effort across approved or pending tasks.
- The **Resource status** column to display the approved or pending assignments.
- The **Remaining capacity** column to indicate available or exceeded effort limits.

Changed in this release

Heatmap enhancements

The resource allocation heatmap displays the resource status, capacity, and utilization, enabling efficient planning and allocation based on availability and workload.

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

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 Yokohama release.

Resource Management Workspace highlights for the Yokohama release

- Access the new heatmap modal to view the resource status, remaining capacity, and utilization efforts of resource allocation.
- Use the **Name**, **Notes**, and **Ready for review** fields while creating a New Resource Assignment.
- Access the resource assignments and the parent resource assignment from the resource board.
- Use the interactive dashboard to create and manage widgets to access the required set of resource data in board view.
- Extend, adjust, and approve resource assignments using the row context menu from the side grid.

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.

New in the Yokohama release

Using Resource Management Workspace

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- View the Resource status, Remaining capacity, and Utilization columns to the allocation heatmap modal to help resource managers to view detailed insights and the total efforts for Approved and Pending tasks.
- Use the Total row in the heatmap modal to view the aggregate utilization for approved and pending tasks.
- Update the resource status and the efforts for child assignments using the new modal.
- Capture additional details required to the Project manager or Resource manager while creating a New Resource Assignment and New Operational Assignment using the following new fields.
  - **Name**
  - **Ready for review**
  - **Notes**
- Access the assigned resource assignments or the parent resource assignment directly from the resource board view.

Using Resource Management Workspace

View and access the resource assignments from high-level to get an overview of all the resource assignments, based on their states, completion dates, start dates, resources with allocations over their capacity, and resources allocations within their available.

- Filter the resource board using the primary attributes and dates to build a custom view.
- Edit the dashboard further to manage the data representation view of existing widgets or add new elements to build the required widgets.
- Access the custom resource boards from dashboard using the interactive widgets to manage the allocations details.
- Edit the Start and End dates, Task efforts, and Resource status for assigned tasks in the top tray using the inline editing feature.

UI changes

Using Resource Management Workspace

Added the following details in the resource allocation heatmap view.

- The Resource status column to view Approved and Pending assignments.
- The Remaining capacity column to view the remaining or over-allocated efforts.
- The Utilization column to view the total efforts of approved and pending tasks.

Create resource assignments and operation resource assignments in Resource Management Workspace

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- Added the following fields to create resource assignment form.
  - The **Name** field provides a custom or identifiable name for resource assignment.
  - The Ready for review list to confirm if a resource assignment is ready for a Resource manager's review for allocation.
  - The **Notes** field to add any additional notes while creating a resource assignment.
- Added the following fields in the row context menu of resource assignments in the top tray.
  - The **Open Resource Assignment** field to view and edit a specific assigned assignment.
  - The **Open Parent Resource Assignment** field to view and edit the parent assignment.
  - The **Extend** menu item and **Extend Assignment** modal to request an extension to a resource assignment.

New navigation menu

- New Reporting dashboard landing page in Resource Management Workspace to view and access the resource allocation details.
- Interactive widgets in Reporting dashboard to access the custom resource boards.

Changed in this release

New resource heatmap view

The resource allocation heatmap view provides more relevant information such as resource status, remaining capacity, and utilization of resources which helps resource managers to plan efficiently and allocate the resources based on their availability, bandwidth, and work requirements.

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.

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 Yokohama release.

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Strategic Planning highlights for the Yokohama release

- Reduce time and effort by using story recommendations from Now Assist to break down your epics and features in Enterprise Agile Planning (EAP).
- Collaborate in real time on docs with multiple editors.
- View the rolled-up financial costs and benefits data of your planning items on the new **Financials** tab in the Planning page.
- View the financial data of planning items while creating multiple prioritization scenarios for efficient use of budget and to get better ROI.
- Use dashboards to monitor performance, track progress, and make informed decisions related to ideas, feedback, planning, and execution.
- Create, edit, and switch between views with display preferences for portfolio plans and free-form roadmaps.
- Enhance the quality of planning item descriptions by enabling AI assistance.

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 Yokohama

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.

New in the Yokohama release

Dashboards for data analysis and decision-making

Use dashboards to view key data and metrics, enabling you to monitor performance, track progress, and make informed decisions related to ideas, feedback, planning, and execution. Dashboards consolidate data from multiple sources into a single, easily digestible format. Each widget within a dashboard displays key data and metrics and may include visualizations. The default dashboards include the Product Idea Dashboard, Feedback Dashboard, Strategy Execution Dashboard, and Execution Dashboard.

You can create or edit dashboards, copy an existing dashboard and customize it as needed, and share dashboards to collaborate with business stakeholders who have access to the portfolio plan.

Create and share views for portfolio plans and free-form roadmaps

For portfolio plans - Create, edit, and switch between views with display preferences such as column selection, grouping, and filtering for portfolio plans. You can create personal views that are private to you, or public views that can be shared with stakeholders who have access to the portfolio plan. The portfolio plan view saves

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your display preferences across the **Prioritization**, **Roadmap**, **Capacity**, and **Financials** tabs.

> **Note:**
> Views are available only for the Planning module and are supported in live mode, but not in scenario mode.

For free-form roadmaps - Create, edit, and switch between views with display preferences such as grouping, milestones selection, dependencies selection, and tracking mode for free-form roadmaps. You can create personal views that are private to you, or public views that can be shared with stakeholders who have access to the free-form roadmap.

Write planning item skill

- Improve record quality and user satisfaction by enabling AI assistance in the **Description** field across all Strategic Planning Workspace forms, including product idea, demand, epic, project, capability, feature, and story.
- Enable text refinement with the **Elaborate** and **Shorten** options on planning items to support product managers and agile team members in creating and editing content more effectively.

Plan efficiently with additional pre-defined lenses

Using the Digital Product lens, portfolio managers can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the digital products by aligning with the business strategy.

The lens is supported with the work items, epic, and product idea. With the Digital Product lens, you can also do high-level planning using the Product Enhancement entity. By default, the Product Enhancement entity is enabled for high-level planning.

Cycle time report for Agile teams in EAP dashboards

Analyze how long the stories take for your Agile team to move from an in-progress state to completion. Each bubble on the chart represents a story and the chart shows stories completed in the past 30 days. You can compare the cycle times of stories that have different story points and review the trend in the time taken by the team to complete them.

Using this data, identify the stories that took longer to complete and analyze the reasons so that you can draft an action plan to optimize the team's cycle time in the future.

Kanban configuration for EAP teams

Use the Kanban configuration for teams that don't prefer to work in an iteration-based schedule. You can activate the predefined Kanban configuration and add teams to your Agile structure or you can modify an existing configuration by setting the **Planning calendar** field to **None**.

Column filters in EAP Backlog

Quickly find the work items that you need by using column-level filters for the data on your EAP Backlog. You can filter on any column that is displayed on the **Backlog** tab.

Generate stories from epics and features using Now Assist for EAP

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Break down epics and features into stories using the Now Assist Agile story generation skill in the EAP workspace. Using the available details such as name, description, docs content, and any existing stories, Now Assist provides story recommendations for your epic or feature. You can let Now Assist generate stories using its initial recommendations or you can choose to split or combine the story recommendations before prompting Now Assist to create the stories.

View financial data of your planning items at portfolio level

- View the rolled-up financial costs and benefits data of your planning items such as Epics, Demands, and Projects at the portfolio level for different time scales and ranges.
- View the Budget, Planned, Variance, Actuals, and Remaining Estimates of the financials costs by expense type or cost type.
- View the Forecasts, Actuals, and Variance of monetary benefits.

Create a manage financial scenarios of planning items

- Optimize your portfolio by creating financial scenarios to validate and arrive at a profitable outcome.
- Plan and manage the budget of planning items in simulation mode for efficient financial planning and to help prevent overspending.
- Manage prioritization and budget allocation of the planning items to meet business priorities.
- Compare scenarios financially and automatically allocate the planned budget to planning items from approved scenarios.
- Enable the **new budget allocation** property (*sn_invst_pln.enable_budget_allocation_v2*) to perform financial analysis in scenario planning and take effective decisions by data-driven insights.

Real-time collaboration for EAP Docs

Edit a doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators.

The real-time collaboration feature for docs is also available for planning items in the Strategic Planning Workspace. See Docs for planning items in Strategic Planning.

Note:
To use the full functionality of Docs v6.6.0 within Strategic Planning Workspace, ensure that you upgrade Strategic Planning Workspace to v4.5.0. For more information, see KB2017926.

UI changes

Financials UI changes

- New **Financials** tab in the Planning page.
- The name of the **ETC** field is changed to **Remaining Estimates**.
- The name of the **EAC** field is changed to **Forecast**.
- The name of the **Actuals to date** field is changed to **Actuals**.

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- New Financials view in scenario planning.
- New financial widgets in the compare scenario page.

Skill name updates

- Renamed the Planning item Gen AI Docs to the Planning item doc summarization skill in Strategic Planning.
- Renamed the EAP Teams Gen AI Docs to the EAP doc summarization skill in Enterprise Agile Planning.
- Added the Write planning items skill in Strategic Planning.

Capacity Planning name updates

Change in the name of the **Capacity Planning** tab to **Capacity** in the planning view.

Changed in this release

Changes in planning item forms

The dates in the **Planned start date** and **Planned end date** fields are editable for all planning item types other than Demand and Project planning item types. Also, the **State** field is editable for EAP planning items and its child items.

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

Now Assist for Strategic Portfolio Management (SPM)

Now Assist lets you 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.

Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Yokohama release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

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- 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 CRM for Telecommunications. See Sales Customer Relationship 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 ManagementSales CRM for Technology Providers. See Sales Customer Relationship Management release notes.
- Now Assist for Telecommunications, Media and Technology (TMT)

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 Yokohama release.

Customer Success Management highlights for the Yokohama release

- Define, measure, and track the overall health of an engagement and monitor risk signals and issues.
- Manage all customer interactions in a single place and organize them with the touchpoint calendar.
- Create templates to define common success objectives and outcomes and associate them with a product.

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- Use Now Assist for Telecommunications, Media and Technology (TMT) to summarize account onboarding cases, engagements, and touchpoints.
- Integrate your ServiceNow instance with external Customer Relationship Management (CRM) platforms during the engagement life cycle.

See Account Lifecycle Events for more information.

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

New in the Yokohama release

Health framework

Define the key business and operational indicators and their impact on the overall health of an engagement. You can provide insights that help identify the trends and determine if the engagement is stable.

Risk framework

Centralize, track, and monitor the relational risks so that you can reduce customer turnover. You can identify risk signals and create repeatable remediation plans.

Success blueprint builder

Create standardized objectives and outcomes for an engagement. Your customer success managers can prioritize the requirements and identify the outcomes that provide the maximum customer impact.

Success initiative roadmap

Create a timeline view of the success initiatives and view the status, timing, and priority of these activities.

Touchpoints enhancements

Use a touchpoint to track and manage your customer interactions through meetings and emails. With the touchpoint planner, you can help to ensure that all customer interactions and related activities are taking place on time with expected results.

Case summarization for onboarding cases, engagements, and touchpoints

Use generative AI to get a high-level summary of the status of your engagements, onboarding cases, and touchpoints.

UI changes

Success portfolio

The Success portfolio dashboard provides visibility into the overall health of a customer success manager's portfolio. With this dashboard, you can view the health of an engagement, individual indicators, health and risk trends, and touchpoints.

Engagement page enhancements

Use the engagement home page to see a high-level overview of an engagement. You can also view the current health score, identify issues, and monitor objectives and outcomes.

Data import enhancements

Optimize the onboarding process by importing and publishing a large amount of data and resolve any errors or issues quickly.

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Activation information

Install Customer Success 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.

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.

Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for TMT application enriches purpose-built industry workflows with generative AI to supercharge insights, actions, and self-service experiences. Now Assist for TMT was enhanced and updated in the Yokohama release.

Now Assist for TMT highlights for the Yokohama release

Yokohama Patch 11

- Review changes to Now Assist usage measurement.
- Some Now Assist skills, agents, and agentic workflows are on by default.
- Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.
- Address voice quality issues and validate tickets with RADCOM.
- Summarize the risk signal and issues records along with respective risk solution and occurrence records.

Yokohama Patch 6

- 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.

Yokohama Patch 3

- Monitor engagement health score and provide a trend analysis.
- Monitor risks on a predefined schedule and provide common resolutions.

Yokohama Patch 1

- Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using the Now Assist for TMT AI agent collection.

Yokohama Early Availability

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- Summarize onboarding cases, engagements, and touchpoints by using agentic AI.
- Enhance test summarization with metric descriptions and contextual notes.
- Consolidate the information from multiple similar cases into a Knowledge article.
- Dynamically configure prompts for case summarization.
- Automate transformation mapping between provider and consumer instances in Service Exchange.

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 Yokohama release

Yokohama Patch 11

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.

Yokohama Patch 6

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.

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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.

Yokohama Patch 3

Monitor engagement health

Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected.

Analyze risk signals and recommend solutions

Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table.

Yokohama Patch 1

Using Telecommunications, Media, and Technology AI agent collection

Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.

Available AI agents agentic workflow

AI agent agentic workflow	Description
Test and repair telecom service issues	Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task.

Yokohama Early Availability

Dynamic prompt configuration

Use the Now Assist for Telecommunications, Media and Technology (TMT) application to provide concise, context-driven summaries that are specific to each case. Your agents can ensure that critical case details are captured and can provide personalized and informed resolutions.

Enhanced test summarization

Use AI-generated test summaries that include the metric descriptions and contextual notes from cases. Your agents can focus on high-priority issues and make better informed decisions that enhance the product quality and performance.

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Resolution notes generation

Generate resolution notes and then shorten or elaborate the content by using the Now Assist context menu in the resolution notes field of the case form in both the Core UI and Workspace.

Knowledge article generation

Select and gather insights and data from multiple similar cases to create an article by using Now Assist for TMT. Use the Now Assist icon (✦), which is accessible as an inline capability to create and refine Knowledge articles.

Account onboarding case summarization

Generate a concise account onboarding case summary that enables your agents to get a quick overview of the case details.

Engagement summarization

Generate a high-level summary with a list of the key items about an engagement.

Touchpoint summarization

Generate a quick summary of the various touchpoints in the engagement life cycle. Your agents can get a quick summary of all meetings and emails exchanged between the different stakeholders and any follow-up activities.

Transform mapping assist

While using the Service Exchange for a provider's application, use the Transform Mapping Assist feature to generate transform mappings between provider and consumer tables automatically. This skill enables you to streamline the transformation mapping process by reducing errors and improving overall efficiency.

Changed in this release

Yokohama Patch 11

Changes to Now Assist usage measurement

Starting with Yokohama 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.

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 Yokohama Patch 11): 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.

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.

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Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

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 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 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

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 Yokohama release.

Proactive Service Experience Workflows highlights for the Yokohama release

- Identify the right case type from an incident in the Proactive Service Experience Workflows. Consumer information can be seen on the incidents in the Proactive Service Experience Workflows.
- Diagnose the issue in the troubleshoot stage in the Technology Product Support Case playbook. Create the resolution task manually to solve the issue.
- Submit the outbound service test run requests to various external systems by integrating the application with the external southbound systems in the Technology Product Support Case.
- Create a service problem case to report an issue about the service from the Customer Service Portal. Record generation capability through the playbooks for customer service problem management. Modify the service information in the case highlights card through the playbook.
- Create roles for customer service problem management so that agents and customers can create service problem cases.

See Proactive Service Experience Workflows and Now Assist for Telecommunications, Media and Technology (TMT) for more information.

New in the Yokohama release

Redirection to the right case type

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Create a proactive case from an incident in the Proactive Service Experience Workflows.

Technology Product Support Case playbook stages and activities

Diagnose the issue in the troubleshoot stage in the Technology Product Support Case playbook. Create the resolution task to solve the issue.

Integrating Technology Product Support Case with southbound external systems

In the Technology Product Support Case, you can submit outbound service test run requests to various external systems by integrating the application with the external southbound systems.

Create a service problem case from the workspace

Create a service problem case for a customer raised issue so that an agent can work on it and resolve the service-related problem. Record generation capability via playbooks for customer service problem management.

Create a service problem case from the Customer Service Portal

Create a service problem case to report an issue about the service from the Customer Service Portal.

Summarize a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

Use the Now Assist for Telecommunications, Media and Technology (TMT) to provide concise, context-driven summaries specific to each case. This feature enables agents to confirm that critical case details are captured, and enable them to provide personalized and informed resolutions.

Generate the resolution notes for a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

Generate resolution notes and then shorten or elaborate the content using the Now Assist context menu in the resolution notes field of the case form, in both the Core UI (UI16) and Workspace.

Generate a knowledge article for a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

You can now select and gather insights and data from multiple similar cases to draft an article by using Now Assist for TMT. You can revise the content in existing Knowledge articles by using the Now Assist icon (✦), which is accessible as an inline capability, and create and refine Knowledge articles.

Summarize test for a technology product support case using Now Assist for Telecommunications, Media and Technology (TMT)

Generate the test run summary for a technology product support case record to understand the context of test outcomes and the root cause of the problem.

Components installed with Customer Service Problem Management

Create roles for customer service problem management so that agents and customers can create service problem cases.

Activation information

Install Proactive Service Experience Workflows by requesting it from the ServiceNow® Store.

Related ServiceNow applications and features

Field Service Management

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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 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 Yokohama release.

Service Exchange highlights for the Yokohama release

- Providers can now include client and UI policy scripts in remote record producers, which consumers can review and approve.
- Providers can now copy local catalog items to Service Exchange as remote record producers either in bulk or individually.
- Providers can simplify and streamline choice-based transform mapping with ServiceNow Now Assist.
- Consumers can now add variables to remote record producers for use in consumer pre-flows.

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.

Important information for upgrading ServiceNow® to Yokohama

- 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:

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  - 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 Customer Relationship Management plug-in version 1.0.4 before upgrading the platform to the Yokohama release, 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.

New in the Yokohama release

Remote Catalog Item Client Scripts

Provider: Perform more complex tasks and gain better control over the completeness and correctness of catalog requests from the consumer by including catalog client scripts, UI Policy scripts, and other common scripts that consumers can choose to include for Remote Catalog items.

Copy From Service Catalog Item to Remote Catalog Item

Providers: Eliminate the need to re-create catalog items manually in the Service Exchange remote catalog by copying single and multiple catalog items through the UI to remote record producers that can be synchronized to the consumer instance.

Transform Mapping Assist

Providers: Streamline the transformation mapping process and reduce errors by generating transform mappings between provider and consumer tables automatically using the Transform Mapping Assist feature that leverages the NOW large language model (LLM).

Consumer Variable Sets

Consumers: Manage requested content and flow better by adding additional variables to add customization to your remote record producers.

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.

Related ServiceNow applications and features

Sales Customer Relationship Management

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The Sales Customer Relationship 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.

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.

Strategic Portfolio Management for Telecom release notes

The ServiceNow® Strategic Portfolio Management for Telecom is a product that inherits all features of Strategic Portfolio Management with the addition of two templates for Fiber Rollout and 5G Projects. Strategic Portfolio Management for Telecommunications is a new application in the Yokohama release.

Strategic Portfolio Management for Telecom highlights for the Yokohama release

- Use templates to customize requirements for your Fiber Rollout and 5G projects.
- Address challenges that manual processes cause by using customized templates.

See Strategic Portfolio Management for Telecom for more information.

Important:
Strategic Portfolio Management for Telecommunications is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Strategic Portfolio Management for Telecom features

Fiber rollout project template

Bring scalability and adaptability to network expansion efforts by enabling organizations to customize them for various deployment scenarios. These templates reduce planning and execution costs through standardized, repeatable workflows while ensuring compliance with regulatory and operational standards.

5G project template

Accelerate time-to-market by providing pre-configured workflows that simplify complex network deployment processes. The template enhances operational efficiency by streamlining tasks, reducing redundancies, and minimizing errors. It also improves team collaboration by providing clear visibility into timelines, resource allocation, and milestones, aligning stakeholders around shared goals.

Activation information

Install Strategic Portfolio Management for Telecom 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

Strategic Portfolio Management

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Strategic Portfolio Management helps you align work to strategy, enabling you to optimize business outcomes and respond rapidly to change so that you deliver more value.

Telecommunications Network Inventory release notes

The ServiceNow® Telecommunications Network Inventory application enables a network planner to model the physical, logical, or virtual network and perform design and assign services based on those network models. Telecommunications Network Inventory was enhanced and updated in the Yokohama release.

Telecommunications Network Inventory highlights for the Yokohama release

- View the geographical location and the details of your network site
- Design and assign a configuration item using a playbook and add custom states to a Change model.
- Define a logical composite to track and manage its CI.
- Import and export your collection of models and templates in JSON format.
- Enable Deny ACL to ensure the compliance with the enhanced security model.

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.

Important information for upgrading Telecommunications Network Inventory to Yokohama

The Yokohama release needs the Xanadu platform version to support the Design and Assign playbook feature.

New in the Yokohama release

Design and assign your network services

Create and configure playbooks for design and assign a configuration item. The Design and Assign playbook provides step-by-step guidance for designing a network service. Use the playbook to complete guided activities to instantiate a network inventory record.

Design and Assign function for logical connections

Use the Design and Assign playbook to instantiate a logical connection and its associated connection elements. Once each activity completes, view the circuit map to visualize the logical connection elements.

Visualization of geo map

Use the Network site map to view the geographical location of your network sites and the information such as site details, connectivity, and capacity.

Creating an inventory template for a logical composite

Instantiate a logical composite record and associated equipment and racks using a logical composite template.

Add an equipment or rack to logical composite

Add equipment or rack to a logical composite using a change model.

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Remove an equipment or rack from logical composite

Remove a rack or equipment from a logical composite using a change model.

Create an equipment record by using design and assign

Create a change request for an equipment record from the All Equipment list view using the **Create equipment** UI action.

Import models and templates in JSON format

Create an import request to import your collection of models and templates in JSON format.

Export hierarchy of models and templates

Export the hierarchy and all related records of a model or inventory template in JSON format.

Managing your network functions

The xNF and xNF instances records are added in the Inventory menu and retained the Services menu for application services.

Create a telephone infrastructure

Supports all types of telephone numbers.

Activation information

Install Telecommunications Network Inventory by requesting it from the ServiceNow Store. For details about the installation procedure, see Install Telecommunications Network Inventory.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

With the Configuration Management Database (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 Service Operations Management (TSOM) release notes

The ServiceNow® Telecommunications Service Operations Management (TSOM) application enables you to monitor the health of your networks and services so that you can prevent potential downtime. Telecommunications Service Operations Management (TSOM) was enhanced and updated in the Yokohama release by adding a new capability called TSOM Visibility, which includes Telecom Discovery and Reconciliation functionality.

Telecommunications Service Operations Management (TSOM) highlights for the Yokohama release

- Perform deep network discovery of your networks via the Simple Network Management Protocol (SNMP) and command-line interface (CLI) by using Pattern-based Discovery.
- Integrate with the Nokia Altiplano Service Graph Connector to discover the access network.
- Handle Discrepancy Identification and Reconciliation between your discovered and inventoried data.

See Telecommunications Service Operations Management for more information.

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Important:
Telecommunications Service Operations Management (TSOM) is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Telecommunications Service Operations Management (TSOM) to Yokohama

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.

New in the Yokohama release

Pattern-based direct discovery using CLI and SNMP

Use pattern-based direct discovery to do the following tasks:

- Support deep network discovery of your physical network elements by using CLI and SNMP.
- Enable pattern-based discovery for any network elements that support SNMP standard MIBs.
- Provide a framework to enable custom Management Information Base (MIB)-based discovery.
- Enable both scheduled and quick discovery of standalone network elements.
- Support the following Cisco and Juniper routers and switches:
  - Cisco ASR1K
  - Cisco 7613
  - Cisco Nexus 9000
  - Cisco Nexus 3548
  - Juniper Mx80
  - Juniper MX104
  - Juniper MX240
  - Juniper MX480

Nokia Altiplano SGC integration

With Nokia Altiplano SGC integration, you can:

- Support discovery of physical Gigabit Passive Optical Network (GPON) network information by integrating with the Nokia Altiplano Service Graph Connector.
- Enable scheduled and on-demand discovery.
- Support the multi-instance integration of the Nokia Altiplano Service Graph Connector.

Discrepancy identification and reconciliation

Identify the discrepancies between your inventoried and discovered data in the following cases:

- Model mismatch.
- Model relationship mismatch.
- Entities not discovered in the current run but discovered in the previous run.

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- Slots-occupied discrepancy.
- Most recent discovery not updated.
- Incorrect number of relationships.

- Support a framework to automatically create tasks for reconciling discrepancies.

Activation information

Install Telecommunications Service Operations 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.

Related ServiceNow applications and features

Event Management

The Event Management application helps you to identify health issues across the datacenter on a single management console. It provides alert aggregation and root cause analysis (RCA) for discovered services, application services, and automated alert groups. Event Management is available as a separate subscription from the rest of the ServiceNow AI Platform®.

Release notes summaries for Yokohama features

Consolidated release notes information for new and updated Yokohama features.

Learn about specific themes for multiple Yokohama products

In the Yokohama 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 Yokohama.

Highlights for all Yokohama features and products

Cumulative release notes summary on highlights of Yokohama features and products.

Review the product highlights to learn what's new in Yokohama.

Application or feature	Details
AI Control Tower	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • AI connections are introduced in AI Control Tower using Service Graph Connectors. AI connections are combination of hyperscalars,

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Application or feature	Details
	AI apps, and agentic AI frameworks. The AI Service Graph Connectors available from March 2026: ○ AWS ○ Microsoft - Azure Foundry and Copilot ○ n8n ○ GCP Vertex AI ○ LangGraph ○ Salesforce Yokohama Patch 6 • 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. Yokohama Patch 3 • AI Control Tower helps customers manage and oversee performance, risk profile & workforce transformation while also helping to seamlessly embed AI into enterprise strategy. • ○ Create an AI steward role. ○ Use the AI Asset inventory to catalog AI-related artifacts. ○ Use the AI skills Approvals to review and approval flows. ○ Create a AI Control Tower Workspace.
AI Risk and Compliance	• Manage AI systems, models, and datasets across their entire life-cycle with consistent governance for better visibility, control, and compliance. • Perform impact assessments for AI systems, models, and datasets to identify high-risk AI assets. • Perform risk assessments on individual risks associated with an AI asset based on additional information and testing. • Manage and oversee AI-related cases and incidents through a structured case management process. • Build a compliance-ready AI asset inventory aligned with regulatory requirements using the AI framework content pack. See AI Risk and Compliance for more information.
AI Search	Yokohama Patch 11

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Application or feature	Details
	• 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. Yokohama Patch 6 • Search more intuitively with an updated, consumer-grade user experience in search portals, global search, and workspace search. Yokohama Early Availability • Restrict index size and increase search performance with guardrails that limit the number of Task and Alert table records indexed for search • Customize the semantic vector search experience by configuring semantic indexing settings for your indexed sources • Improve the focus of search results by excluding search sources in a search profile from being used to generate search results or Genius Result answers • Expand search recall by indexing content from knowledge blocks • Highlight important search results by boosting relevancy for results that match synonyms in a synonym dictionary See AI Search for more information.
AIOps LEAP	• Automation feedback and tracking for automation opportunities • Pin Automation Opportunities for ease of analysis • Customize filters for Automation Opportunities and published playbooks. • Customize columns on the Automation Opportunities and published playbooks pages. • Use published LEAP in SOW to resolve a new incident quickly. • Use a value dashboard for performance analysis and enhancement. See AIOps Learning Enhanced Automation Playbook (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. See API implementation and reference for more information.

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Application or feature	Details
Access Management	• Security Data Filters are a powerful new feature designed to restrict access to sensitive records based on roles or security attributes. This ensures only authorized users can view data, regardless of how the data is accessed. • Related Record Access allows enforcement of consistent access rules across related tables, ensuring that users only see records associated with the data they are authorized to access. 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 • Introduced Agentic workflow in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers thereby significantly reducing the involvement of human agents. • The ServiceNow® Now Assist offers generative AI purchase order line-mapping to improve accuracy and reduce manual work. • Experience the new generative AI skill for invoice data extraction, designed to enhance accuracy and reduce manual effort. • Leverage AI-powered GPT-4o-driven invoice data extraction with Document Intelligence for improved accuracy and reduced manual effort. • Get instant, real-time assistance from generative AI to summarize invoice case details through the Now Assist panel. • Use the Accounts Payable Operations properties page to control the configuration of APO properties.
Adoption Services	• Execute Guided Setup in every domain, with guided setup player roles. • Experience the Guided Tours in dark and light themes. • Execute Guided Tours from any scoped application route. • Explore the What's New feature that's available in Help Center for all experiences. • Use the new Help Center UI features that provide a more enhanced experience. • Explore the enhanced Guided Setup that support running it multiple times. See Adoption services for more information.

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Application or feature	Details
Advanced AI Search Management Tools	Yokohama Patch 11 • 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. Yokohama Patch 6 • 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.
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 Yokohama Patch 11): 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 generative AI to generate risk assessment summaries and highlight key insights for better context. • Reassess completed risk assessment projects to evaluate risks based on new insights or changing conditions. • Copy risk responses from a previous risk assessment during reassessment of a risk assessment project. • Reassign assessors for multiple risk assessment projects to optimize resource allocation. • Remove risks from a risk assessment project during the assessment to streamline focus on relevant risks. • Enable and manage the risk response task workflow from the Risk Assessment Methodology (RAM) form.

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Application or feature	Details
	See Advanced Risk Assessment for more information.
Advanced Work Assignment	• Run assignments on different nodes or cadences for different service channels to improve the AWA application's performance and resilience. • Provide wrap-up codes or notes for interactions or segments that the agent is involved in at the end of a call. See Advanced Work Assignment for more information.
Agent Client Collector	• Agent Client Collector for Visibility: Starting in version 1.1.0, ACC for Visibility has been renamed Agent Client Collector for Visibility - Content. CNO for Visibility has been extracted from Agent Client Collector for Visibility - Content and is now a separate application. • Store instance credentials in the Google Cloud Secret Manager when the Kubernetes Visibility Agent Informer uses Google Kubernetes Engine (GKE). • Use a custom CA to enable Kubernetes Visibility Agent Informer to communicate with the instance when using a custom root Certificate Authority (CA). • Configure Agent Client Collector without a MID Server by ßusing MID-less configuration. See Agent Client Collector for more information.
Agent Workspace for HR Case Management	• The HR Triaging Dashboard enables you to review your teams' case assignments through cases displayed as cards. Once you set up a layout for HR services, priorities, or assignment groups, moving of case cards between lanes, auto-updates the HR service, user assignment, or priority of cases. • Provide a convenient and efficient way for deskless workers to seek in-person or remote assistance, report issues, and receive guidance from HR agents through designated walk-up centers. See Agent Workspace for HR Case Management (Configurable) for more information.
Agent experience for CSM	• Alert agents about the status of current chats by using color-coded session tabs to indicate service level agreement (SLA) threshold timers, chat duration, and unread message counts. • Create form templates or modify existing templates with enhancements to the form template feature. • Integrate enhanced knowledge guidance on the Front-line case page and enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs.

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Application or feature	Details
	• Display native voice configurations in CSM Configurable Workspace with the Voice interaction record page that agents can use to handle phone calls. • Dedicate time after each call or chat for agents to finalize interaction details. See CSM Configurable Workspace for more information.
App Engine Studio	Use the App Readiness and Compliance report in App Engine Management Center (AEMC) to check if apps are ready to go live. See App Readiness and Compliance Report for more information.
Application Manager	Yokohama patch 11 • 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	• 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_security_champion role, create application remediation tasks manually in the IT Remediation Workspace. See Application Vulnerability Response for more information.

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Application or feature	Details
Audit Management	• Analyze relationships between different variables, such as assessing risks and controls, by using the Matrix report in Audit Workspace. • Manage your documents and work papers in Audit Management as cloud files. • Upload documents from your local computer as cloud files and link them to any record in your ServiceNow instance. • Share a single cloud file with multiple records by linking it to any GRC record. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Audit Management for more information.
Authentication	Yokohama Patch 11 **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. **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. Yokohama Patch 7 **OAuth token enhancement**

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Application or feature	Details
	Use Opaque or JWT token option for your inbound integration endpoints. Yokohama • Use Continuous Authentication to require step-up authentication or re-authentication to the users before allowing access to sensitive or high-privilege information. • Multi-factor Authentication (MFA) is enforced by default for all non-SSO login to ServiceNow®. • Use the Authorization code, resource owner password credential, SAML bearer, and JWT bearer OAuth grant types of OAuth for outbound integration requests through the MID Server. 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.
Benchmarks	1. Experience the new Key Performance Indicator (KPI) for Now Assist under Productivity moments per user of ITSM Benchmarks to understand the benefits of Now Assist features like Knowledge Article generation. 2. Benchmark the all new HRSM indicator to help evaluate the performance in comparison to your peers. See Benchmarks for more information.
Business Continuity Management	• Use the latest assessment template to perform a Business Impact Analysis. • Create nested plans in an event so that you can activate cross-references to multiple plans. • Use the hierarchical view in the plans to organize nested event tasks according to their dependencies. • Use the Crisis map functionality that includes the latest UIB components.

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Application or feature	Details
	See Business Continuity Management for more information.
Care Team Operations for Biomed	• Automate healthcare operations by enabling biomed support request creation and fulfillment. • Create biomed support requests from directly within the Care Team Portal. • Gain full visibility into reported biomed cases while enabling biomed teams to manage and fulfill them as work orders or work orders tasks when Clinical Device Management is installed. See Care Team Operations for Biomed for more information.
Care Team Operations for Healthcare IT	• Automate healthcare operations by enabling IT support request creation and fulfillment. • Create IT support requests from directly within the Care Team Portal. • Gain full visibility into reported IT cases while enabling IT teams to manage and fulfill them as incidents efficiently. See Care Team Operations for Healthcare IT for more information.
Case and Knowledge Management	Use HR Benchmarks to provide instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insight relative to the industry averages of your peers and to the industry top performers. See Case and Knowledge Management for more information.
Case management for CSM	• Create cases for invoice-related services such as invoice disputes or requested corrections with the Case management for Invoice Operations application. • Use process mining to mine the configured base system project to investigate the causes of long resolution times. See Case management for Customer Service Management for more information.
Change Management	• Increase operational efficiency of tier 1 service desk agents with the dedicated sn_service_desk_agent role. • Require specified field details to be updated before transitioning the state of a change request by converting existing optional fields to mandatory fields. • Restrict unauthorized access to Change Management tables using deny ACLs. See Change Management for more information.

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Application or feature	Details
Cloud Account Management	• Create and manage cloud accounts efficiently either by manual or automated processes. • Manage and track cloud account requests using the requester dashboard. • Visualize data tailored for the admin persona with deeper insights into cloud accounts. • Scan accounts for configuration violations and take appropriate actions for weak passwords, pending certifications, undefined account ownership, discovery schedules, and so on. • Provision both Terraform Cloud/Terraform Enterprise and cloud native interface accounts. See Cloud Account Management for more information.
Code Signing	Use Code Signing Guardrails to improve checks during the signing process to create more secure workflows. See Code Signing for more information.
Collaborative Work Management	• Improve focus on your working area through a simplified, distraction-free navigation experience. • Quickly identify task assignees without access to your Space and manage sharing permissions accordingly. • Improve collaboration efficiency by sharing the exact view of your Board or specific page of your Doc when sharing a URL with others. • Collaborate in real-time on Docs with multiple editors. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Collaborative Work Management for more information.
Common Core	• Generate a GRC issue action plan by using the agentic AI workflow. • Segregate data by entities and granular access management when using entity-based access. • Summarize an issue by using generative AI to provide quicker context gathering and contextual awareness. With this feature, you can improve the efficiency and productivity of your analysts on GRC issues. • Use the enhanced GRC licensing summary dashboard to understand the licensing treatment for users that are added to the group by roles that are mapped or assigned to the group. • Select a user record on the licensing summary dashboard and select the role hierarchy to see all the parent roles that are assigned to the user and their role hierarchies.

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Application or feature	Details
	• Monitor the email activity from the Overview page for regulatory agencies. • Update and add content by using Microsoft 365 for ServiceNow Reporting, which is now integrated with the Document designer application. • Add up to 20 columns in a table and in a content block by using the Document designer application. • Select and reorder columns by using the Document designer Microsoft Word add-in while creating templates. Yokohama Patch 11 • Some Now Assist skills are now turned on by default. • Review changes to Now Assist usage measurements. For detailed documentation, see Common Governance, Risk, and Compliance features.
Compliance Case Management	• Empower compliance professionals to perform assessments on compliance cases using the Smart Assessment Engine. • Utilize the unified **Tasks** page on Employee Center to complete your assessments. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Compliance Case Management for more information.
Configuration Compliance	• With the sn_vulc.admin role, create remediation tasks manually in the Vulnerability Manager Workspace. • With the sn_vulc.remediation_owner role, create remediation tasks manually in the IT Remediation Workspace. See Configuration Compliance for more information.

Configuration Management Database (CMDB)	• Access changes to the CMDB Editor and CMDB Admin user roles:
	  ○ Starting with Yokohama Patch 4, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.
	  ○ Starting with Yokohama Patch 6, you can configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks by manually running a scheduled job.
	• Manually create a configuration item (CI) in CMDB Workspace that is verified by the Identification and Reconciliation Engine (IRE) and is unique within CMDB. Creating a CI using the IRE identification rules helps to maintain the integrity of CMDB.

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Application or feature	Details
	• Use the Now Assist for CMDB CI summarization skill to see a comprehensive summary for a CI, with details such as discovery and related incidents, directly on the configuration item (CI) form. Use the manage duplicate CIs skill for step-by-step guidance on how to use de-duplication templates to de-duplicate CIs. • The Configuration item summarizer AI agent accepts the sys_id of a CI and returns a full summary of Configuration Management Database (CMDB) data for the CI. The agent isn't typically used as a standalone agent and any use case can access it. • View the various counts, such as the number of CIs and the number of CI types, for the CIs that are connected to the home node in Unified Map. • Apply filters that were previously available only to the coverage charts in the CMDB 360 dashboard in CMDB Workspace to all charts in the Discovery sources tile. • Use a condition builder or a custom script to restrict the list of de-duplication tasks that are assigned to a de-duplication template when de-duplicating CIs. See Configuration Management for more information.
Container Vulnerability Response	• 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.
Continuous Authorization and Monitoring	• Import catalog and System Security Plan (SSP) models with the new CAM Open Security Controls Assessment Language (OSCAL) import landing page. • Export and import SSP models and catalog models in the OSCAL format. • Export control objectives as a catalog in the OSCAL format. • Generate additional reports in Microsoft Word format, such as a Security Assessment Plan (SAP), Authorization to Operate (ATO) Letter, and Executive Summary. • Generate reports based on a Microsoft Word template. See Continuous Authorization and Monitoring for more information.
Contract Management Pro	• 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.

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Application or feature	Details
	• Perform wet signature in the electronic signature workflow. The enhanced electronic signature workflow capability provides flexibility to complete the signature process when the signatories want to do a wet signature instead of an electronic signature. • Upload the contract document directly from the Microsoft Word add-in for ServiceNow Contracts instead of selecting it from your system. • Use Logout icon ( ) to log out from Microsoft Word add-in for ServiceNow Contracts. • Change the application scope to edit a contract template in the Microsoft Word add-in for ServiceNow Contracts. This option is only visible to the administrators. 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.
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 forms quickly by using Now Assist. • As of Creator Studio version 27.2.2, revamped navigation means you can more easily see what's in your app. • Populate any question on the form based on the answer given for a record choice question. • Use answers to form questions to trigger an activity in playbooks. • Switch seamlessly between no-code, mid-skill, and pro-code app development experiences for a more unified development platform with the new experience switcher.

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Application or feature	Details
	See Creator Studio for more information.
Customer Contracts and Entitlements	• Enable customers to create contracts from product inventory. • Added a new workspace view for service contracts and entitlements in Customer Service Management workspace for efficiently managing service contracts and entitlements. • Enable initiation of contract renewal automatically based on the configured date and pricing details. • Calculate the price of future renewals of contracts with a markup or mark down percentage of the current contract price. • Validate the contract end date to the product offering end date. See Customer Contracts and Entitlements for more information.
Customer Success Management	• Define, measure, and track the overall health of an engagement and monitor risk signals and issues. • Manage all customer interactions in a single place and organize them with the touchpoint calendar. • Create templates to define common success objectives and outcomes and associate them with a product. • Use Now Assist for Telecommunications, Media and Technology (TMT) to summarize account onboarding cases, engagements, and touchpoints. • Integrate your ServiceNow instance with external Customer Relationship Management (CRM) platforms during the engagement life cycle. See Account Lifecycle Events for more information.
Data Loss Prevention Incident Response	• Enhanced the ability to securely store, manage, and track evidence files within the platform for all Data Loss Prevention Incident Response integrations. • Preview the evidence file of an incident from either the DLP IR analyst workspace or end user workspace. • Enhanced the DLP incident closure process by adding support for closure codes. • Introduced the Playbook feature in the DLP IR workspace to enhance operational efficiency. • Improved response to Data Loss Prevention (DLP) incidents through the initiation of SLA triggers. See Data Loss Prevention Incident Response for more information.

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Application or feature	Details
Data Management	• View insights into storage consumption on your instance and implement data management policies directly from the Data Management Console. • Automatically delete older or unwanted records with improved table cleaner scalability. See Data Management for more information.
Data Privacy	• Leverage Data Privacy in Now Assist to discover sensitive data in Now Assist prompts and data send to models. • Sanitize sensitive data from Now Assist prompts without impacting response. • Discover sensitive data from attachments using enhanced Data Discovery jobs. See Platform Privacy for more information.
Data management for CSM	• Track the status and other information that is related to the Customer Life Cycle workflows by using the Sales and Order Management Request Tracker (sn_tmt_core_inbound_queue) table. • Track pricing and subscription information for products and services on the CSM Configurable Workspace by using the revenue metrics on the sold product form. • Integrate Strategic Portfolio Management (SPM) project management with business locations to create and manage projects across your organization. See Data management for Customer Service Management for more information.
Decision Builder in Workflow Studio	• Filter condition and result columns in decision tables to show only relevant rows, simplifying large table edits. • Use the lookup icon to select a reference record from the default list view and the info icon to preview the record. • Use the pagination feature to switch between pages by selecting the page you'd like to see. • Activate rows or Deactivate rows to include or exclude the logic in that row while executing the decision tables. See Exploring Decision Tables for more information.

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Application or feature	Details
DevOps Change Velocity	• Integrate with the Harness orchestration tool to discover Harness pipelines and enable change automation. • Detect anomalies and issues in your DevOps Change Velocity instance using health scans. See DevOps Change Velocity for more information.
Digital End-User Experience	• Monitor whether the devices across your organization are adhering to the established application and policy metric compliance rules using the System compliance report. • Identify high-performance devices and learn the correlation between your device performance and overall system health by monitoring critical metrics, such as CPU usage, in the System performance report. • Monitor the multiple facets of the end-user network performance, including connection details, connection stability and path metrics, and application network hops. • Manage what DEX metrics are collected for a DEX agent policy, turn off collection of a metric, or change the frequency for a metric collection. • Set up file management to track and manage executable files on your organization devices. • Track and manage the Windows registry keys configured for monitoring on your organization devices. • View client health metrics with the Microsoft Configuration Manager (MCM) application. • Track the impacted device details from the Service Operations Workspace landing page. You can also track the details of all the impacted users and impacted devices from the active alerts. • Determine the device location based on the pre-defined custom logic. • Diagnose and resolve device issues using the Device health check capability provided by Digital End-user Experience Self-service. • Track the digital experience scores of the applications and devices that your employees use with the Digital Experience Score dashboard. • The Proactive Engagement application is integrated as part of the DEX suite of applications and is installed along with DEX. See Digital End-User Experience for more information.

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Application or feature	Details

Digital Portfolio Management	• Updated the Digital Portfolio Management (DPM) Admin Center.
	  ○ Added a Troubleshoot tab to the DPM Admin Center landing page to help you recalculate availability results and indicators for service offerings.
	  ○ Added the ability to configure the personal portfolio solution cards and to view relationships of business applications and application services.
	• Updated the key performance indicator (KPI) behavior so that you can drill down on time series KPI information and use an Active flag to hide KPIs in a KPI group.
	• Updated the DPM data model to improve visibility and reporting when an incident, problem, or change is in the application service's Impacted services or Affected CIs related list. The updated model rolls up the incidents, problems, and changes so that you can see the impacts in related business applications (in the KPIs and Needs attention panels).
	
	See Digital Portfolio Management for more information.

Dispute Rules Content Pack for Visa	Apply 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	Yokohama Patch 6 • Summarize content in document and image attachments with the document and visual insights AI agent. • 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. Yokohama Patch 3 • Boost productivity by using the document and visual insights AI agent in Now Assist to autonomously analyze and extract data from documents and images. Early Availability • Speed up your document processing workflows and quickly extract the text and tables from your documents by using Now Assist. • Save time looking for the information that you need in a document and quickly find the answers to predefined questions by using Now Assist. See Document Intelligence for more information.

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Application or feature	Details
Document Services	• Improved PDF generation that includes accessibility support. • Accelerate documents insights with instant summaries for highlights and quick insights, interactive Q&A, and FAQs. See Document Services for more information.
Domain Separation	Enable domain separation in live environments by using the Post-Production Domain Separation Activation Utility. See Domain separation for service providers for more information.
Dynamic Translation	• Preserve text, such as product names or technical terms, during machine translation with the Exclusion Framework feature. • The APIs used by default translator configurations are upgraded to v4. If you want to use v4 APIs with customized translator configurations, you must migrate them manually. • The spoke for IBM Watson Translator Service for IBM Cloud (com.glide.ibm_translation_spoke) is removed. See Dynamic Translation for more information.
ERP Semantic Mining	Yokohama Patch 3 • Easily clear a blocked ETL (extract, transform, and load) processing flow when an automatic or manual synchronization of ERP data between the ERP system of record and your ServiceNow instance is not successful by using the **Reset AI/ML analysis** option. Yokohama Patch 1 • View charts and graphs on the new ERP Semantic Mining home page dashboard. • Take guided tours with interactive steps to learn about features and interactively complete tasks in ERP Semantic Mining. See ERP Semantic Mining (ERP-CM) for more information.
Employee Center	• Resolve tasks created from submitted negative feedback with the Integrated experience and service feedback functionality. • Enable employees to seek assistance through virtual or in-person appointments, or by joining walk-up queues for immediate support. • Host live company events seamlessly in the employee portal with streamlined pre-event communications and a drag-and-drop editor for easy content creation. See Employee Center for more information.

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Application or feature	Details
Encryption Key Management	• Column Level Encryption has been rebranded and redesigned to now be called Field Encryption. • Use Access Observer to help plan for and troubleshoot Field Encryption implementations. • Edge Encryption administrators can use the new process to migrate from Edge Encryption to Field Encryption. See Key Management Framework for more information.
Enterprise Architecture (formerly Application Portfolio Management)	Yokohama Patch 6 • Select a fiscal period on the Application Rationalization pages using the new fiscal period filter option. The fiscal period filter enables you to view application rationalization data for the selected fiscal period. • 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. • Generate business process modeling diagrams and model the future state of the business processes using Enterprise Modeling and Visualization. • Associate business capabilities to a business application from the business application related list. • View the past due certification tasks for your business applications from the Application Portfolio tab of the Insights section. • Generate scores for indicators and scoring profiles in the Enterprise Architecture Workspace. • Read-only access to the#Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read). Yokohama General Availability • Generate business process modeling diagrams and model the future state of the business processes using Enterprise Modeling and Visualization. • Associate business capabilities to a business application from the business application related list. • View the past due certification tasks for your business applications from the Application Portfolio tab of the Insights section. • Generate scores for indicators and scoring profiles in the Enterprise Architecture Workspace. • Read-only access to the#Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read).

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Application or feature	Details
Enterprise Asset Management	• Streamline firmware management with the new Firmware model class. • Get normalization coverage for firmware that is embedded into your industrial and IT hardware-based Operational Technology (OT) assets. • Achieve synchronization between physical assets and configuration items (CIs) for Operational Technology (OT) assets through MAC addresses. • Streamline OT Asset Management (OTAM) licensing to include hardware resource categories for OT hardware assets to access OT Asset Management features and workflows. • Get support for hardware models and OT hardware assets in the OT Asset Management workspace. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Enterprise Asset Management for more information.

Event Management	• Review network traffic-based alert grouping, which uses discovered TCP connections together with ML Service Mapping to correlate alerts on host CIs that have network traffic connections between them. This approach reduces noise, enhances visibility, and accelerates response times by focusing on critical connections and dependencies.
	• Starting in version 26.3.4, benefit from the new alert grouping based on network traffic correlations:
	  ○ Investigate network traffic-based alert groups by using Express List®.
	  ○ Review alert group analysis by Now Assist
	  ○ View connections between network traffic-based alerts in **Link View**.
	• Enable team-level operators to create and manage their own integrations, set up their own alert automations, and enhancing control over alert management for their teams by assigning the new team_operator role.
	• Review relevant information in the Now Assist panel based on records selected in the Express List®.
	• Starting in version 2.15.1, you can configure metric connector instances for the Nagios, SolarWinds, and Zabbix monitoring tools to receive metrics directly from these monitoring tools. This enhancement provides the following benefits:
	  ○ Seamlessly integrate monitoring data from multiple sources into Metric Intelligence.
	  ○ Improve anomaly detection and alerting with real-time metric ingestion.

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Application or feature	Details
	See Event Management for more information.
External Content Connectors	Yokohama Patch 11 • 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. Yokohama Patch 6 • 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. Yokohama Patch 3 • Expand your search by indexing searchable content from your Atlassian Jira Cloud, Google Drive, Microsoft Teams, and Slack source systems. • Make web content locally searchable by indexing pages from predefined public web sites. • Find answers about your ServiceNow deployment by indexing searchable content from the ServiceNow product documentation. • Know when your external content connectors are approaching their crawl limits with new warning messages. • Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations. • Improve recall for external content searches with support for semantic vector indexing of crawled content. See External Content Connectors for more information.

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Application or feature	Details
Field Service Management	• Define configurable rules that you can use to derive recommendation scores and optimize your appointment booking slots. • Create advanced dependency relationships among tasks to enhance scheduling accuracy. • Optimize your task assignments by using dependencies that align with the overall objectives and constraints of your resource allocation. • Streamline your capacity and resource management by using enhanced visualization in the Capacity Console. • Calculate the work duration for a work order task more accurately by using the Agent Efficiency feature. See Field Service Management for more information.
Financial Services Card Operations	• Resolve friendly fraud disputes by incorporating friendly fraud detection and resolution in the existing dispute flow for Visa transactions. You can take actions such as crediting the customer, denying the dispute, or initiating an exception process. • The Financial Services Card Operations data model is updated in this release with reparented tables to align the data and manage the dispute transactions more effectively. See Financial Services Card Operations for more information. • Enhance the card disputes process with an updated end-to-end Visa disputes playbook that now includes support for reviewing associated transactions and handling pre-arbitration, arbitration, and appeals. • Manage and work on multiple disputed transactions for a case with individual playbooks for each disputed transaction. • Integrate new VROL subflows into the enhanced Visa card disputes playbook.
Financial Services Operations Core	The Claim Base [sn_bom_claim_base] table has been updated in this release with additional fields. These fields were previously available only to specific applications. They're available in the Claim Base table and can be used across all other claim applications in this release. See Financial Services Operations Core for more information.
Financial Services Operations Integration with Visa	• Enables Visa VROL dispute resolution process by providing features such as accept dispute and cardholder purchase enquiry. • Ensures Visa conformance through error handling and timely updates on chargeback status. See Financial Services Operations Integration with Visa for more information.

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Application or feature	Details
Flows, subflows, and actions in Workflow Studio	• Create a flow or a subflow from an image by using Now Assist. • Debug flows and subflows from a dedicated debugging tab. • Pause a flow until it receives a specific message from the flow API. • Run a published Now Assist skill from an action. • Save flow triggers for reuse in other flows. See Exploring flows for more information.
Generative AI Controller	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Previous Patch releases • Protect your users by configuring settings for anonymization of personally identifiable information (PII) with the Data Privacy application. See Generative AI Controller for more information.
Hardware Asset Management	• Achieve asset data accuracy, improve asset utilization, and reduce risk through Asset Attestation. • Streamline Hardware Asset Management (HAM) licensing for only non-OT hardware assets to access Hardware Asset Management features and workflows. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Hardware Asset Management for more information.
Health Log Analytics	• Use the enhanced Splunk data input to ingest data from Splunk in a preprocessed structured format. You can also pull data from Splunk regularly using the new Splunk Polling data input. • Take advantage of a unified interface for convenient data input integration by setting up integrations from the Integrations Launchpad. • Streamline HLA data ingestion with tools for handling large log volumes by using dedicated Cribl and Edge Delta data inputs. • Configure log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, REST

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Application or feature	Details
	API, and Amazon Data Firehose conveniently from the Integrations Launchpad. • Generate a description of Health Log Analytics alerts using Now Assist. See Health Log Analytics for more information.
Healthcare Operations Core	• Gain visibility into operational cases that are related to your care team and create support requests using the Care Team Portal. • Expand operational cases to supporting services departments by leveraging the Healthcare Operations case type. • Utilize the streamlined admin experience for creating healthcare organizations and hierarchies. See Healthcare Operations Core for more information.
Hermes Messaging Service	• View the audit history for all topic operations. • Scan and inspect topic messages using keywords or regular expressions. • Monitor the health of Hermes components over time. See Hermes Messaging Service for more information.

ITOM AIOps	Health Log Analytics highlights:
	• Pull data from Splunk consistently over time using the Splunk Polling data input, which sends recurring queries (polls) to Splunk.
	• Use your Splunk data input to ingest data from Splunk in a pre-processed, structured format.
	• Integrate with log data connectors from the Integrations Launchpad
	• Use dedicated Cribl, Edge Delta and Vector Agent data inputs to streamline HLA data ingestion with tools handling large log volumes.
	• Generate a description of Health Log Analytics alerts using Now Assist.
	
	Event Management highlights:
	
	Service Operations Workspace for ITOM
	• Starting with version 26.3.1, benefit from the new alert grouping based on network traffic correlation:
	  ○ Use Express List® to investigate network traffic-based alert groups
	  ○ View connections between network traffic-based alerts in Link View.
	  ○ Starting with version 2.5.3, review alert group analysis by Now Assist

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Application or feature	Details
	• Review relevant information in the Now Assist panel based on records selected in Express List®. • Enable team-level operators to create and manage new alert automations by assigning the new team_operator role. • Map current alert field values to new specified values through the new **Change alert values** option in the Enrich automation section. • Track and optimize grouping efficiency by viewing key details such as total alerts, alert groups, ungrouped alerts, and compression in Group Automation. Simulate other group types, such as CMDB, ML, and text-based grouping. Agent Client Collector highlights: See ITOM AIOps for more information.
ITOM Cloud Accelerate	Cloud Workspace highlights: • The new Cloud Workspace application has includes a new feature called Cloud Account Management, which automates account creation, improves transparency, and integrates policy-based governance and certification processes, enhancing efficiency and control across multiple cloud platforms. • Support for AWS account and Azure subscription requests via direct API integrations or Terraform and GitHub integrations. Performance enhancements for the predefined catalog items in CSC Content Pack. See Cloud Governance for more information.
ITOM Optimization	Legacy workflows have been upgraded and seamlessly migrated to the advanced Workflow Studio to align with the latest standards and ensure modern compliance. Additionally, all default (Out of Box) workflows have been redesigned to provide enhanced performance, improved usability, and a more streamlined experience. See ITOM Optimization for more information.
ITOM Visibility	• Discovery and Service Mapping Patterns: Gain enhanced visibility into your AWS cloud services with 27 additional patterns starting with store version 1.25.0. • Starting with store version 1.1.0, ACC for Visibility has been renamed Agent Client Collector for Visibility - Content. The CNO for Visibility feature has been extracted from Agent Client Collector for Visibility - Content and is now a separate application. • Starting with Service Graph Connector for GCP store release 1.8, Service Graph Connector for AWS store release 2.9, and Service Graph Connector for Microsoft Azure store release 1.11, you can use

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Application or feature	Details
	Service Graph Connectors to ingest data into the Configuration Management Database (CMDB) from third-party sources. • Starting with store version 1.8.0, Discovery admins gain improved visibility into discovery issues and can address root causes using anomaly detection in the Discovery Admin Workspace. See ITOM Visibility for more information.
ITSM Mobile Agent	Starting in the 9.1 release, you can do the following: • Summarize the incident record and activity information when adding work notes to an incident record or while reassigning an incident. • Set different alert tones for incidents with different priority levels. • Set the incident impact and urgency levels to set the incident priority level automatically. • Redirect from the mobile web browser to the ITSM Mobile Agent app seamlessly when opening and viewing different task records. See ITSM Mobile Agent for more information.
ITSM Success Dashboard	Experience the all new KPIs introduced for the Now Assist under Productivity moments per user in ITSM Success Dashboard to understand the benefits of using Now Assist features like Change Summarization, Change Risk Explanation, and Knowledge Article generation. See ITSM Success Dashboard indicators for more information.
Identity	
Impact	• Adopt ServiceNow products and measure their value, gain access to expert guidance and personalized recommendations, maintain a high-performing platform, and enhance business continuity with 24 x 7 technical support. • Access the Impact Store Application integrated within your ServiceNow instance and connected to the Impact Delivery Instance (IDI) portal. • Use Proactive Code Check to track compliance against leading practices for coding and organizational standards. • Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it. See Impact Store Application for more information.

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Application or feature	Details
Incident Management	• Increase the operational efficiency of the tier 1 service desk agents with the dedicated sn_service_desk_agent role. • Control whether an incident or major incident record link in an email notification redirects you to the record in the classic UI16 interface or Service Operations Workspace (SOW). • Enable agents with incident write access, callers, requesters, and **Opened by** end users to reopen a resolved incident from the Incident Management classic UI16 form, SOW, or Portal UIs. • Restrict unauthorized access to incident-related tables using deny ACLs. • Search for a configuration item (CI) in a list alphabetized by the CI name with an improved search performance. See Incident Management for more information.
Industrial Process Manager	• 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 Operational Technology (OT) devices. • Organize your OT device data by capturing the mapped equipment model entity for an OT device. • View the relationships between devices and other configuration items (CIs) with the Unified Map experience in the Industrial Workspace. See Industrial Process Manager for more information.
Instance Data Replication	• Replicate data that's frequently updated in large tables on your instance by scheduling data replication. • Queue multiple seeding requests from your producer instance. • Reseed missing or mismatched records automatically when creating a data comparison request. See Instance Data Replication for more information.
Insurance Claims Core	The Claim Incident [sn_ins_claim_property] table has been updated in this release with additional fields. These fields were previously available only to specific applications. They're available in the Claim Incident table and can be used across all other claim applications in this release.

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Application or feature	Details
	See Insurance Claims Core for more information.
Integration Hub	• Get alerts and alert notifications for your Stream Connect integrations. • Use error evaluation with Data Stream actions to catch step errors and specify error behavior for each step. • Edit, configure, and create connection aliases in the Action Properties section of actions in Workflow Studio. See Integration Hub for more information.
Intelligence for CSM	• Enabled Recommended Actions for chat interactions so that agents can select relevant actions that are based on the chat context. • Integrated enhanced knowledge guidance on the Front-line case page and enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs. • Enabled Recommended Actions – AI search for CSM default record page and CSM interaction record pages for the video, chat, walk-up, and email channels. • Automated the mapping configuration for search results along with default guidances. See Intelligence for CSM for more information.
Journey designer	Yokohama Patch 3 • As a journey user, track your journey more effectively—view real-time journey states, follow your progress with an improved progress bar, and easily filter your journeys to find exactly what you need. • As a manager, request the status of an employee's journey to quickly understand progress and take timely, informed action. • Managers can instantly summarize the information that appears on the Journey detail page to acquire an overview of an employee's journey. The summary that is generated also reflects the blockers that are impeding the journey's progress and the steps required to resume the journey's progress. • View banner messages on the Journey detail page when your journey status is marked as 'Overdue' due to others' pending tasks. The messages are tailored based on personas and help you understand the reason of the overdue task. • Use the updated 'All Tasks' filter, which now matches the overall task count shown in the progress bar. Read the revised tooltip on the Progress Bar that states, 'Completed tasks include skipped tasks.' Check the information icon on the 'All Tasks' filter to understand that 'Some of the total tasks may not be visible to you in this Journey,' ensuring clarity on task visibility.

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Application or feature	Details

	• As a manager, managing the journey of reportees using Journey designer you can draft a journey with custom plans and tasks with help from Now Assist. Provide an AI prompt so that Now Assist can help you build a journey that matches your career goals and aspirations.
	• The following Lifecycle Events flows have been migrated to flows.
	  ○ HR Activity Set Trigger Check
	  ○ Lifecycle Event Notification
	  ○ Lifecycle Event Case Approval
	  ○ HR Activity Set Launcher
	  ○ HR Activity Launcher
	  ○ Account Notification
	  ○ Add LE activity user to Pulse Survey
	
	See Journey designer for more information.

Knowledge Graph	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Knowledge Graph now supports aggregate queries. • Improved accuracy for Now LLM Service. Yokohama Patch 8 • 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. Yokohama Patch 6 • 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. • Supports nodes from parent and grandparent nodes from the hierarchy. • Supports CMDB queries in Now Assist panel. Yokohama Patch 3

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Application or feature	Details
	• Seamlessly integrated with Now Assist in Virtual Agent, AI Agents and AI Search enabling personalized search results and context driven skills execution. • Seamless Integration with Now Assist in Virtual Agent for Natural Language Query. • Use Knowledge Graph as a tool to complete custom tasks for AI Agents. Yokohama Patch 1 • Knowledge Graph helps you in transforming large amount of data into a semantic representation, fostering more connected and customized user experiences. • Knowledge Graph boosts Virtual Agent by enabling large language models (LLMs) to provide contextually relevant responses tailored to each user. • Knowledge Graph creates a complex data model called Knowledge Graph schema with numerous entities and their relation within a few steps. • Knowledge Graph admins can use Knowledge Graph to create and manage the Knowledge Graph schemas. These Knowledge Graph schemas are the customized Knowledge Graph that consist of nodes, node properties, and edges. See Knowledge Graph for more information.
Knowledge Management	Yokohama Patch 6 • 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. • Customize prompts for AI model providers to generate Knowledge articles with Now Assist. • Identify and resolve accessibility-related issues during Knowledge article generation through a new accessibility checker button in the TinyMCE toolbar. • Enhance the creation and management of knowledge base through features in the Knowledge Management advanced plugin such as article versioning, article subscriptions, article templates, and an article quality index. See Knowledge Management for more information.
Lead Management	• REST APIs enable seamless integration of lead management with external applications and provide other capabilities. • REST APIs enable customers to create, update, and retrieve leads and lead line items from the ServiceNow instance.

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Application or feature	Details
	See Lead Management 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.
MID Server	• MID Server supports and requires a minimum JRE version 17. The MID Server is bundled with version 17.0.12 and the minimum JRE version supported is 17.0.10. • The MID Server can now be installed on Windows hosts directly as a LocalSystem or non-admin user with Start and Stop permissions. See MID Server for more information.
Manager Hub	• Enable manager-employee conversation scheduling. • Track skill proficiency and assign targeted learning for effective development by using the Kill score analysis panel. • Enable managers to view all direct and indirect reports by using multi-manager reporting to improve team productivity and engagement. See Manager Hub for more information.
Manufacturing Commercial Operations	• Enable manufacturers, customers, suppliers, channels, and partners to connect and track services directly between instances without configuring and maintaining custom integrations. • Enable B2B customers to configure products and place orders via an uptake of the Sales Customer Relationship Management self-service order placement feature. • Transform emails into interactions rather than cases with email interactions. • Enable the dealer and sales promotion framework and its user role and responsibilities. • Configure the Manufacturing Commercial Operations plugins.

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Application or feature	Details
	See Exploring Manufacturing Commercial Operations for more information.
Mastercard Spoke	• Use the Mastercard Spoke to manage card disputes using the Mastercom API Suite and Mastercom Extended APIs. • Leverage Mastercard Spoke actions to manage disputes for cleared Single Message System original transactions with Mastercom Extended. See Mastercard Spoke for more information.
Mentoring	• Auto-close mentoring relationship a certain number of days after the due-date. Configure the number of days followed by a grace period to allow any final interactions before auto-closure. • Store a Mentoring snapshot of all overlapping preferences at the time of the relationship acceptance by the mentor. Derive skills tagged to Mentoring Relationships based on the snapshot. • As a mentee, view Match Insights with a particular Mentor to understand how well they are matched before choosing the Mentor. • As a mentee, share mentoring preferences and timeline information with your manager that help in the validation of your skills. See Mentoring for more information.
Mobile Platform	• Write and refine text with the Now Assist Context Menu. • Use enhanced capabilities within the input form screen. See Mobile Platform for more information.
Next Experience	• Create personalized keyboard shortcuts to streamline your workflow and boost productivity. • Track the filters that you apply to your Workspace lists within the History menu. Each time you change your filter, the History menu displays a separate entry. • Quickly locate and adjust your user preferences by using the new streamlined search function. • User preference icons now adopt your theme colors. See Next Experience UI for more information.
Next Experience Components	• 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 Developer site Next Experience Components doc.

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Application or feature	Details
	• 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 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).
Next Experience Developer (NED) Tools	Reduce troubleshooting time with enhanced component visualization, filters for traces, and new event filters. See Next Experience Developer Tools for more information.
Notifications	• Use the new email notifications dashboard with key metrics. • Use filter notifications that are based on categories, delivery channels, subscriptions, and digests for notification preferences. • Use the enhanced assignment group, advanced condition, and mandatory notifications for a provider framework. • Use the standard forms for custom notification preferences and delivery channels. See Notifications for more information.
Notify	• Enhanced security for all client-callable script includes by enabling switching off the sandbox mode. • Enhanced security access for Notify tables. See Notify for more information.
Now Assist	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • 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.

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Application or feature	Details
	• 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. Yokohama Patch 8 • Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI. Yokohama Patch 6 • Enable administrators to set up a security access control list (ACL) that checks user authentication for Now Assist context menu skills and new setup options. This gives them control over who can use Now Assist context menu skills and actions, as well as the built-in options like shorten, elaborate, and change tone. • 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 out-of-box 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. • Select a display option for custom Now Assist context menu event with an option to suppress the modeless window. • View the numbered citation and links to the source of information when you use Now Assist context menu for Email reply recommendation. Yokohama Patch 3 • Access and monitor your Now Assist skills in the skill list or grid view. By toggling between the layouts, you can navigate from the Now Assist skills to specific products and then back to the skills page. • Identify and mark duplicate articles in the list view by using Now Assist in Knowledge Management and take action as required. • Apply the Now Assist Sentiment Analysis application to each record so that you can assess how satisfied your customers are. With this feature, you can make better decisions to improve customer experience. • Use the Now Assist context menu guided setup to create a Now Assist context menu configuration. • Use the Now Assist context menu to deploy the custom skills created using Now Assist skill kit.

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Application or feature	Details
	• Monitor how the Now Assist context menu is being used across the different applications with the new Now Assist context menu usage dashboard. • Customize the ServiceNow skills with new prompts or providers in the Now Assist Skill Kit for your specific business needs. • Enable your users to use voice to interact with the Now Assist panel by enabling the Voice Input setting. • Use the new Conversational Q&A option in the Now Assist panel to achieve an enhanced and accurate query resolution. • Generate a record summary, share or copy the summary, and provide feedback by using the Summarize option in the Now Assist context menu. • Customize and choose between the casual, formal, or sympathetic tone by using the Now Assist context menu. See Now Assist 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	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • 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. Yokohama Patch 6 • Create and maintain versions of LLM instructions for AI agents and agentic workflows to help organize and iterate on prompts and test their effectiveness. • Follow updated guided setup steps for agentic workflows and AI agents with additional guidance for successful instructions sent to the LLM. • 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.

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Application or feature	Details
	• 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. • Map the right agents for agentic workflow execution with Dynamic orchestrator in Virtual Agent for better performance and accuracy. • Create different types of AI agents. • Custom output transformation strategies for an AI agent. • Execute AI agents and agentic workflows from workspace or Core UI. • Run AI agents and agentic workflows in a non-interactive execution mode. Yokohama Patch 3 • Use cases in Now Assist AI agents are now called agentic workflows. • Choose either Azure OpenAI or Now LLM Service as your preferred large language model (LLM) for AI agents and agentic workflows in the AI Agent Studio settings. • Use Virtual Agent for AI agent interactions. • Execute agentic evaluation runs to evaluate agentic workflows based on execution log data to compare against benchmarks and monitor performance. • Improve the quality of LLM responses by passing information between tools. • Hide citations for an agentic workflow or AI agent. • Transactions done by an AI agent for an agentic workflow are recorded in the name of the AI agent. • Enable AI agents to store and retrieve memories with categories. • Use Knowledge graph and File retrieval as tools in creating an AI agent. Yokohama Patch 1 • Define agentic workflows with an execution plan for automatically resolving the incoming cases and incidents. • Use the Now Assist panel to communicate with the agent during issue resolution. • Clone existing AI agents and agentic workflows to save time and avoid manual configuration. • Enable Now Assist Guardian to automatically identify and block offensive messages. • View the usage and performance of your AI agents with the AI agent analytics dashboard. • Enable multiple conversations for AI agents on the Now Assist panel. See Now Assist AI agents for more information.

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Application or feature	Details
	For the Platform Now Assist release notes, see Now Assist release notes.
Now Assist Analytics	• Track the usage and adoption of your Now Assist implementation. • Monitor the performance of guardrails enabled through Now Assist Guardian. • Gain insights into the search performance in Now Assist self-service experiences. • Track the estimated efficiency and productivity gains enabled through Now Assist. See Analyzing Now Assist performance for more information.
Now Assist Skill Kit	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 • Use UI Builder to deploy custom skills. • Import data into Now Assist Skill Kit with a CSV file. • Use AI to create ground truth for your data. • Use a custom data generator to create synthetic datasets. • Users can create synthetic data in Now Assist Data Kit. • Generated synthetic data can be saved as a dataset. • Add and manage tools of a custom skill, visually in the new Tools editor, including conditional execution of tools. • Customize ServiceNow skills with new prompts or providers in Now Assist Skill Kit to suit your specific business needs. See Now Assist Skill Kit for more information.
Now Assist for App Engine	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 3

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Application or feature	Details
	• Create and deploy AI agents within custom applications, helping to empower creators and accelerate time-to-value. • Build custom AI agents and skills for the unique workflow of an application using Now Assist Skill Kit and AI Agent Studio. • Leverage AI agents and skills created with Now Assist for App Engine in custom applications at runtime, helping improve efficiency. See Now Assist for App Engine for more information.
Now Assist for Collaborative Work Management	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 3 • Help increase efficiency by automatically creating tasks from the context of your CWM Docs and adding them to the required Board. • Enable saving time by summarizing and paraphrasing blocks of content or a whole page in CWM Docs using generative AI capabilities. See Now Assist for Collaborative Work Management (CWM) for more information.
Now Assist for Configuration Management Database (CMDB)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Previous Patch releases • Select **Summarize** on a CI form, in the workspace, or from any list to view a concise summary of key CI data directly on the form: discovery and class details, associated business services, security vulnerabilities, and related records like incidents, alerts, problems, and change requests. • The 'Manage duplicate CIs' skill identifies duplicate CIs, populates remediation tasks, and then assigns the tasks to the appropriate group. You follow step-by-step guidance and can preview remediation results before selecting a template. The updated CI correctness scores enable the CMDB Health Dashboard to display accurate information.

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Application or feature	Details
	See Now Assist for Configuration Management Database (CMDB) for more information.
Now Assist for Creator	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Create, edit, and deploy fully functional ServiceNow applications using the Build Agent in the ServiceNow IDE. • Generate catalog items conversationally and preview them during the creation process with Now Assist in Catalog Builder. • Choose an AI model provider for all Now Assist for Code skills in the script editor. Yokohama Patch 8 • Removed the now.assist.creator role as a requirement for test generation. Yokohama Patch 6 • 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. **Note:** Additional AI model providers are supported for the following Now Assist for Creator skills: ○ App generation ○ App summarization ○ Catalog item generation ○ Code generation ○ Flow generation ○ Flow summarization ○ Playbook generation ○ Process Mining ○ RPA bot generation ○ Spoke generation ○ Test generation Yokohama Patch 3 • Summarize what a flow or subflow does by using generative AI. • Generate playbooks from inputs that refer to active actions, flows, subflows, content from installed spokes, or activity definitions. • Create automation and UI components in Now Assist for app generation.

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Application or feature	Details
	• Use the code explain and summarize feature of Now Assist for Code to explain and summarize the code. This feature is supported by both Now LLM Service and the Azure OpenAI model providers. • Use the Client Script Summarization skill to generate a high-level summary and a detailed explanation of a client script. Yokohama Patch 1 • Enable your users to create applications by using the Now Assist for app generation skill even if they don't have the admin role. • Use the improved application preview before generating an application by using the Now Assist for app generation skill. • Enable your RPA Desktop Design Studio users to create and edit automations and activities, and extend automation logic flow with Now Assist for RPA Hub. • Enable your ServiceNow Studio users to generate a summary of an app. • Use the **Quick Actions** button in the Now Assist for Code enabled script editor to edit code and add comments. • Use the prompt modal in inline or floating mode with Now Assist for Code. • Now Assist for Code now supports both Now LLM Service and Azure OpenAI model providers. When you select the Azure OpenAI model provider, all requests for the Now Assist for Code model are redirected to Azure OpenAI for evaluation and response. Additionally, you get access to the Code Explain and Code Summarize features. • Use the auto-complete feature of Now Assist for Code to get contextually relevant code suggestions while typing. See Now Assist for Creator for more information.
Now Assist for Customer Service Management (CSM)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • 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 insight agentic workflow.

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Application or feature	Details
	• 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. Yokohama Patch 6 • Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions. Yokohama Patch 3 • Analyze your customers' sentiment and sentiment trends in your cases and the reasoning behind it. • Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases. • Integrate the support for public web content in search queries for both standard and conversational search. • Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information. Yokohama Patch 1 • Improve agent productivity by managing long-running cases with the Triage cases AI agent. Yokohama Early Availability • Use the Now LLM Service scheduling assistance when booking an appointment through Virtual Agent. You can use this scheduling assistance to schedule, reschedule, or cancel an appointment. • Help requesters find solutions by using Genius Results to reduce the number of cases created and decrease the effort needed by agents to close them. • Use the Now Assist panel global skill search to ask questions and fetch answers from knowledge articles. See Now Assist for Customer Service Management (CSM) for more information.
Now Assist for Enterprise Architecture (EA)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

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Application or feature	Details
	Yokohama Patch 1: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise architecture diagrams AI agent. Yokohama Early Availability • Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. • Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent. See Now Assist for Enterprise Architecture (EA) for more information.
Now Assist for Field Service Management (FSM)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 • 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. • Clone and customize skills. • Edit prompts using the Now Assist skill kit. Yokohama Patch 3 • Enable Field Service technicians to access a virtual assistant from the mobile application with Now Assist in Virtual Agent. • Use Now Assist in Virtual Agent for mobile to summarize work order tasks. • Explore conversational search in the Now Assist panel with results from Knowledge Base articles. See Now Assist for Field Service Management (FSM) for more information.
Now Assist for Financial Services Operations (FSO)	Yokohama Patch 11 • Now Assist for FSO skills and AI agents support model updates in Now LLM Service. • Some Now Assist skills, agents, and agentic workflows are on by default. • Review changes to Now Assist usage measurement. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications.

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Application or feature	Details
	Yokohama Patch 6 • 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. • Implement security in Now Assist AI agents and Now Assist for FSO skills with Access Control Lists (ACLs). Yokohama Patch 3 • Streamline the friendly fraud dispute resolution process for human agents and make informed decisions by using the Now Assist friendly fraud AI agent. • Maintain positive customer relationships by using the AI agent to craft responses with the right tone and language. • Enable agents to evaluate and review the amount being disputed, the customer relationship, and the outcome of the detection logic. Yokohama Patch 1 • Streamline the card dispute submission process for cardholders with a dispute intake workflow by using Now Assist in Virtual Agent. • Use a conversational, natural language interface that makes data collection more engaging and less tedious compared to a traditional form. • Increase efficiency by inferring information from the customer's responses in the conversation. See Now Assist for Financial Services Operations (FSO) for more information.
Now Assist for HR Service Delivery (HRSD)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 • 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 a copy of the KB generation skill to create custom templates. • View the list of sources that are used to generate an email reply recommendation. • Select citations to view the source articles and industry research from Galileo AI Assistant for HR.

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Application or feature	Details
	• Leverage an AI agent to generate a step-wise fulfillment plan for an HR case from both Core UI and Agent Workspace for HR Case Management. • Make career conversations easy to create and track using the growth conversations agentic workflow. Yokohama Patch 3 • Automate the resolution of routine employee inquiries by using the Resolve noncritical HR cases agentic workflow. • Receive research-backed responses to HR management queries that are sourced from both internal knowledge bases and The Josh Bersin content library. • Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations. Yokohama Patch 1: Improve agent productivity by managing long-running cases with the Triage cases AI agent. Yokohama Early Availability • Use the new Virtual Agent topics to place employee requests in the Human Capital Management (HCM) system. • Use Knowledge Graph to create personalized knowledge models in the form of Knowledge Graph schemas. • Create Journey Accelerator plans by using Now Assist for HRSD in Journey designer. See Now Assist for HR Service Delivery (HRSD) for more information.
Now Assist for Hardware Asset Management (HAM)	Yokohama Patch 13- Gain real-time visibility into critical asset data through generative AI-driven asset analysis summaries. Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 - Automate the hardware asset repair process by using an agentic workflow and configure Access Control Lists (ACLs) for both AI agents and agentic workflows. Yokohama Patch 4 - Automate and streamline your hardware asset request process by using an agentic workflow. See Now Assist for Hardware Asset Management (HAM) for more information.

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Application or feature	Details
Now Assist for IT Operations Management (ITOM)	Yokohama Patch 11 • 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. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 • Get deeper impact analysis in the Analyze alert impact agentic workflow with five new AI agents. • Review Alert analysis, and relevant information for new mixed alert groups in the Now Assist panel to help investigate alerts more effectively. • Use the Triage and analyze alert agentic workflow to perform initial triage and analysis in the context of an incident. • Enhance security for Now Assist AI agents with Access Control Lists (ACLs). • 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. Yokohama Patch 3 • Investigate alerts and get the context that you need to respond efficiently using the Analyze alert impact agentic workflow. • Automatically perform initial alert triage and analysis tasks such as assigning alerts, analyzing alert history, and summarizing past incidents, with the Triage and analyze alert agentic workflow. See Now Assist for IT Operations Management (ITOM) for more information.
Now Assist for IT Service Management (ITSM)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • 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. • Add self-service and deflection to your phone channel with Voice AI agents.

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Application or feature	Details
	• Edit the incident summarization skill prompts and inputs within the Now Assist Skill Kit. • Use the Now Assist context menu (NACM) 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. Yokohama Patch 3 • Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow. • Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow. • Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow. • Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow. Yokohama Patch 1: Scale your workflows, enhance productivity, and complete work autonomously using the IT Service Management AI agent collection. Yokohama Early Availability • Manage change risk explanations effectively by copying an existing change risk explanation skill and configuring it for your business needs. • Deflect IT issues in the ServiceNow portal with AI-powered solutions. • Automatically generate an email as a recommendation to help agents save time and learn efficient ways to respond to requesters. • View a summary of incidents and change requests in an intuitive summarization interface. • Track the status of common IT-related tasks by using the Now Assist application. See Now Assist for IT Service Management (ITSM) for more information.
Now Assist for Legal Service Delivery (LSD)	Yokohama Patch 11

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Application or feature	Details
	• 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. Yokohama Patch 6 • 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 Explore Now Assist for Legal Service Delivery (LSD) for more information.
Now Assist for Order Management	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Enable business-to-business (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 next steps easier and improving productivity. See Now Assist for Order Management for more information.
Now Assist for Sales Force Automation (SFA)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Previous Patch releases • Now Assist for Sales Force Automation (SFA) application packages ServiceNow® platform AI capabilities to deliver AI-powered insights and automation to drive faster, smarter sales and order processes. See Now Assist for Sales Force Automation (SFA) for more information.
Now Assist for Security Incident Response	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default.

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Application or feature	Details
	• Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Use generative AI to create a quality assessment report of a security incident. • Yokohama Patch 6 Help analysts to add security incidents details to the Shift Handover report by chatting with AI agents in the Now Assist panel. ○ 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. • Yokohama Patch 3 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 provides a resolution plan. • Yokohama Patch 1 Help your analysts to close security incidents more efficiently by chatting with AI agents in natural language from the Now Assist panel. • Yokohama early availability ○ Triage security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format. ○ Automatically generate resolution notes for security incidents by using generative AI. ○ Generate recommended actions to resolve security incidents. ○ Generate a post-incident analysis. ○ Generate correlation insights to help you connect current incidents to past events. By identifying the affected users, configuration items (CIs), or observables (IP addresses and file hashes) from existing incidents, you can help to triage new security incidents. For more information, see Now Assist for Security Incident Response.
Now Assist for Software Asset Management (SAM)	Yokohama Patch 13

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Application or feature	Details
	• Enhance your SaaS integration troubleshooting experience with user-friendly error explanations and resolution guidance for runtime job failures. • Streamline your Software Asset Management application implementation by automating entitlement extraction from contracts using AI, ensuring faster deployment. Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Automate user resolution with AI for SaaS license management to support efficiency and accuracy in subscription management. Yokohama Patch 6 • 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 evaluation of unused and underutilized software installations for potential reclamation by using an agentic workflow. Yokohama Patch 3 • Obtain crucial information on products to mitigate license compliance risks through product summaries on software deployment, license compliance, configuration health, and optimization. • Manage product license compliance via recommendations that guide you to take steps to ensure the necessary compliance requirements. Yokohama Patch 3 • Obtain crucial information on products to mitigate license compliance risks through product summaries on software deployment, license compliance, configuration health, and optimization. • Manage product license compliance via recommendations that guide you to take steps to ensure the necessary compliance requirements. See Now Assist for Software Asset Management (SAM) for more information.
Now Assist for Source-to-Pay Operations	Yokohama Patch 11

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Application or feature	Details
	• Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Previous Patch releases • Now Assist for Sourcing and Procurement Operations (SPO) supports enhanced AI search and the Retrieval-augmented generation (RAG) framework to recommend suppliers and products through semantic search and contextual filters, enhancing recommendations with criteria like preferred suppliers and previous purchases. • Now Assist for Supplier Lifecycle Operations (SLO) supports a conversational intake that helps suppliers to view and update supply information through a conversational flow. • Now Assist for Accounts Payable Operations (APO) supports a conversational intake to complete self-service tasks, such as submit a request or track a request status.
Now Assist for Strategic Portfolio Management (SPM)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Generate measurable targets from goals information and optional context with the target generation skill. • 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. Yokohama Patch 6 • 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 a decorative loader to elevate visual interest during content loading in Strategic Planning. • Refine the planning item text descriptions by enabling AI assistance. • Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.

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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)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Address voice quality issues and validate tickets with RADCOM. • Summarize the risk signal and issues records along with respective risk solution and occurrence records. Yokohama Patch 6 • 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. Yokohama Patch 3 • Monitor engagement health score and provide a trend analysis. • Monitor risks on a predefined schedule and provide common resolutions. Yokohama Patch 1 • Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using the Now Assist for TMT AI agent collection. Yokohama Early Availability • Summarize onboarding cases, engagements, and touchpoints by using agentic AI. • Enhance test summarization with metric descriptions and contextual notes. • Consolidate the information from multiple similar cases into a Knowledge article. • Dynamically configure prompts for case summarization. • Automate transformation mapping between provider and consumer instances in Service Exchange.

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Application or feature	Details
	See Now Assist for Telecommunications, Media and Technology (TMT) for more information.
Now Assist for Vulnerability Response	Yokohama Patch 11 • Review changes to Now Assist usage measurement. See the "Changed in this release" section below. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • Use Now Assist for Vulnerability Response with Security Posture Control to help you with Creating an API connector in the Security Posture Control workspace. • Yokohama Patch 6 Help your analysts identify duplicate host vulnerable items and analyze available remediation options with generative AI skills with Now Assist for Vulnerability Response. ○ 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 Vulnerability Response for more information.
Now Assist for Workplace Service Delivery (WSD)	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6 • Help map admins configure the map during bulk updates to Indoor Mapping using the Automate map updates AI 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 AI agentic workflow. Yokohama Patch 3 • Manage temporary space closures AI agentic workflow for emergency meeting room maintenance. This team of AI agents block a space for maintenance and move any existing reservations from the blocked room to a new location.

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Application or feature	Details
	• Help manage workplace reservations for updating existing event planning reservations. This team of AI agents retrieve the reservation from workplace case details, analyze the reservation, and update the workplace case notes. See Now Assist for Workplace Service Delivery (WSD) for more information.
Now Assist in AI Search	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • 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. Yokohama Patch 6 • 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. • Increase search recall with semantic indexing of Catalog Item short descriptions. Yokohama Patch 3 • 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. Yokohama Early Availability • Improve incident deflection for portal users by configuring record producers to display actionable and relevant Genius Results suggestions during submission of cases, incidents, problems, and similar tasks. See Now Assist in AI Search for more information.

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Application or feature	Details
Now Assist in Contract Management	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • 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. Yokohama Patch 6 • 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. Yokohama Patch 3 • Activate and configure the contract metadata extraction skill for Contract Management Pro in the Now Assist Admin console. • Activate and configure the contract analysis skill for Contract Management Pro in the Now Assist Admin console. • Use the Manage contract repository agentic workflow to autonomously set milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals. See Now Assist in Contract Management for more information.
Now Assist in Document Intelligence	Yokohama Patch 13 • Now Assist in Document Intelligence skills are on by default. Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 6

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Application or feature	Details
	• Summarize the content in document and image attachments with the document and visual insights AI agent. • Choose a large language model (LLM) to generate predictions for extraction and Q&A (question & answer) use cases. • 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. Yokohama Patch 3 • Boost productivity by using the document and visual insights AI agent to autonomously analyze and extract data from documents and images. • Streamline document data extraction by automating document tasks. • Use Virtual Agent to ask questions about the document content. • Extract the data from invoices with Now Assist for Accounts Payable Operations (APO). Early Availability • Speed up your document processing workflows and quickly extract the text and tables from your documents. • Save time looking for the information that you need in a document, and quickly find the answers to predefined questions. See Now Assist in Document Intelligence for more information.
Now Assist in Platform Analytics	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. • 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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Application or feature	Details
Now Assist in Virtual Agent	**Yokohama Patch 11** • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are 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. **Yokohama Patch 6** • 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. **Yokohama Patch 3** • Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where your users can enter into a full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window. • View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.

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Application or feature	Details
	• View and work with suggested actions after completing an action in Now Assist in Virtual Agent. • Stream responses for Now Assist LLM - enhanced chat conversations. • Upload or drag documents and images into a standard or enhanced chat. • Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on. • Use the Web Search custom skill to search for an answer on the internet. Yokohama Patch 1 • Stream responses for Now Assist LLM chat conversations. See Now Assist in Virtual Agent for more information.
Now Mobile	Get personalized search results with the Now Assist genius results search functionality in Now Mobile®. See Now Mobile app for more information.
On-Call Scheduling	Control whether an on-call schedule or shift record link in all major on-call email notifications redirects you to Service Operations Workspace (SOW) or to the classic UI16 interface in On-Call Scheduling. See On-Call Scheduling for more information.
Operational Resilience	• Align with the CSDM model to set up configurable main node configurations, which are used to retrieve CSDM and their dependency data. • Add the primary origin to an operational vulnerability, and the impacted areas are automatically included. The vulnerability can then be viewed from any impacted area. • All CSDM objects, dependencies, and their red flags can be rolled up based on the entity hierarchy. • Use Smart Assessment for evaluating an Operational vulnerability. See Operational Resilience for more information.
Operational Sustainability Management	• Model and prepare for potential outcomes with what-if scenario analysis tools that can help with your strategic planning. • Review the calculated metric definition data by using a formula tree so that you can access detailed information on the operands, metric definitions, metrics, and emission factors.

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Application or feature	Details
	• Streamline ESG metric tracking and enable trend analysis with enhanced Metric data tasks that support choice and HTML response formats and table improvements. • Import your historical metric data by using an import template to update and manage metric data within your organization. • Assign data owners dynamically for metrics that are based on configurations. See Operational Sustainability Management (formerly Environmental, Social, and Governance) for more information.
Operational Technology (OT) Manager Foundation	Yokohama Patch 11 • Review changes to Now Assist usage measurement. • Some Now Assist skills, agents, and agentic workflows are on by default. • Additional role configuration is required for agentic workflows and AI agents included with Now Assist applications. Yokohama Patch 10 • 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.
Operational Technology Change Management	In an OT change request record in the Industrial Workspace, use new related lists to create an OT incident record related to the OT change request, or link an existing OT incident record to the OT change request. See Operational Technology Change Management for more information.
Operational Technology Incident Management	Relate an OT incident to an OT change request by creating the incident from the change record in the Industrial Workspace. See Operational Technology Incident Management for more information.
Operational Technology Manager	• 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.

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Application or feature	Details
	• Keep your OT device data updated by using the Configuration Management Database (CMDB) OT class model updates and UI enhancements. • Track your OT device data with the new Operational Technology Visibility dashboard. • Group OT devices using CMDB groups to support non-CMDB tables that must be converted from IT to OT. • 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. • 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. • Assess the vulnerabilities for the firmware of the OT assets with Hardware Vulnerability Assessment. • View solutions or details of a vulnerable item (VIT) with enhanced UI options. • Manage your vulnerable items and Operational Technology Vulnerability Response data with the enhanced OTVR (PA) dashboard in the Industrial Workspace. • View the risk score of your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard. See Operational Technology Vulnerability Response for more information.
Opportunity Management	1. Enable customers to view the roll-up amount in the Kanban View. 2. Enable sales representatives to customize bundled products and products with complex characteristics in the product catalog.

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Application or feature	Details
	See Opportunity Management for more information.
Opportunity Marketplace	• Opportunity owners can select multiple user criteria when creating opportunities. • Import an opportunity from the ServiceNow Project Workspace. Importing a project from the Project Workspace is only available with the Project type opportunity. See Opportunity Marketplace overview for more information.
Order Management	• Enable order agents to view price adjustment details while processing orders. • Enable customers to view the product catalog, add products to a shopping cart, and create orders by using the Business Portal. • Create cases for multiple orders or for specific order lines using the Business Portal. • Create cases for multiple invoices or for specific invoice lines. • Provide metrics that help sales agents and sales managers track and analyze the revenue impact of subscriptions. See Order Management for more information.
Password Reset	• Enhanced security for all client-callable script includes by switching off the sandbox mode. • Enhanced security access for Password Reset tables. See Password Reset for more information.
Performance Analytics	• 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.

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Application or feature	Details
Platform Analytics experience	• Effortlessly create bold, meaningful data graphics by and refining the results in an AI-powered conversational interface. • Speed up the process of turning insights into actions with dynamic new features like suggested performance targets and more powerful data filtering. • Share data insights more broadly with enhanced Microsoft PowerPoint support. See Platform Analytics experience for more information.
Playbooks in Workflow Studio	• Add custom translations for playbooks. • Restart playbook activities that have ended in error. • Create a checklist directly in the side panel without needing a checklist template. • Generate a playbook via API in other ServiceNow applications such as IT Operations Management (ITOM). • Generate playbooks from inputs that refer to active actions, flows, subflows, content from installed spokes, or activity definitions. See Exploring playbooks for more information.
Policy and Compliance Management	• View the compliance score at the entity level based on the hierarchy of entities. • Eliminate duplicate citations associated with the authority documents when you download UCF content. • Revise your policies and update the policy text periodically by integrating with Microsoft SharePoint. • Enable policy owners and reviewers to collaborate, review, and redline policies by using policy authoring and the redlining feature. • The Issues widget has been removed from the Compliance Workspace landing page to enhance the performance. • Enable data access by implementing Entity-Based Access controls. • Recommend similar control objectives using generative AI. You can then retain, dismiss, or merge duplicate control objectives. See Policy and Compliance Management for more information.
Portfolio Planning	• View the rolled-up financial costs and benefits data of your planning items in the new **Financials** tab in the Planning page. • View the financial data of planning items while creating multiple prioritization scenarios to promote efficient use of budget and help increase the return on investment (ROI).

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Application or feature	Details
	• Monitor performance, track progress, and make informed decisions related to planning and execution using dashboards. • Create, edit, and switch views in portfolio plans and free-form roadmaps with display preferences. See Portfolio Planning for more information.
Predictive Intelligence	• Learn which classes contribute the most to your model's predictions by adding Model Explainability to Workflow Classification solutions. • ITSM Predictive Intelligence Workbench is deprecated in the Yokohama release. • New advanced options for classification solutions are available from Yokohama Patch 4. See Predictive Intelligence for more information.
Privacy Management	• Integrate criticality factors into assessments and processing activities thereby simplifying the assessment process, and reducing the workload for privacy teams. • Use the Smart Assessment Engine to capture details regarding information objects and hierarchies, updating all details within the assessments and eliminating the need to separately update processing activities. • Implement information Object (IO) categories such as biometric data, to align with regulatory classifications and bridge the gap between requirements and user understanding. • Empower privacy case analysts to perform assessments on privacy cases using the Smart Assessment Engine See Privacy Management for more information.
Problem Management	• Increase operational efficiency of tier 1 service desk agents with the dedicated sn_service_desk_agent role. • Simplify the management of problems and problem tasks using Problem Management models. See Problem Management for more information.
Process Mining	• Now Assist based work notes analysis • Process configuration builder introduced • Content pack importer introduced for process configurations • Process Mining evaluation project available for HR and CSM • Access control (ACL) rules updated

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Application or feature	Details
	See Process Mining for more information.
Product Catalog Management and Pricing Management	• Enable agents to create multiple configurations of child product offerings in configurable products and customize the options and characteristics for each child product instance. • Identify single-use product offerings, such as installation services, with a transient flag to differentiate them from products that are maintained as active sold products or product inventory. • Provide the options to choose a drop-down or radio control to display characteristics of type choice in the product configurator UI. • Give sales agents a list of recommended product offerings that can be added to complement or supplement products in quotes. • Enable pricing admins to set pricing adjustments based on the quantity of product offerings in a quote or order. See Product Catalog Management and Pricing Management for more information.
Project Portfolio Management	• Move your old status reports to a new tool to maintain a consistent reporting process. • Secure your projects with confidentiality settings to safeguard all confidential data. • Build a checklist for your project tasks to track the task activities for completion. • Inline edit one or more cells in child resource assignments. • Explore the new heatmap modal to monitor resource status, available capacity, and utilization efforts. • Identify similar demand records based on contextual similarity in the name, description, and business case content using the identify similar records Now Assist skill. For more information, see the Project Workspace release notes.
Project Workspace	• Import your old status reports to a new status report tool and optimize your reporting process. • Create a checklist in a project task to track items that must be completed in the task. • Inline edit one or more cells in child resource assignments. • Explore the heatmap modal to monitor resource status, available capacity, and utilization efforts. See Project Workspace for more information.

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Application or feature	Details
Public Sector Digital Services	• Review requests for grants, and create new grant programs using Grants Management. • Connect multiple ServiceNow instances to provide seamless support and service experiences across the Public Sector using for Service Bridge for Public Sector Digital Services. • Utilize the Chat summarization skill, powered by Now LLM Service, to auto-generate chat summaries for customer-agent interactions in the Now Assist for Public Sector Digital Services (PSDS) application. See Public Sector Digital Services for more information.
Quote Management	• Enable agents to manage sales agreements in quotes. • Enable agents to view the price adjustments that are applied to the base and list price of a product in a quote. • Enable agents to create PDF documents from a quote using the ServiceNow PDF generator. • Use the hierarchical list view to view parent and child relationships within quote lines. • Provide agents with offer recommendations to upsell or cross-sell products that complement products in quotes. See Quote Management for more information.
RPA Hub	• Use generative AI to create and edit automations, activities, and extend automation logic flow through text instructions and preview options in the RPA Desktop Design Studio. • Run multiple unattended robots on different user sessions at the same time on the same Windows Server machine using the high-density robots feature. • Use new sample automations that were added in the RPA Desktop Design Studio that cater to different use cases. • Leverage the communication capabilities of the SSH protocol in the automation processes with the new Secure Shell (SSH) connector in the RPA Desktop Design Studio. • Use the SAP connector to identify the screens and elements and to automate workflows on SAP graphical user interfaces (GUI). • 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. • Enhanced access controls for RPA bot generation skill. See Robotic Process Automation (RPA) Hub for more information.
Recommended Actions for	Display relevant actions to users based on the context of an OT incident record.

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Application or feature	Details
Operational Technology Service Management (OTSM)	See Recommended Actions for Operational Technology Service Management (OTSM) for more information.
Regulatory Change Management	• Summarize a regulatory alert by using the Now Assist summarization skill. • Use Regulatory mapping with AI to help organizations identify, track, and manage regulatory requirements that are specific to their industry. • Set up a recommendation context. • Analyze the potential impacts of a new regulation to assess whether it's likely to achieve the required business or regulatory compliance objectives. Yokohama Patch 11 • Some Now Assist skills are now turned on by default. • Review changes to Now Assist usage measurements. See Regulatory Change Management for more information.
Request Management	• Improve customer satisfaction and operational efficiency with the sn_service_desk_agent role, which is dedicated to the tier 1 service desk agents. • Restrict unauthorized access to the Request Management tables using deny ACLs. • Quickly determine whether a configuration item (CI) is available to be added to the **Configuration item** field in the Requested item form by searching the an alphabetized list of available CIs rather than having to first find the CI class list. See Request Management for more information.
Resource Management Workspace	• Access the new heatmap modal to view the resource status, remaining capacity, and utilization efforts of resource allocation. • Use the **Name**, **Notes**, and **Ready for review** fields while creating a New Resource Assignment. • Access the resource assignments and the parent resource assignment from the resource board. • Use the interactive dashboard to create and manage widgets to access the required set of resource data in board view. • Extend, adjust, and approve resource assignments using the row context menu from the side grid. See Resource Management Workspace for more information.

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Application or feature	Details
Retail Core	Use the Retail Portal for an optimized and streamlined portal experience within your retail organization. See Retail for more information.
Retail Task Management Core	• Assign work from HQ to multiple retail locations at once with the multi-store case generator. • View assigned tasks in the retail portal alongside other requests. • Track completion status across multiple locations assigned the same item. See Retail Task Management for more information.
Sales Agreement Management	• REST APIs enable customers to synchronize sales agreements with external systems. • Monitor the progress of sales agreement creation from quotes. See Sales Agreement Management for more information.
Sales Forecasting	• Project future sales and revenue with intuitive forecasting by sales representatives. • Access the Sales Forecast dashboard at all levels of the sales hierarchy. • Set and manage sales quotas for individual representatives and sales teams. • Track sales quota targets and their progress for individuals and sales teams across the hierarchy. See Sales Forecasting for more information.
Security Incident Response	• Identify inefficiencies and optimize the resolution process of security incidents for faster closure by using Process MIning. • Implemented CrowdStrike Next-Gen SIEM integration enabling real-time ingestion of correlated detections, and enrichment data. • Enhanced Splunk ES integrations to improve incident classification and enable efficient retrieval of historical data and alerts. • Include the number of VITs indirectly associated with a CVE through TPEs. • Help managers ensure there are no gaps in coverage and analysts are always available to address security incidents by configuring shifts for analysts. • Define default child nodes to populate in the relationship graph, and add or remove child nodes at the parent node level.

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Application or feature	Details
	See Security Incident Response for more information.
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 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 with contact centers using Contact Center Integration Core to import data from a third party contact center as a service (CCaaS) application. • Better integrate with contact centers by adding call controls to Agent Workspace with Interaction Controls Component (ICC). • Enhance B2B customer support through ServiceNow® self-service capabilities with the new Business Portal. • Provide a consistent experience for agents handling omnichannel interactions through email interactions, which preserve the context for agents by associating the email conversation between the agent and the customer. • Improve contact center efficiency by helping avoid the creation of duplicate cases through the use of the Email as an Interaction feature. See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.
Service Catalog	• Enable your users to experience the flexibility of using supported languages when creating or editing catalog items in Catalog Builder. • Identify and resolve accessibility-related issues during catalog item generation through a new accessibility checker button in the TinyMCE toolbar in Service Catalog. See Service Catalog for more information.

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Application or feature	Details
Service Exchange	• Providers can now include client and UI policy scripts in remote record producers, which consumers can review and approve. • Providers can now copy local catalog items to Service Exchange as remote record producers either in bulk or individually. • Providers can simplify and streamline choice-based transform mapping with ServiceNow Now Assist. • Consumers can now add variables to remote record producers for use in consumer pre-flows. See Service Exchange for more information.
Service Graph Connector Integration for Claroty CTD	• View the class mappings available for the Service Graph Connector using the new Class Mappings menu • Filter out empty rack slots to help avoid importing blank rack slots into the ServiceNow. Configuration Management Database (CMDB). • 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. • Clean the serial record entries from the Source [sys_object_source] table using a fix script. See Service Graph Connector Integration for Claroty CTD 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	Use Workflow Studio to build and automate the workflows for Service Level Management.

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Application or feature	Details
	See Service Level Management for more information.
Service Observability	• Connect operators with subject matter experts (SMEs) using critical signals from existing monitoring tools and the ServiceNow platform. • Centralize critical signals and bridge workflows to help increase agility and reliability. • Calculate the blast radius and help reduce mean time to resolution (MTTR) by viewing changes to your application and the underlying infrastructure. See Service Observability for more information.

Service Operations Workspace for ITSM	• Streamline task management and reduce response times by approving the request, request item, catalog task, change request, and standard change proposal records directly from Service Operations Workspace (SOW).
	• Quickly find details helpful in resolving issues by using Recommended Actions and AI Search for request items and catalog items.
	• Enable agents with incident write access, callers, and end users who opened the incident to reopen a resolved incident from the incident record page in Service Operations Workspace.
	• Configure response templates and incident management properties from the Service Operations Workspace Admin Center.
	• Configure and use DEX Desktop Assistant as a channel in all incident and major incident-related communications.
	• Starting in version 7.1, you can do the following:
	  ○ Restrict unauthorized access to Incident Management in Service Operations Workspace using deny ACLs.
	  ○ Compose email using GenAI email templates for all major incident communications.
	  ○ Close a resolved incident with itil_admin user role.
	  ○ Share the workaround for a problem and deflect additional incidents.
	  ○ Configure the On-Call Scheduling features from Service Operations Workspace Admin Center.
	  ○ Use visual indicators like colors and icons on chat session tabs to notify agents about unread messages to maintain the SLA for the chats in Service Operations Workspace.
	  ○ Configure the provider for Notify in SOW.
	  ○ Agents can see a transcript of voice calls while interacting with customers in Service Operations Workspace.
	  ○ Create Change Advisory Board (CAB) meetings and run them through CAB Workbench in Service Operations Workspace.

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Application or feature	Details
	See Service Operations Workspace for ITSM for more information.
Service Portal	• Analyze the performance of portal pages and their widgets. • Compare cloned widgets with the base widget from which they were cloned. • Use ECMAScript 2021 (ES12) JavaScript mode in widget server scripts. • Enable early single sign-on (SSO) redirection. • Specify the user roles that apply to a page route map. See Service Portal for more information.

Service Portfolio Management	• Use the added options to edit and manage your service portfolios.
	  ○ Add life cycle fields to the taxonomy node records of your portfolios to align with the Common Service Data Model (CSDM).
	  ○ Added more flexibility to remap taxonomy nodes. You can move an entire branch of a taxonomy from one portfolio to another, including the automatic move of its child nodes.
	  ○ Reparent taxonomy nodes when you move them to a new location in a portfolio. You can also add a new taxonomy node in the middle of an existing portfolio, either between two nodes or between a node and a service.
	• Recognize the updated label for technical services.
	
	See Service Portfolio Management for more information.

Service Reliability Management	• View and assess alerts in one place with Express List. • Starting in version 6.3, access SRM features on the go with ITOM Mobile Agent. • Starting in version 6.4, inform teams by setting up notification destinations and attaching them to error budget policies. • Starting in version 6.4, track, manage, and visualize service performance with the Service reliability dashboard. • Starting in version 6.4, get timely error budget updates that reflect the impact of ongoing, open alerts. See Service Reliability Management for more information.
ServiceNow AI Lens	Yokohama Patch 11 • 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.

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Application or feature	Details
	Yokohama Patch 6 • 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 now attached to the record that is auto-filled 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. Yokohama Patch 3 • Boost productivity by scanning artifacts and auto-filling information into forms instead of manually entering the information into forms. • Provide specific instructions to ServiceNow AI Lens on what to do with the data that it captures. • Get insights from multiple images so that you know what actions to do next. See ServiceNow AI Lens for more information.
ServiceNow AI Platform core feature	• Streamline how you access help content on the system events and job scheduling dashboard by accessing the appropriate help content in each tab. • Insert, update, and delete data in an external data source from a remote table. See Administer the ServiceNow AI Platform for more information.
ServiceNow Add-in for Microsoft 365	• Access any catalog form in Employee Center and submit requests within Microsoft 365 apps. • Load any ServiceNow form or navigate to a link in Employee Center. • Map message or appointment fields in Microsoft Outlook to be auto-populated in ServiceNow catalogs or forms. • Configure extension points to support messages and appointments in read and compose modes. See ServiceNow Add-in for Microsoft 365 for more information.
ServiceNow IDE	• Convert existing scoped applications to support development in source code. • Use TypeScript in JavaScript modules. • Install and use npm packages from private registries.

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Application or feature	Details
	See ServiceNow IDE for more information.
ServiceNow SDK	• Create and develop applications in source code using an upgraded ServiceNow SDK CLI workflow. • Refer to content from a file from properties in ServiceNow Fluent APIs. See ServiceNow SDK for more information.
ServiceNow Studio	• Work in the best development environment for your task by using the experience switcher to switch between developing in Creator Studio, ServiceNow Studio, and ServiceNow IDE. • As of version 27.2.4, the ServiceNow Studio File Navigator performance has been improved for large applications. • As of version 27.2.4, you can easily identify apps created in Creator Studio or ServiceNow IDE by looking at the App Details page in ServiceNow Studio. • As of version 27.2.4, the file creation experience is now a full-page, guided process with built-in security checks. Admins see all application files, while delegated developers only see file types they have permission to create within the specified scope. • As of version 27.2.4, users with Write permission for an application description can use Now Assist for app summary generation to generate an app summary. The Summarize button is disabled for users without access to edit the app description, preventing failures after clicking. See Building applications with ServiceNow Studio for more information.
Sidebar	• Integrate Sidebar with Slack to enable users of both platforms to communicate with each other. • Create standalone Sidebar conversations that aren't associated with a record. • Create private discussions on a record that are accessible only to the participants within that discussion. See Sidebar for more information.
Site Reliability Operations	Site Reliability Operations and Site Reliability Metrics (extends SRO) store applications are replaced with Service Reliability Management application. See Service Reliability Management for more information.

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Application or feature	Details
Skills Foundation	• Skill Harmonization lets you import and combines skills from the external learning management system (LMS) to have one source for skills. • Integrating Workday Learning skills and Workday Employee skills into the current import flow and relate them to the respective employees in the ServiceNow system. • Support for dynamic skills import requests from Credly (OOTB source) and other external sources. The skills are verified with the skills library (exact or mapped match), and new skills are added to the queue for processing. The harmonized skills are then linked back to the source using metadata. See Skills Foundation for more information.
Smart Assessment Engine	• Configure default responses for questions. • Copy an existing SAE template with all questions, sections, instructions, and configurations to save time. • Filter questions in an assessment to display only unanswered questions. • Search for text within assessment sections, subsections, and questions. • Auto-copy responses to all assessments when combining assessments, saving time and effort. • Calculate scores for assessment responses at the assessment, section, or subsection levels. • Set up post-assessment actions based on assessment responses. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. • Descriptive images are now supported in the guidance section for questions. See Smart Assessment Engine for more information.
Software Asset Management	• Leverage generative AI by using the Now Assist for Software Asset Management (SAM) application to create publisher summaries on software deployment, license compliance, configuration health, and optimization. • Manage the licenses for your Oracle Databases and WebLogic deployments on the Nutanix virtualization technology. • Integrate SAP Ariba and SAP S/4HANA Cloud with the Software Asset Management application to monitor and track software usage and subscriptions effectively.

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Application or feature	Details
	• Simplify the onboarding of your Software Asset Management (SAM) application by following the prescriptive guidance provided in the SAM Guided Setup and Microsoft 365 Guided Setup. • Track and optimize your IBM Cloud Pak licenses by using the Software Asset Management application. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Software Asset Management 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. • Easily track products and services from ordering to fulfillment using procurement record IDs or keywords. • Access both punchout and native catalog products from Categories or Suppliers on the Shopping Hub home page. See Sourcing and Procurement Operations for more information.
Strategic Planning	• Reduce time and effort by using story recommendations from Now Assist to break down your epics and features in Enterprise Agile Planning (EAP). • Collaborate in real time on docs with multiple editors. • View the rolled-up financial costs and benefits data of your planning items on the new **Financials** tab in the Planning page. • View the financial data of planning items while creating multiple prioritization scenarios for efficient use of budget and to get better ROI. • Use dashboards to monitor performance, track progress, and make informed decisions related to ideas, feedback, planning, and execution. • Create, edit, and switch between views with display preferences for portfolio plans and free-form roadmaps. • Enhance the quality of planning item descriptions by enabling AI assistance. See Strategic Planning for more information.

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Application or feature	Details
Strategic Portfolio Management for Telecom	• Use templates to customize requirements for your Fiber Rollout and 5G projects. • Address challenges that manual processes cause by using customized templates. See Strategic Portfolio Management for Telecom for more information.
Subscription Management	• View subscription allocations according to the number of active users. • Select all recommended groups when allocating subscriptions. • Manage subscriptions in an on-premise installation. • Manage custom application and table mapping through the platform, and learn why specific subscriptions are recommended when mapping custom tables and applications. • View subscribers by domain for user-based subscriptions. See Subscription Management for more information.
Supplier Lifecycle Operations	• Advanced case management for supplier lifecycle events including onboarding, offboarding, and ongoing operations. • Identify and prioritize suppliers for credit card payment adoption. • Estimate card payment benefits using the savings calculator tool. • Conduct sanction screening and validate banking details and supplier location change requests via Relish integration. • Map multiple internal stakeholders (legal, business, technical, risk teams) to suppliers to improve visibility and governance of supplier relationships. • Support for many-to-many (M2M) mapping between supplier contacts and suppliers. A single supplier contact can be the contact for multiple suppliers, if the suppliers share a parent-subsidiary relationship. • Automated KPI templates for automated data collection, KPI template modifications, and calculations. • KPI Management enhancements enable improved threshold setup, error messaging, and dashboard visualizations for KPI tracking. • Support for self-registration for supplier contacts. They can register with a supplier company name, enabling multiple domains under a single supplier. See Supplier Lifecycle Operations for more information.

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Application or feature	Details
	Note: You can experience a longer upgrade time if you're upgrading from Vancouver or an older release to Washington DC or any latest release. This delay is due to a mandatory script that runs for restructuring the Supplier Task [sn_slm_task] table and the duration of upgrade depends on the number of records in this table.
Synthetic monitoring	• View real-world performance data from your services without needing actual users, catching issues before they're released to production. • Get real-time notifications for performance degradations or outages before they impact users. • Visualize synthetic test results and share insights with stakeholders. See Synthetic monitoring for more information.
System Update Sets	• Add specific apps/versions as an app installation instruction in an update set. • Actions and subflows are available for update set operations, such as create, complete, retrieve, preview, and commit. See System update sets for more information.
Table Builder	See Table Builder for more information.
Talent Development Core	Yokohama Patch 3 • Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations. • As an employee, Credly integration now enables you to display your digital credentials better demonstrating your skills in a tangible way. • As an administrator, use Achievements and Credentials, to view various forms of digital credentials such as badges, awards, certifications. • As an employee that meets the Talent Development user criteria, you can add custom opportunities with help from ServiceNow® Now Assist. Provide an AI prompt so that Now Assist can help you build a growth plan that matches your career goals and aspirations. See Talent Development Core for more information.

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Application or feature	Details
Talent Feedback	• Add multiple perspectives by gathering skill feedback from an employee's collaborators to gain a more well-rounded view of their capabilities. • Enhance skill visibility by assessing skills when managers don't work closely with employees or have different domain expertise. • Support skill validation by providing managers with qualitative inputs to validate employees' skills. • Identify growth opportunities by uncovering skill gaps and learning needs. See Talent Feedback for more information.
Telecommunications Network Inventory	• View the geographical location and the details of your network site • Design and assign a configuration item using a playbook and add custom states to a Change model. • Define a logical composite to track and manage its CI. • Import and export your collection of models and templates in JSON format. • Enable Deny ACL to ensure the compliance with the enhanced security model. See Telecommunications Network Inventory for more information.
Telecommunications Service Operations Management (TSOM)	• Perform deep network discovery of your networks via the Simple Network Management Protocol (SNMP) and command-line interface (CLI) by using Pattern-based Discovery. • Integrate with the Nokia Altiplano Service Graph Connector to discover the access network. • Handle Discrepancy Identification and Reconciliation between your discovered and inventoried data. See Telecommunications Service Operations Management for more information.
Theme Builder	• Edit and style the Unified Navigation component to better suit your brand. • Make individual style edits on a component by double-clicking it to quickly access the Component Editor. • As of Theme Builder version 5.1, customize the colors of empty state illustrations from within Theme Builder. • As of Theme Builder version 5.1, use your own custom images by overriding the default empty state illustrations.

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Application or feature	Details
	See Working with themes in Next Experience for more information.
Third-party Risk Management	• Pre-populate questionnaires for entities and engagements that are associated with the same active third party by using responses from complete questionnaires. • Respond to questionnaires by using a Microsoft Excel questionnaire template. • Explore and analyze assessment data at various levels by using the Third-party insights dashboard and the TPRM custom analytics dashboard. • Stay aligned with stricter regulatory compliance and emerging third-party risk governance by using the new Standardized Information Gathering (SIG) questionnaire content available for 2025. See Third-party Risk Management for more information.
Threat Intelligence Security Center	• Integrate with Microsoft Defender to enable Cyber Threat Intelligence (CTI) analysts to automatically push malicious or suspicious IP addresses, domains, file hashes, and URLs from TISC to Microsoft Defender. • Added creation of security incident directly from a TISC case with an option to associate observable artifacts to the security incident. • Enhanced support to export observables, indicators, and cases from the list views in STIX 2.1 JSON, CSV, and Excel formats. • Added settings to ingest indicators of interest based on associations to threat actors, threat reports, or malware families, including an option to include indicators deleted on CrowdStrike. • Improved Threat Intelligence Feed configuration functionality to create a duplicate copy of the existing feed. See Threat Intelligence Security Center for more information.
Upgrade Center	• Explore the different release versions available to you in the Upgrade Preview module. • Use the Upgrade Preview module to gain insights about the upgrade experience without actually upgrading your instance. • Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module. • View all your past upgrades in the Upgrade History module. • Accelerate your upgrades using the Upgrade Plan feature. See Upgrade Center for more information.

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Application or feature	Details
Usage Insights	• Access analytics more quickly across tracked ServiceNow applications in the redesigned UI. • Add and use new custom user properties more easily in the application. This requires older custom properties to be reconfigured under the new setup. • Advanced querying capabilities including user segmentation across all usage data and filtering of events by event property. See User Experience Analytics for more information.
Virtual Agent	Yokohama Patch 7 • Create and manage LLM-based chat and voice assistants within Assistant Designer, a centralized assistant administrator experience. Yokohama Patch 6 • Start the create flow for all supported conversational assets directly from Virtual Agent Designer. • Enhance the user experience with Slack response message streaming capability. Yokohama Patch 3 • View people information in the synthesized response along with people citation when you search a person in Microsoft Teams chat. • AI agent support for Virtual Agent. • View AI agents and agentic workflows in Virtual Agent Designer. • Select AI agents to handle tasks in the AI Connector utility. See AI Connector utility, Managing AI agents in Assistant Designer, and Using AI agents in Virtual Agent topics for more information. Yokohama Patch 1 • Enhance the user experience with Microsoft Teams response message streaming capability. Yokohama Early Availability • Enhance the overall voice-based chat experience in Conversational IVR with Now Assist. • Generate synthesized responses in Slack conversations with Now Assist. • Generate synthesized responses in Microsoft Teams conversations with Now Assist. • View custom skills in Virtual Agent Designer. See Virtual Agent for more information.

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Application or feature	Details
Visa Spoke	• Manage card disputes with Visa Resolve Online (VROL) and card-on-file payments with the Visa Stop Payment Service (VSPS) API suite using Visa Spoke. • Accept and close dispute items in a queue with Visa Spoke actions. • Download images from an endpoint using Visa Spoke actions. • Handle card operations and dispute resolution services with Visa Spoke actions. See Visa Spoke for more information.
Vulnerability Response	• 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 about the Vulnerability Response application. See the Vulnerability Response Compatibility Matrix and Release Schema Changes Knowledge Base article for more information about released Security Operations applications and their version compatibility.
Vulnerability Response Integration with Claroty CTD	Identify and import vulnerabilities by using additional filter properties. See Vulnerability Response Integration with Claroty CTD for more information.
Vulnerability Response integrations	The Tenable.io CI lookup rules prioritize and populate the non-empty network interface values (FDQN, IPV4, and MacAddress) for a discovered item. See Vulnerability Response integrations for more information.
Workforce Optimization for Customer Service CSM	• Equip managers with comprehensive, real-time insights for continuous optimization. • Enable managers to take prompt action with key alerts organized by priority. • Provide real-time visibility into performance KPIs, work item status, and agent performance. See Exploring Workforce Optimization for Customer Service for more information.
Workforce Optimization for ITSM	When you upgrade to the Yokohama release, get the enhanced security features by installing the new plugin.

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Application or feature	Details
	See Workforce Optimization for ITSM for more information.
Workspace	• Navigate form templates with larger cards, sorting preferences, and favorites. • Add collapsible content to email templates and attach a display to knowledge base links. • Leverage the latest workspace features for email composer in the Core UI. • Use lists that have additional condition builder fields, infinite scroll, live updates, and saved temporary lists. • Provide role-based access control for viewing and editing tables in the Activity stream. See Workspace UI for more information.
Zero Copy Connector 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.
Zero Copy Connector for ERP	Yokohama Patch 3 • View charts and graphs on the Zero Copy Connector for ERP home page dashboard. • Accelerate your adoption of Zero Copy Connector for ERP using content packs. • Preview entities in the Model Manager. Yokohama Patch 1 • The name of the application has been changed from ERP Data Hub to Zero Copy Connector for ERP. • Export and import custom ERP models between instances. • Enhance communication security between SAP systems and your ServiceNow instance by using the SAP Secure Network Communication (SNC) connection option. • Manually name, edit, and maintain model manager fields. See Zero Copy Connector for ERP for more information.

Upgrade information for all Yokohama features and products

Cumulative release notes summary on upgrade information for Yokohama features and products.

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Before you upgrade to Yokohama, 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 Control Tower	General availability release, no upgrade.
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 Perform a full table index or reindex for a single AI Search indexed source or Perform a full table index or reindex for multiple AI Search indexed sources.
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.
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.
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.
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.
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.

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Application or feature	Details
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].
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.
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.
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 be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.
Digital End-User Experience	To upgrade your DEX Desktop Assistant, do the following: **1.** Install the latest version of the Desktop Assistant in your instance. **2.** With admin rights, reinstall the Desktop Assistant on your local machine even if you have the latest version.
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.

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Application or feature	Details
	○ 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.
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	• 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 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.

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Application or feature	Details
	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.
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.
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].
Impact	The Impact Store Application configuration requires a sequence of tasks. See Configuring the Impact Store Application for details.
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. 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 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.

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Application or feature	Details
	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	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.
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 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.
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
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.
Now Assist for Security Incident Response	For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

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Application or feature	Details
	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 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 for Now Assist for Vulnerability Response. **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.
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

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Application or feature	Details
	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.
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.
Playbooks in Workflow Studio	After you upgrade to Yokohama, update the Workflow Studio application in the ServiceNow Store.
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.
Product Catalog Management and Pricing Management	After upgrading to the May 2025 release of Sales Customer Relationship 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. 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.

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Application or feature	Details
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**.
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. 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.

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Application or feature	Details

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 Customer Relationship Management plug-in version 1.0.4 before upgrading the platform to the Yokohama release, 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.
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 applications.

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Application or feature	Details
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.
ServiceNow Studio	ServiceNow Studio no longer has to be downloaded from the ServiceNow Store. It's available on the ServiceNow AI Platform by default.
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 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.

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Application or feature	Details
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 application or plugin.
Telecommunications Network Inventory	The Yokohama release needs the Xanadu platform version to support the Design and Assign playbook feature.
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.
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 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.
Usage Insights	• The User Experience Analytics module is moved under Platform Analytics. • Custom user properties must be reconfigured. • Default country and user consent policies are updated to No Consent Required. • The User Experience Analytics UI and navigation structure are reworked.
Vulnerability Response Integration with Claroty CTD	Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.

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<table>
<tr><th>Application or feature</th><th>Details</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 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.

</td></tr>
<tr><td>Workforce Optimization for ITSM</td><td>
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.
<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></tr>
</table>

New features and products in Yokohama

Cumulative release notes summary on new Yokohama features and products.

New products were introduced in Yokohama, and additional features were added to existing products.

<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>AI Control Tower</td><td>
Yokohama Patch 6
Health tab in AI Control Tower
</td></tr>
</table>

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Application or feature	Details
	Monitor and evaluate the effectiveness of offensive content and prompt injection guardrails active on your AI assets. **Evaluation tab in AI Control Tower** Measure and improve the quality of interactions with virtual agents using the Evaluation tab. **AI model providers** **Explore AI model providers** Enable choice for third party model providers powering ServiceNow® skills and agents. **Yokohama Patch 3** **AI Control Tower** • A single pane view of the AI inventory, its state, and its risk and compliance posture. • Lifecycle to manage AI asset onboarding and deployment. • Helps user oversee and manage AI Asset inventory's risk profile with regard to enterprise policies and global regulations, as defined by the user, with a focus on privacy, data governance, and ethical AI. • AI Case management to oversee AI asset-related inquiries and cases, enabling faster response and improved tracking. • Multi-instance management to synchronize AI asset inventory from sub-prod to prod instances to initiate governance early in the build process. • Control settings to block only "other" skills in Now Assist AI deployment pending approvals. **AI Control Tower** • AI Steward role- Facilitate and coordinate governance activities between innovation, legal, security, risk and compliance teams. • AI Asset inventory- Unified data model on the ServiceNow AI Platform to catalog AI Model, datasets, prompts, and other related artifacts including Now Assist and AI leveraging Generative AI Controller. • AI skills Approvals- Review and approval flows for Now Assist skills and other related assets like AI Models and AI datasets deployed through Now Assist or generative AI Controller. • AI Control Tower Workspace- Intuitive workspace to surface governance tasks, reports, inventory, and insights.

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Application or feature	Details
AI Risk and Compliance	**AI asset lifecycle management** Manage the complete life-cycle of AI assets, from selecting appropriate AI systems to developing, deploying, and monitoring AI models and datasets. This feature helps maintain a centralized inventory, confirms consistent governance practices, and improves traceability and oversight across all stages of AI development and usage. **Perform impact assessment on an AI use case** Perform impact assessments to identify how AI systems, models, and datasets affect fundamental rights. This feature detects potential risks, such as copyright issues, algorithmic bias, privacy breaches, misinformation, and surveillance concerns, to support better oversight and risk management. **AI asset inventory risk management** Identify individual and specific risks associated with AI assets, such as AI systems, models, and datasets. Perform risk assessments on each identified risk separately. **AI case management** Manage and track cases or incidents related to AI use cases across the organization. This feature provides a structured approach to documenting, investigating, and resolving AI-related issues and cases, supporting consistent oversight and accountability. **AI framework content pack** Use the default AI framework content pack to prepare a compliance-ready inventory of AI assets. The content pack provides mappings to key AI regulations and standards, such as the European Union AI Act and the National Institute of Standards and Technology (NIST) AI Risk Management Framework (AI RMF). This feature helps organizations to align AI governance activities with regulatory requirements. **AI Risk and Compliance workspace** See a comprehensive overview of all your AI inventory-related information in the AI Risk and Compliance workspace. The AI Risk and Compliance workspace enables you to: • Identify the risk classification of AI asset inventory. • Identify the compliant and noncompliant controls for authority documents and policies. • View AI systems based on state and department. • View the AI assessments and risk assessments information.

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Application or feature	Details
	• View information related to the control attestation, indicators, AI issues, AI cases, and policy exceptions. • Generate report to help leaders identify, assess, and mitigate risks. **360° Relationship Visualization of AI assets** Explore the relationships between critical AI assets that impact your business, including controls, risks, and issues. **Collaborate with internal users** Collaborate with internal users by starting chats focused on the ethical, transparency, and accountability aspects of AI assets. Use discussions to document considerations, share feedback, and drive informed decision-making throughout the AI asset life-cycle. **Roles installed with AI Risk and Compliance** The following roles related to AI Risk and Compliance for managing AI systems across the enterprise were added: • AI Risk and Compliance Admin [sn_grc_ai_gov.ai_risk_and_compliance_admin]: Configure AI Risk and Compliance and delete AI systems. • AI Risk and Compliance Manager [sn_grc_ai_gov.ai_risk_and_compliance_manager]: Initiate impact assessment, risk assessment, and control attestations. Manage the life cycle of the AI system. • AI Risk and Compliance Analyst [sn_grc_ai_gov.ai_risk_and_compliance_analyst]: Initiate impact assessment, risk assessment, and control attestations. Manage the life cycle of the AI system. **Note:** AI Risk and Compliance Analyst can perform these actions only on the records assigned to them. • AI Risk and Compliance User [sn_grc_ai_gov.ai_risk_and_compliance_business_user]: Create an AI case on the Employee Center and work on the assigned tasks. Perform control attestations. • AI Risk and Compliance Reader [sn_grc_ai_gov.ai_risk_and_compliance_reader]: Read the AI systems and AI impact assessments.
AI Search	**Yokohama Patch 11** **Improve search precision and contextual relevance with hybrid search**

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Application or feature	Details
	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. **Yokohama Patch 3** **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. **Yokohama Early Availability** **Limit the number of Task and Alert records indexed with indexed source guardrails** Index guardrail settings restrict index size and increase search performance by limiting the number of Task and Alert table records indexed for search. **Exclude search sources in a search profile from search result or Genius Result generation** Tune your search results by configuring search source exclusion settings in your search profiles. You can exclude a search source from being used to generate regular search results, Genius Result answers, or both. When excluding a search source's records from Genius Result answer generation, you can also choose to exclude its attachments. **Knowledge block content indexing** When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall. Administrators can disable indexing of knowledge block content if desired. **Boost relevancy for search results that match synonyms from a synonym dictionary** Define synonyms in a synonym dictionary and configure a result improvement rule to apply relevancy boosts (positive or negative) to search results that match any of those synonyms. **Customize semantic indexing settings for indexed sources** Customize semantic indexing settings for your indexed sources. **Fuzzy numeric search** Find records by their Number using numeric search terms like 23583, with no need to match alphabetical prefixes or leading zeroes.
AIOps LEAP	**Incident clustering and comprehensive summaries** AIOps LEAP smartly categorizes IT incidents based on short descriptions and assignment groups. It uses

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>historical data to get a deeper understanding of issues and summarizes them into actionable resolutions. AIOps LEAP consolidates information from different incidents to help with decision making and serves as a repository of knowledge.

Group incidents to create automation opportunities

AIOps LEAP uses the ServiceNow® GAF (Group Action Framework) plugin to organize and group incidents based on specific parameters. These groups are clusters or automation opportunities. They are created by analyzing incident data such as work notes and resolution notes. AIOps LEAP uses these automation opportunities to generate resolution steps to help solve similar future incidents.

Automation recommendations and playbook generation

AIOps LEAP identifies frequent issues and offers automation recommendations to address them. It streamlines and optimizes operational processes by creating actionable playbooks based on historical data and resolution workflows. Additionally, it builds a knowledge base by documenting workflows and solutions through detailed resolution steps, enabling further analysis, learning, and continuous improvement. These resolution steps can be shared across teams to facilitate collaboration and enhance operational efficiency, even without formal playbook creation. Thus, automated playbook generation is a valuable output of the AIOps LEAP platform.

Enhanced opportunities page

Enhancements & Design changes to load all opportunities and enable to select all cards.</td></tr>
<tr><td>API</td><td>New scoped classes and additional methods to existing scoped classes in Yokohama

<table><tr><th>Class</th><th>Methods</th></tr><tr><td>Console - Scoped, Global</td><td>• error()
• group()
• groupCollapsedString()
• groupEnd()
• info()
• log()
• table()
• time()
• timeEnd()</td></tr></table></td></tr>
</table>

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Application or feature	Details	
	Class	**Methods**
		• timeLog() • trace() • warn()
	Fetch - Scoped, Global	fetch()
	Fetch Headers - Scoped, Global	• Headers() • append() • delete() • entries() • forEach() • get() • getSetCookie() • has() • keys() • set() • values()
	Fetch Request - Scoped, Global	• Request() • arrayBuffer() • blob() • bytes() • clone() • formData() • json() • text()
	Fetch RequestInit - Scoped, Global	requestInit()
	Fetch Response - Scoped,Global	• arrayBuffer() • blob() • bytes() • formData()

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Application or feature	Details	
	Class	**Methods**
		• json() • text()
	GlideUser - Scoped	• getTimeZoneLabel() • getTimeZoneLabelLang()
	OrderUtil - Scoped	• getStateFromOrder() • isOrderInDraftState()
	PDFGenerationAPI - Scoped, Global	• convertToPDFAsync() • convertToPDFWithHeaderFooterAsync()
	ProcessMiningIntegrationAPI - Scoped	• createProject() • deleteProject() • getBreakDownStats() • getFindings() • getMiningStatus() • getProject() • scheduleMining()
	RESTMessageV2 - Scoped, Global	setAllowedRedirectURIs()
	SOAPMessageV2 - Scoped, Global	• setAllowedRedirectURIs() • setFollowRedirect()
	UriMatcher - Scoped	• UriMatcher() • match()
	UriMatcherResponse - Scoped	• getErrorMessages() • isError() • isFragmentMatches() • isHostMatches() • isMatch()

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Application or feature	Details

Class	Methods
	• isPathMatches() • isSchemeMatches()
v_record - Scoped, Global	setLastErrorMessage()

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

Class	Methods
Console - Scoped, Global	• error() • group() • groupCollapsedString() • groupEnd() • info() • log() • table() • time() • timeEnd() • timeLog() • trace() • warn()
Fetch - Scoped, Global	fetch()
Fetch Headers - Scoped, Global	• Headers() • append() • delete() • entries() • forEach() • get() • getSetCookie() • has() • keys() • set() • values()

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Application or feature	Details	
	Class	**Methods**
	Fetch Request - Scoped, Global	• Request() • arrayBuffer() • blob() • bytes() • clone() • formData() • json() • text()
	Fetch RequestInit - Scoped, Global	requestInit()
	Fetch Response - Scoped,Global	• arrayBuffer() • blob() • bytes() • formData() • json() • text()
	GlideDynamicAttribute - Global	• getSysId() • getName() • getType() • getGroupName() • getPath() • isTransient()
	GlideDynamicAttributeStore - Global	getDynamicAttributes()
	GlideElementDynamicAttributeStore - Global	• getDynamicAttributesInSchema() • getDynamicAttributesInStore()
	GlideTransientDynamicAttribute - Global	• getSysId() • getName() • getType() • getGroupName()

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Application or feature	Details

Class	Methods
	• getPath() • isTransient()
GlideUser - Global	• getTimeZoneLabel() • getTimeZoneLabelLang()
PDFGenerationAPI - Scoped, Global	• convertToPDFAsync() • convertToPDFWithHeaderFooterAsync()
RESTMessageV2 - Scoped, Global	setAllowedRedirectURIs()
SOAPMessageV2 - Scoped, Global	• setAllowedRedirectURIs() • setFollowRedirect()

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

API	Endpoints
AWA Offer Work API	POST /now/awa/documents/{document_table}/{document_sys_id}/offer
Continuous Integration and Continuous Delivery (CICD) Update Set API	• POST /sn_cicd/update_set/retrieve • POST /sn_cicd/update_set/commitMultiple • POST /sn_cicd/update_set/preview/{remote_update_set_id} • POST /sn_cicd/update_set/back_out • POST /sn_cicd/update_set/commit/{remote_update_set_id} • POST /sn_cicd/update_set/create

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Application or feature	Details

New scoped classes and additional methods to existing scoped classes in the ServiceNow Store

Application	App Version	Class	Methods
Lead Management	v3.0	LeadAPIHelperOOB - Scoped	• getJSONFromGR() • getLeadsJSON() • getTransformedLead()
Lead Management	v3.0	LeadAPIProcessUtilOOB - Scoped	• processCreateLead() • processGetAllLeads() • processGrtLeadById() • processUpdateLead()
Lead Management	v3.0	LeadAPIValidationUtilOOB - Scoped	• validateLeadObjectForPatch • validateLeadObjectForPost
Sales and Service API Core	7.0.0	IBQConfigBase API - Scoped	• generateParentRecord() • getRunMode() • processInboundQueueRequ
Order Management	v12.5.0	OrderGuide - Scoped	isOrderInDraftState()

New client classes and additional methods to existing client classes in the ServiceNow Store

Application	App Version	Class	Methods
Customer Service Management	v1.2	openFrameAPI - Client	setICContext()
Mobile SDK	v2.9.0	NowChatService class - Android	updateTheme()
Mobile SDK	v2.9.0	NowWebService class - Android	updateTheme()
Mobile SDK	v2.9.0	NowChatService class - iOS	updateTheme()

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Application or feature	Details

Application	App Version	Class	Methods
Mobile SDK	v2.9.0	NowChatServiceDelegate protocol - iOS	chatService(_chatServic NowChatService, systemThemeDidChang traitCollection: UITraitCollection)
Mobile SDK	v2.9.0	NowWebViewController class - iOS	updateTheme()
Mobile SDK	v2.9.0	NowWebViewControllerDelegate protocol - iOS	nowWebViewController(nowWebViewController: NowWebViewController, systemThemeDidChang traitCollection: UITraitCollection)

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

Application	App Version	API	Endpoints
Accounts Payable Operations	v2.0.0	AP Invoice API	• POST / sn_spend_intg/ ap_invoice/xml
Expanded Product Model and Asset Classes	v1.0	AI Assets API	• GET /sn_ent/asset/ ai_dataset/{sys_id} • GET /sn_ent/asset/ ai_model/{sys_id} • GET /sn_ent/asset/ ai_prompt/{sys_id} • GET /sn_ent/asset/ ai_system/{sys_id} • POST /sn_ent/ asset/ai_dataset • POST sn_ent/asset/ ai_model • POST /sn_ent/ asset/ai_prompt • POST /sn_ent/ asset/ai_system • PUT /sn_ent/asset/ ai_dataset/{sys_id}

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Application or feature	Details

Application	App Version	API	Endpoints
			• PUT /sn_ent/asset/ai_model/{sys_id} • PUT /sn_ent/asset/ai_prompt/{sys_id} • PUT /sn_ent/asset/ai_system/{sys_id}
Customer Contracts and Entitlements	v6.0	Service Contract API	• POST /sn_pss_core/servicecontract • GET /sn_pss_core/servicecontract/{id} • POST /sn_pss_core/servicecontract/contractline • GET /sn_pss_core/servicecontract/contractline/{id}
Customer Contracts and Entitlements	v6.0	Verify Entitlements API	GET /sn_ent_verify/verifyentitlements
Lead Management	v3.0	lead API	• GET /sn_lead_mgmt_core/lead • GET /sn_lead_mgmt_core/lead/{sys_id} • PATCH /sn_lead_mgmt_core/lead/{sys_id} • POST /sn_lead_mgmt_core/lead

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<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Application</th><th>App Version</th><th>API</th><th>Endpoints</th></tr>
<tr><td>Sales Customer Relationship Management</td><td>v4.0</td><td>Sales Agreement API</td><td>• GET / sn_sales_agmt_core/salesagreement#/{id}
• POST / sn_sales_agmt_core/salesagreement</td></tr>
</table>
</td></tr>
<tr><td>Access Management</td><td>
Security data filters
Security data Filters enable you to control who can access sensitive data by restricting access to authorized users, regardless of how the data is accessed. Security data filters are applied before query execution, ensuring restricted data never leaves the database and prevents data leakage at the query level. Filters integrate into queries for GlideRecordSecure, GlideRecordSandbox, and GlideAggregateSandbox by default.
Related record access
Related record access integrated into the ACL framework enhances access management by enabling administrators to enforce specific ACLs for related tables. This ensures users can only access records in related tables, such as costs, estimations, or tasks, based on their permissions for the parent table, like projects or cases. Combined with broader ACL capabilities, Related record access ensures consistent, granular, and enforceable
</td></tr>
<tr><td>Accounts Payable Operations</td><td>
Tax Engine Integration
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.
Using Supplier Collaboration Portal in APO
In the supplier collaboration portal home page, the supplier contact can choose to view invoice and inquiry cases associated with their account.

Supplier contacts can be assigned with multiple suppliers.
Set APO properties
</td></tr>
</table>

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Application or feature	Details
	The one-stop property page provides great flexibility and ease of configuration to users with admin roles. AP admin and integrator use the APO properties page to set the parameters that control the invoice line mapping, invoice ingestion API, and exception management. Depending on the invoice line-mapping properties set, AP admin and integrator can choose to review and confirm the invoice line mapping results generated by rule-based engine and Now Assist. **Using Playbook in Accounts Payable Operations** Playbook activity card displays updated invoice statuses. AP specialist reviews and acts on the mapping recommendations by Now Assist. **Now Assist for Accounts Payable Operations (APO)** Activate the purchase order line-mapping skill in the Now Assist Admin console to enable automatic mapping of invoice lines with purchase order lines using Now Assist. Activate the invoice data extraction skill in the Now Assist Admin console to leverage GPT-4o capabilities in extracting invoice information using Document Intelligence and reducing the manual effort. Generate invoice case summarization in multiple languages with the multi-language support in the Now Assist console. With the Now Assist panel, you can get assistance from generative AI to solve invoice case-related issues faster. As a fulfiller, you can learn about the details of a purchase order and its associated cases from record summarization generated by Now Assist. Take advantage of the translation capabilities available in the Now Assist for user-generated content. A new requester role is added to access Now Assist Accounts Payable Operations features powered by generative AI. Customers need to explicitly grant these roles to users for access to GenAI features and capabilities. Use agentic workflows in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers. These workflows also help track associated invoice records efficiently. With an agentic workflow, you can process a high volume of invoice inquiries that come through email attachments to significantly reduce the workload of human agents.
Adoption Services	**Guided Setup**

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Application or feature	Details
	Create additional tasks under Guided Setup using page macroponent as an app owner. You can also access and execute these tasks with an admin role. Add new steps to guided setups in progress during Playbook Experience.
Advanced AI Search Management Tools	**Yokohama Patch 11** **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. **Yokohama Patch 6** **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	**Generative AI risk assessment summarization** Generate a risk assessment summary from your inherent, residual, target risks, and control effectiveness data using the Now Assist for IRM application. The summary highlights key insights to help your approvers quickly understand the context before approving the risk assessments. You can also analyze details such as open issues, risk response tasks, action items, and calculated risk scores to support your approval decision. Check your entitlements to confirm whether you have access to risk assessment summarization. **Reassess a risk assessment project** Review completed risk assessment projects to reflect new insights or changing conditions. All previously assessed risks in this project are automatically carried over and reassigned to the designated assessor. Confirm continuity, minimize manual effort, and enhance efficiency in your risk management process. **Copy risk responses from the previous assessment** Copy responses from a previous risk assessment during the reassessment of a risk assessment project to streamline the assessment process. All prior responses are automatically copied, saving time and maintaining consistency. **Remove risks from assessment** As a risk assessor, you can remove risks from the risk assessment project while performing the assessment, which also removes all responses associated with that risk. Removed scoped risks remain part of the project but are marked as not applicable for reporting purposes. However, removed ad hoc risks are completely deleted.

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Application or feature	Details
	Manage risk response task workflow Manage and enable the risk response task workflow from the RAM form to enable users to create, delete, remove, edit, and link risk response tasks within an assessment. **Reassign assessor for a risk assessment project** Reassign assessors for multiple in-progress risk assessment projects simultaneously to minimize disruptions during stakeholder transitions. **Configure risk color styles for the Next Experience** Define and preview colors for the risk and advanced risk components in the Next Experience through a configurable system rather than having to use hex codes. The transition has been made from a hex code color management system to a configurable system that supports the highlighted value component colors. This feature addresses theming and accessibility issues. You can define the color and variant, and preview them using the Next Experience color styles tab on the Risk color style form. **Note:** The default color for the customized risk color style is set to Critical, with the variant set to Primary. You can manually change the color and variant based on the requirement.
Advanced Work Assignment	**Service channels** Run AWA assignments on different nodes or cadences for different service channels to improve performance and resilience. **Using Advanced Work Assignment** Enable agents with the ability to provide wrap-up codes or notes for interactions or segments that the agent was involved in.
Agent Client Collector	**Scan your resource directories for file attributes** Starting in version 3.13.0, run a check to receive information on the directory file's integrity, size, space, response time, and age. **Conserve MID Server resources by using MID-less installation for Agent Client Collector** Starting in version 3.6.5, conserve MID Server resources for more persistent features by using the MID-less installation when installing Agent Client Collector. With this installation, you don't need a MID Server in your system architecture. **Create tasks to address Agent Client Collector errors** Starting in version 4.3.0, create tasks to resolve errors relating to the Agent Client Collector. Tasks are assigned

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Application or feature	Details
	to personnel who investigate the underlying issues and work to resolve the errors. **Use a proxy server with MID-less installation** Starting in version 4.3.0, enable using a proxy server when installing Agent Client Collector without a MID Server. **Discovery MSSQL server components** Starting in version 1.3.0, enable discovery of MSSQL components by running Discovery as a local system user. **Java certification Discovery through file-based discovery** Starting in version 1.3.0, discover java file information using Agent Client Collector for Visibility - Content (ACC-VC) file based discovery. File based discovery locates java files that are installed on the system but not running, enabling retrieval of data used for licensing and auditing. **Enable high volume upgrade of agents** Starting in version 4.3.0, enhance efficiency by performing high-volume upgrade of large numbers of Agent Client Collector installations at once. **Block event creation for non-existent entities** Starting in version 3.13.0, block the creation of events and alerts if the process monitoring and log files don't exist in their indicated location. **Control how check results are sent** Starting in version 3.6.5, configure the circumstances when check results are sent. **Configure and receive notifications of agent key expiration** Starting in version 3.6.5, receive notifications that indicate when an agent registration key is expiring. **Monitor network host availability** Starting in version 4.1.0, use a new check to verify network host availability. **Identify software running on Linux and Windows devices** Starting in version 4.1.0, identify the software that is running on your Linux and Windows servers and devices by using file-based Discovery. File-based Discovery enables you to maintain the records of your software licenses and helps you to evaluate any threats from unwanted files. **Store ServiceNow instance credentials in the Google Cloud Secret Manager when the Informer uses Google Kubernetes Engine (GKE)** If your organization uses Google Kubernetes Engine (GKE) you can store the secret in Google Cloud Secret Manager. The Kubernetes Visibility Agent Informer can then pull the ServiceNow credentials for accessing your instance from the Google Cloud Secret Manager.

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Application or feature	Details
	Use a custom CA to enable the Informer to communicate with the ServiceNow instance when using a custom root CA Mount a custom certificate authority into the Kubernetes Visibility Agent Informer pod to enable the Informer to communicate with the instance when a custom root CA is used.
Agent Workspace for HR Case Management	**Survey responses** View employee responses collected from an employee via the survey form sent through an HR task. **Response templates** Display response templates based on the language preference of selected user. **Copy a case in Agent Workspace for HR Case Management** Avoid having to fill in the fields of a case manually by creating a copy of a case to auto-populate the case values. **HR Triaging Dashboard** View your teams' case assignments based on categories such as priority, HR service, or HR assignment group. Drag a case card from one lane to another to automatically update the priority, HR service, or assignment group of a case. **HR Walk-up** Provide a convenient and efficient way for users to seek in-person or remote assistance, report issues, and receive guidance from HR agents through designated walk-up centers. **Page configurations** Configure the layout and functionality of the HR Agent landing page or HR case page. You can preview your settings before implementing them. **PDF template preview** Preview a PDF document template attached to an HR case rather than being able to preview only HTML document templates. **Link child cases** Associate child cases to an HR case. **Delegation list** View cases delegated to you or that you have delegated to other HR agents. The Delegation list appears only when you have activated the Granular Delegation (com.glide.granular_service_delegation) plugin. **Agent Workspace for HR Case Management contextual side panel**

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Application or feature	Details
	• Apply template values to the HR case without having to fill in values manually. • Download or delete multiple attachments at once. **Configure fields for Bulk case request** Configure fields that you want to view in the User segment group form in bulk case request through the Case Creation Configuration form.
Agent experience for CSM	**Chat interaction session tabs** Use the following features to provide your agents with information about their current chats: • Display informational messages in the session tabs that notify the agent of the current chat condition such as "Chat is in wrap-up" or "Chat has ended." • Use background colors to distinguish between the active and inactive tabs. For inactive tabs, configure different colors to alert agents to the chat threshold timers. • Use a counter to display the number of unread chat messages. • Use a separator in the chat window between the older messages and the newer unread messages. • Configure a minimum of one and up to a maximum of three chat SLA threshold timers that alert agents to unread messages in inactive chats. For each level, you can also select a time value and a unique color. **Voice interaction record page** Enable Contact Center as a Service (CCaaS) providers to display native voice integrations in CSM Configurable Workspace that agents can use to handle phone calls. **Interaction wrap-up for call and chat** Provide agents with enough dedicated time after each call or chat to finalize the interaction details and wrap up their work before starting a new conversation. **Customer history component** Enable agents to view a customer's activities in the contextual side panel. Agents can search and filter the activities in the list and select a date range. For more information about the Customer history component, see Next Experience Components documentation. **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,

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Application or feature	Details
	copy the quick start tests and configure them for your customizations.
App Engine Studio	**App Readiness and Compliance Report** As an App Engine Admin, use the App Readiness and Compliance report in AEMC to check if the apps you're making are ready to go live. You can run an instance scan suite that looks for any issues that can impact app deployments. This feature helps determine if the app is prepared for use in the real world.
Application Manager	Yokohama patch 11 **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. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating application remediation tasks.

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Application or feature	Details
	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. **Manual Ingestion of vulnerabilities for application vulnerability response** 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: • 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.

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Application or feature	Details
	• 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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Application or feature	Details
	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.
Audit Management	**Matrix report in the Audit Workspace** Analyze relationships between different variables by using a Matrix report that presents data in a structured format. Assess and document risks and the internal controls designed to mitigate those risks through the Risk and Controls Matrix. **Entity Based Access for Audit Management** Entity-based access enables you to create configurations for entities, entity classes, and entity types. When a user is qualified based on these configurations and has the minimum required roles, they can access to the following tables: • Engagement • Test Plan • Control Test • Observation • Control to Engagement • Test Plan to Engagement • Risk to Engagement

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Application or feature	Details
	• Issue to Engagement • Entity to Engagement
Authentication	**Continuous Authentication** Use Continuous Authentication to require step-up authentication or re-authentication to the users before allowing access to sensitive or high-privilege information. **OAuth Grant Types for MID Server** Use the Authorization code, resource owner password credential, SAML bearer, and JWT bearer OAuth grant types of OAuth for outbound integration requests through the MID Server. Personal Auth is also supported through the MID server. MID Servers facilitate communication and data movement between a single ServiceNow® instance and external applications, data sources, and services.
Automated Test Framework	**Reusable tests** Reduce duplication of tests while invoked in several other tests by creating reusable tests, enabling test design to be more modular, reducing the effort and time while duplicating tests to manage a large number of tests across your instance. You can access the reusable tests from the new Reusable Test test step category. Use the Reusable Input Variables and Reusable Output Variables related lists to define data passing from one test step to another. **Reusable Tests category** Reuse the test records created in the Reusable Test table from the new Reusable Test test step category. By default, the test records show up in the Reusable Test test step category, unless you define the record in a custom category in the Category field.
Benchmarks	• The new KPI **Knowledge Articles created using Now Assist** is added to Productivity moments. This primary indicator shows how many knowledge base articles are created using Now Assist in a given period of time. • Leverage benchmarking for HRSM indicators to evaluate your performance in comparison to your peers. • New KPIs are added to the Call deflection - percentage. These new KPIs help you understand the number of Incidents that are created using Proactive Engagement and Digital End-User Experience self service. • New KPI is added to the self-solved percentage. This new KPI shares the number of times the issue is resolved using the Digital End-User Experience self service channels like Desktop Assistant, Now Assist panel, and Employee portal.

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Application or feature	Details
Business Continuity Management	**Using latest assessment template for conducting BIAs** Conduct a Business Impact Analysis (BIA) by using the latest assessment template. The assessment template enables you to create questions of different types and automate the responses from existing data sources. You can configure the logic for calculating the recovery tier, recovery point objective, recovery time objective, or maximum tolerable downtime. **Adopting UIB page for improved performance** Leverage the Crisis map functionality that includes the latest UIB components. By adopting the UIB components, you can help to minimize development efforts and get more configuration options within the Crisis map application. You can filter alerts by their state (active or inactive), severity level, location (regions), or source. You can refine your search, perform detailed queries, or edit actions on the alerts, so that it's easier to find both the alerts and assets on the map. Additionally, you can set the secondary values such as urgency, severity, category for the alerts in the Details card. **Using nested plans** Create nested plans in an event so that you can activate cross-references to multiple plans. You can use the hierarchical view to organize nested event tasks according to their dependencies with the work-breakdown structure (WBS) functionality. You can also monitor the progress bar to track the creation of related plans, event assets, or event tasks.
Care Team Operations for Biomed	**Healthcare Biomed case overview** Expand biomed cases to support custom support requests for your organization's biomed department. **Care Team Portal biomed requests** Request support from your organization's biomed department with preconfigured record producers. **Healthcare biomed case and work order synchronization** Care Team Operations for Biomed links biomed cases and work orders. For customers with Clinical Device Management, care teams will gain visibility into all biomed cases reported by their team while also providing biomed support teams with the ability to fulfill cases as work orders and work order tasks.
Care Team Operations for Healthcare IT	**Healthcare IT case overview**

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Application or feature	Details
	Expand healthcare cases to support custom support requests for your organization's IT department. **Care Team Portal IT requests** Request support from your organization's IT department with pre-configured record producers. **Healthcare IT cases and incident synchronization** Care Team Operations for Healthcare IT links Healthcare IT cases and incidents, enabling care teams to get visibility into all IT cases reported by their team while also providing IT support teams with the ability to fulfill cases as incidents
Case and Knowledge Management	**HR Benchmarks** Use your key performance indicators (KPIs) to compare your performance with global benchmarks, which contributes to improved performance for your organization. Gain deeper insights by comparing your performance with your peers based on industry, size, or region, and implement recommendations for improving performance. **Employee passport** Enable movement of employee data between departments and agencies for tracking, compliance, and regulatory purposes. Enable employee profile data, such as employment history and progression to be made available across different ServiceNow instances. **Survey responses** View employee responses by selecting the **View Responses** related link on an HR case. The **View Responses** related link displays responses that are collected from an employee via the survey form sent through the HR task of type **Collect Employee Input**. **Personal Data Rights in HR Service Delivery** • Enable employees or alumni to request their personal information reports and have better visibility of their personal data that is held in the database of an organization. • Include an approval step before deletion of data, confirming better compliance and audit capabilities with respect to General Data Protection Regulation (GDPR) requirements. • Have HR Agents manage the approval process by generating reports using the Real-Time Business Intelligence (RTBI) configuration from the Data Classification (com.glide.data_classification) plugin.
Case management for CSM	**Case Management for Invoice Operations**

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Application or feature	Details
	Use the Case Management for Invoice Operations application (com.sn_csm_invoice) to create cases for multiple invoices or for specific invoice lines. Agents can use these cases to process invoice-related services such as invoice disputes or requested corrections. **Process mining** Use the following features to find process improvement opportunities: • Use work notes analysis to learn the operational reasons behind activity transitions. This feature is Now LLM based. • Mine the configured base system project to investigate the causes and get a clear view of the long resolution times and delays. **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	**User role for service desk agents** With the sn_service_desk_agent user role, increase operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed. The sn_service_desk_agent role includes the following roles: • sn_incident_write • sn_problem_write • sn_change_write • sn_request_write • tracked_file_reader Additionally, with the installation of the **ITSM Gen AI** (`com.sn.itsm.gen.ai`) plugin, the knowledge_user and now_assist_panel_user roles are integrated within the sn_service_desk_agent role. The sn_service_desk_agent user role can be used starting with Service Operations Workspace version 6.1. **Change model Type field** A new **Model** option has been added to the change model Type field to help users identify a change that is controlled by a change model. **Model** is the default if a

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Application or feature	Details
	Type has not been set for the change request of a certain change model. **No default Risk value for change requests** There is no longer a default value for the Risk field on the Change Request table. The Risk value is set to **-- None --** until the risk is evaluated for the change request. This change ensures that no risk value is pre-assigned, allowing for a more accurate assessment before advancing the change **Mandatory field transition condition** Ensure mandatory fields are completed before advancing through states for a change request, as defined by the Change Model. This feature enables change managers to mandate the completion of required fields before states can progress according to the Change Model. **Deny-unless ACLs on core tables** Prevent unauthorized access to change_request and change_task tables using deny-unless ACLs. The deny-unless ACLs restrict access on these tables for a non-authenticated user to perform actions such as read, write, delete, or create. This feature is available for new or zBoot customers with the installation of the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin. Existing or upgrade customers must test and evaluate in their sub production instance before installing the plugin and implementing the security change in their production instance.
Cloud Account Management	**About data visualization in Cloud Account Management** Identify account violations and their severity using prebuilt policies in the Cloud Configuration Governance component. These scans support AWS, Azure, and GCP accounts. Confirm compliance and strengthen security by automatically detecting violations and categorizing them by severity across multiple cloud platforms. Support for AWS account and Azure subscription requests via direct API integrations or Terraform and GitHub integrations. Track cloud account spending details through integration with the Cloud Cost Management Workspace component. Provides real-time visibility into cloud expenditures, helping organizations stay within budget and optimize cost management. **Note:** Tracking of cloud account spending only works when you've a Cloud Cost Management Workspace subscription.

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Application or feature	Details
	About provision modes in Cloud Account Management Take advantage of flexible infrastructure management through provision mode, which also supports both Terraform Cloud/Terraform Enterprise (supported in AWS) and cloud native interface (supported in AWS and Azure). **Set up suspension of an AWS account using service control policy** **Set up suspension of a subscription using Azure policy** Suspend and reactivate accounts quickly in response to security or operational issues by leveraging a predefined AWS or Azure policy. **Add an unmanaged cloud account** Confirm consistent governance across all accounts with the ability to onboard accounts (AWS and Azure) created outside the CAM workflow, even for accounts that weren't initially created through CAM. **Set up Terraform API key in ServiceNow** Automate account provisioning and management using popular tools through integration with Terraform Cloud/Terraform Enterprise and AWS APIs. **Update cloud account details** Manage account ownership for an account and optionally propagate the change to all CIs associated with that account. **Certify an account** Promote compliance with organizational standards by certifying cloud accounts using defined data certification processes. **Review request policies** Set guardrails for processes like account approval, budget approval, and configuration assignments through customizable default automated policies. Manage these policies using the existing Policy as Code Engine component. Customize the sequence of your approval process by using the standard playbook designer, also known as the Playbooks.
Collaborative Work Management	**Keyboard shortcuts for workspace actions** Use the keyboard shortcut to quickly search for and go to a Space, Board, or Doc. • Mac OS: Option + F • Windows OS: Alt + F Also, the Search bar displays all the recent Spaces, Boards, and Docs that you've navigated to within the

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Application or feature	Details
	CWM workspace so that you can quickly select from the recent items without having to search for them again. **Real-time collaboration in Docs** Edit a Doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators. **Note:** To use the full functionality of Docs when using Docs v6.0.0 within CWM workspace, ensure that you upgrade Collaborative Work Management to v5.0.0. For more information, see KB2017926. **Requesting access to a Space or Board from its URL** • CWM users can quickly request access to a Space or Board through the **Request access** button, which sends an actionable email request to Space owners and editors. • Space owners can approve or reject the request directly from the email without having to open the CWM workspace. **Requesting to elevate user access role to Editor** Easily send a request to Space owners and editors to request elevating your role to Editor by selecting the Viewing mode indicator in the Board header that indicates that you have only the Viewer role. **Managing access in the Share permissions modal** Easily identify users who already have access to your Space and the users who requested access using the following two sections in the Share permissions modal. • **People with Access** section: Manage the access level of existing collaborators to Editor, Viewer, or Owner, or remove them from the Space. • **Pending Access** section: Review requests from users and choose to grant or deny them access to your Space. **Managing Space permissions for task assignees and other users** Identify task assignees who don't have access to the workspace through a lock icon next to the user name. This icon is visible in the List view of the Board in the columns of type People such as **Assigned to**, **Additional Assignee**, and **Assignment group**.

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Application or feature	Details
	You can either use the workspace prompt to grant assignees Viewer access or choose to manage their access level later from the Share permissions modal. **Share task details with Task URLs** Provide direct access to a specific CWM Task record to share with team members and stakeholders by copying its URL. The task opens in the side panel in the context of the Board that it belongs to, eliminating the need to search through multiple items on the Board. **Improved user experience for Board views** Avoid accidentally losing unsaved Board view edits when you try to navigate away from the Board or refresh the browser tab by responding to a displayed workspace prompt.
Common Core	**Entity Based Access** Implement data segregation and detailed access management so that users can access only the permitted data through entity-based access. 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. You can enhance your data security and minimize the risk of unnecessary data exposure while ensuring that only authorized users can access an entity's related records. **Gen AI issue summarization** Optimize the GRC issue resolution agentic AI workflow in the Integrated Risk Management application to help your issue managers and analysts resolve GRC issues with AI agents in the Now Assist panel. This workflow makes the issue resolution process more efficient by introducing targeted solutions for key steps in the issue management life cycle. **Gen AI issue summarization** Summarize an issue by using the Now Assist for IRM application to provide quicker context gathering and contextual awareness. You can quickly analyze the issue records, including the description, activity log, and remediation tasks, and then generate a concise summary that provides you with a concise context of the issue to help you resolve it. Check your entitlements to determine whether you have access to issue summarization. **Searching user groups to understand the licensing treatment** Use the enhanced GRC licensing summary dashboard to understand the licensing treatment of users that are added to the group by roles that are mapped or assigned to the group. **Overview of an agency record**

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Application or feature	Details
	View the pie charts that depict the total number of emails that are sent to the various regulatory domains. On the overview page of a regulatory agency, you can view the domains where the maximum number of emails were sent and access the Emails Tracker page directly from an agency record. You can also filter and display only the relevant emails that were sent to a specific agency. **Document designer integration** Update and add content by using Microsoft 365 for ServiceNow Reporting, which is now integrated with the Document designer application. You can insert data and reports into a Microsoft Word document.
Compliance Case Management	**Smart assessments in Compliance Case Management** Utilize the Smart Assessment Engine to assess if your employees are compliant with the necessary regulations. The compliance case administrator configures the questionnaire, and when an action task moves from the **Draft** to the **Assigned** state, the assessment is sent. After the assessment, the compliance case manager examines the nature of the non-compliance and its impact on the organization. Based on the findings, appropriate remediation measures are identified and implemented to resolution. To use the smart assessment, a new property called enable_smart_assessments (sn_grc_case_mgmt.enable_smart_assessments) is introduced with the default value as *true*. **Unified Task-driven UI experience** As a business user, use the **Tasks** page on the Employee Center for a consolidated view of all your tasks, enabling you to access and complete them efficiently. This page provides an easy way to manage all your assessments in one place, enabling you to view and perform tasks seamlessly.
Configuration Compliance	**Identify Wiz Resource Types for import** 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.

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Application or feature	Details
	• 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. **Create remediation tasks manually in the Vulnerability Manager Workspace** With the sn_vulc.admin role, you can create remediation tasks manually by selecting some or all the records in the Configuration Test Results lists in the Vulnerability Manager Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating remediation tasks. **Create remediation tasks manually in the IT Remediation Workspace** With the sn_vulc.remediation_owner role, you can create remediation tasks manually by selecting desired records in the Configuration Test Results lists in the IT Remediation Workspace. These records are grouped into one or more remediation tasks according to the grouping criteria selected while creating remediation tasks. **View risk score details of a test result in the Work notes section** Starting with v15.2.1 of Configuration Compliance, 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 test result 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 Configuration Compliance** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance works as expected. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.
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

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Application or feature	Details
	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: ◦ The table cleanup rule for table CMDB Data Management Policy Executions [cmdb_data_management_policy_execution], 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,

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Application or feature	Details
	this archive rule is configured to also automatically archive its related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] (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 certification task records from the CMDB Data Management Task [cmdb_data_management_task table]. ○ The archival of related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] 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. **SGC Central** Use the Service Graph Connector Central view, also known as the SGC Central view, in the CMDB Workspace to discover and install connectors, and then effectively manage the full life cycle of creating, editing, monitoring, and debugging connections. **Now Assist for Configuration Management Database (CMDB)** Use the new Now Assist for CMDB agentic workflows, AI agents, and skills. The Now Assist CI summarizer AI agent summarizes the key details for CIs, such as the discovery and incident details, directly on the CI forms. The Manage duplicate CIs skill guides you step by step on how to use the deduplication templates to help maintain the health and integrity of CMDB. **Use Now Assist to search the CMDB for CIs** The CMDB search agentic workflow enables you to search for CI data 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 you provide. The workflow can infer CI relationship data to generate an appropriate query. **Getting advice from Now Assist on CMDB governance**

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Application or feature	Details
	Data governance can be an overwhelming task. The CMDB Governance agentic workflow supports admins and owners by methodically working through the process of improving CMDB data governance. The objective is to ensure that users trust their data for the evolving outcomes they want to achieve. **Create a CI using Now Assist** Occasionally, you might need to create a CI manually. To help you, the workflow accepts your natural language request and verifies that it understands which class the new CI should belong to. The workflow then checks IRE policies to determine the required attributes for the CI and request that information. After you provide sufficient data, the workflow uses IRE to ensure that the proposed CI is not a duplicate, and then creates the CI. **Configuring Unified Map — Admin settings** Configure general Unified Map settings for the workspace on your instance. Only a user with the sn_cmdb_admin role can configure these settings. **Viewing a summary of Unified Map contents in the Overview panel** Use the new Overview panel to show the summary data for a map that is associated with the home node, including the counts and types of CIs, connections, and discovery sources. **Editing maps in Unified Map** While you work in the map editor, you can add CIs to the map and remove CIs from the map. You can also add, modify, and delete CI relationships in the CMDB. **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 Manager and IT Remediation workspaces starting with version 2.13** The Unassign workflow is supported for container vulnerable items (CVITs) and remediation tasks (CVULs).

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Application or feature	Details
	• Streamline vulnerability assignments in the workspaces with the **Unassign** UI action from the more actions menu on a CVIT. • Reassign incorrectly assigned CVITs, 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. . You can use the following values imported from the Prisma Cloud Compute integration as conditions when you create or update your assignment rules to help you track ownership across your container environments. • Cloud account IDs • Image namespaces • Registry • Hosts • Labels • Status - Vendor status for a resolved (`Fixed`) vulnerability **Create container remediation tasks manually in the Vulnerability Manager Workspace** With the sn_vul_container.vulnerability_analyst or sn_vul_container.vulnerability_admin role, you can create container remediation tasks manually by selecting some or all the records in the Container 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 container remediation tasks. **Create container remediation tasks manually in the IT Remediation Workspace** With the role sn_vul_container.remediation_owner, you can create container remediation tasks manually by selecting some or all the records in the Container 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 container remediation tasks. **Configure container vulnerable items (CVITs) granularity using Registry and data source** Starting with v2.12.2 of Container Vulnerability Response, you can configure the granularity of container vulnerable items (CVITs) using Registry information and data sources. Depending on the chosen data source, you can

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Application or feature	Details
	view either image or kubernetes information related to a CVIT record. **Additional columns in the container vulnerable items (CVITs) table** Starting with v2.12.2 of Container Vulnerability Response, you can see the precise date and time when a CVIT was first discovered, last opened, resolved, and last found, ensuring clarity and accounting for different time zones. **View risk score details of a container vulnerable item in the Work Notes section** Starting with v2.12.2 of Container 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 container vulnerable item in the Work notes section. Additionally, the work notes are updated only if there's a change in the risk score.
Continuous Authorization and Monitoring	**OSCAL Import landing page** Import files for catalog and SSP models on the new OSCAL Import landing page. Once the import process is initiated, you can check the status under the Import status section. **OSCAL Export button** Export selected control objectives in the OSCAL format with the new **OSCAL Export** button while in the control objectives list view. **ATO artifacts in Microsoft Word** Generate ATO artifacts from an authorization package in the Microsoft Word format. In CAM Workspace, you can use the **Generate SSP** drop-down list in a selected authorization package to generate the following reports: • Security Assessment Plan (SAP) • Authorization to Operate (ATO) Letter • Executive Summary This enhancement verifies that all ATO artifacts are formatted consistently and can be shared and reviewed.
Contract Management Pro	**Link parent contract requests** Establish a hierarchical relationship between the parent and child contract requests by using the **Link** option in the **Related contract requests** tab during drafting and negotiation phases. Establish a hierarchical relationship between the parent and child contract requests and automatically inherit the configured fields from the parent request by using the

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Application or feature	Details
	Link and inherit fields option in the **Related contract requests** tab during drafting and negotiation phases. The linked parent contract request appears in the **Related contract requests** tab and displays the parent-child hierarchy. The contract repository records that are associated with the parent and child contract requests are automatically linked after the contracts are signed. Use the **Remove linked contract** option in the **Related contract requests** tab to remove the linked parent contract request when you have linked a wrong contract request or the linking is no longer required. **Perpetual contracts** Select the **Perpetual** check box in the Details tab of a contract request to classify it as a perpetual contract. When this check box is selected, the contract end date must be blank. The **Perpetual** check box is available in contract requests that are initiated from Sales Customer Relationship Management and Source-to-Pay Operations. **Signature workflow for a contract request** During the electronic signature process, one or more signatories can now choose to use a wet signature. In this scenario, the contract fulfiller uploads the partially signed document and sends the uploaded document to the remaining signatories to complete the signature process. **Add document content controls using Microsoft Word add-in for ServiceNow Contracts** Logout and application scope change functionality in Microsoft Word add-in for ServiceNow contracts.
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:

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Application or feature	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 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** 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	**Generate a form from text prompts using the Build with Now Assist tab** Enable users to generate forms automatically from text prompts by using the Build with Now Assist dialog box. **Auto-populate question values on a form** Help users complete forms faster with the new **Add auto-fill** option, which automatically populates answers based on answers to questions that are record choices. **Use catalog variables in playbook activities and decisions** Playbook activities and decision branches can now be triggered by answers to one or more questions on a form when you configure the conditions. **Select your development experience**

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Application or feature	Details
	Seamlessly change between development environments using the new experience switcher. Depending on the products and versions that are installed and the role you have, you can switch between the following environments: • Creator Studio to get a no-code experience • ServiceNow Studio to get a platform coding experience • ServiceNow IDE to get a pro-code ServiceNow experience **Test forms with the new Try it button** As of Creator Studio version 27.2.2,you can test using published forms through a **Try it** button. After you submit the form, any associated playbooks run and their results appear in the generated record that opens in a new tab within Creator Studio. **Change the table for an app** As of Creator Studio version 27.2.2, admins can change the table where data from apps built in Creator Studio is saved. **Seamlessly open apps in ServiceNow Studio** As of Creator Studio version 27.2.2, you can open an app in ServiceNow Studio to make additional, more complicated edits by selecting an **Open with ServiceNow Studio** link from the app's tile on the Creator Studio home page.
Customer Contracts and Entitlements	**Create contracts from product inventory** Enables customer to create and manage contracts for product inventory records. **New workspace view for service contracts and entitlements** A new workspace view named Service Contract Workspace has been added for customers on service contracts and entitlements in the Customer Service Management workspace. This view is set as the default view and can be changed by an administrator. **Enhancement on contract lines and entitlements** View location and subscription pricing information on contract lines and entitlements. **Automatic renewal of contracts** Enables customers to configure the date and pricing details of contract renewal while creating initial contracts. **Enable renewal opportunity creation** Create an opportunity or an opportunity and quote when you renew service contracts and service contract lines. **Co-terminating of Contract lines**

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Application or feature	Details
	Enables customers to assign same start and end date to multiple quote lines. **End-of-life check** Alert customers when the contract end date is exceeding the product offering end date during quote processing. Customers can then match the contract and product offering end date if required. **Renewal Uplift feature** Enables customers to set the pricing parameters of future renewals of contracts. You can select the markup or mark down percentage of the current contract price or you can apply the market price of the contract at the time of renewal.
Customer Success Management	**Health framework** Define the key business and operational indicators and their impact on the overall health of an engagement. You can provide insights that help identify the trends and determine if the engagement is stable. **Risk framework** Centralize, track, and monitor the relational risks so that you can reduce customer turnover. You can identify risk signals and create repeatable remediation plans. **Success blueprint builder** Create standardized objectives and outcomes for an engagement. Your customer success managers can prioritize the requirements and identify the outcomes that provide the maximum customer impact. **Success initiative roadmap** Create a timeline view of the success initiatives and view the status, timing, and priority of these activities. **Touchpoints enhancements** Use a touchpoint to track and manage your customer interactions through meetings and emails. With the touchpoint planner, you can help to ensure that all customer interactions and related activities are taking place on time with expected results. **Case summarization for onboarding cases, engagements, and touchpoints** Use generative AI to get a high-level summary of the status of your engagements, onboarding cases, and touchpoints.
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.

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Application or feature	Details
	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. **Internet Content Adaption Protocol (ICAP) integration for DLP IR** Integration supports the ingestion of Data Loss Prevention Incident Response alerts, allows the fetching of match content, and evidence files from Amazon S3 created on the ICAP supported Data Loss Prevention Incident Response deployment. **Configure evidence file storage** Store evidence files directly in your ServiceNow instance with Proofpoint integration, by enhancing the ability to manage and track evidence files within the platform. **Configure evidence file storage** Symantec DLP supports evidence file storage to securely store the evidence files for the DLP Incidents. **Preview Evidence files for DLP incidents of type Exchange Online, OneDrive, and SharePoint .** With the DLP Microsoft integration, preview evidence files in the DLP Workspace in the Microsoft OneDrive, Microsoft Exchange Online, and Microsoft SharePoint formats. You can preview and download evidence files directly from the preview interface, simplifying evidence review and retrieval. **Netskope integration: Preview evidence files and Download evidence files** With Netskope integration you can preview and download evidence files directly from the preview interface, simplifying evidence review and retrieval. **Preview evidence files** Preview evidence files and download them directly from the preview interface, simplifying evidence review and retrieval. **Playbook for Data Loss Prevention Incident Response** Introduced playbooks in the DLP Workspace to enhance operational efficiency. **Create incident consolidation rules**

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Application or feature	Details
	Parent incident is always assigned the highest priority among consolidated incidents, enhancing incident management accuracy.
Data Management	**Data Management Console** View a summary of storage consumption on your instance and manage the growth of data directly from the Data Management Console. **Table cleaner scalability improvements** Automatically delete older or unwanted records at scale.
Data Privacy	**AL/ML Based Data Discovery for Real Time Anonymization** Use AI/ML data discovery using Named Entity Recognition (NER) models to discover sensitive data that does not follow a pattern like name, address, organizations, and more; and run real-time anonymization. **Configuring Data Privacy for Now Assist** Sanitize sensitive data entered in Now Assist prompts to prevent data leakage without impacting the response. **Discover sensitive data from attachments.** Discover and report on sensitive data from attachments.
Data management for CSM	**Naming customer relationship records** Use the Type field through related party configurations to name records in the account team member, contact relationship, consumer relationship, and household member relationship tables. With this functionality, you can identify the relationship that is based on the industry use case. **Ordering customer relationship records** Organize records in tables such as account team members, consumer relationships, and more by using the **Order** field. You can set the order manually or auto-populate it based on the selected Type through related party configurations. This way, you can arrange records logically based on your use case. **Enhancements to the declarative responsibility framework** Enhance the declarative responsibility framework to simplify administration and access management by enabling administrators to do the following tasks: • Add new granular roles for accessing customer data that is based on responsibility definitions. • Include additional entities in the framework. **Subscription metrics for sold products**

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Application or feature	Details
	Enable agents to track and analyze the pricing information for products and services by using the pricing and subscription revenue metrics on the sold product form on the CSM Configurable Workspace. **Project Management for business locations** Integrate SPM project management with business locations to support operations such as opening, closing, or modernizing locations. With the project management integration, your teams can track the timelines, collaborate, and execute the business location-facing tasks more effectively. **Work orders for business locations** Fulfill Field Service Management (FSM) work orders at business locations. This way, you can enable location members to view and complete the assigned tasks. By using the existing business location data, you can streamline work order assignments. **Enhanced data fields for business locations** Track additional information about business locations by using new fields for opening and closing dates, status, and description. **Staff movement between internal business locations** Enable managers to transfer the staff between internal business locations. You can streamline updates for organizations that have frequent staff movements. **Company-owned, third-party operated business locations** Assign external staff to internal business locations to support various operating models, including company-owned, third-party operated locations. **Customer Life Cycle workflows for Sold Products and Product Inventory records** Use the Customer Life Cycle workflows to do the following tasks: • Create a Modify, Suspend, Resume, and Disconnect order for single or multiple root product inventory records that are associated with a service specification. • Select multiple root product inventories to perform the modify action to create both orders and quotes. • Track the status of the Modify, Suspend, Resume, and Disconnect flows on sold products and product inventory record by using the Sales and Order Management Request Tracker (sn_tmt_core_inbound_queue) table. **Inbound Request Configuration table** Use the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table to enable

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Application or feature	Details
	configurations that determine how a flow is executed, whether synchronous or asynchronous. Use the **Trigger Notifications** field on the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table to enable configuration of notification types, whether default, custom,or no notifications. **Activate Customer Life Cycle Management Self-Service** Enable customers who are primary contacts associated to a sold product to perform the Modify, Suspend, Resume, and Disconnect actions on the Business portal. . **Billing account store application** Use the new CSM Billing Account Core store app that provides a foundational data model for managing billing accounts across organizations and users. It enables businesses to define, organize, and maintain billing relationships, supporting accurate billing, payments, and scalable financial operations.
Decision Builder in Workflow Studio	**Filter decision tables** Apply filters to both condition and result column values in decision tables. Once filters are applied, only the relevant decisions are displayed, making it easier to refer or edit large tables. **Use enhanced reference record** When choosing a reference value as a condition or result, a new lookup icon enables you to select the reference record from the default list view. Additionally, you can preview the selected reference record by selecting the info icon. **Set rows active or inactive** Turn the rows on or off. Activating a row includes its data while executing a decision table, while deactivating a row excludes it. This feature helps you to temporarily use or skip conditions without deleting them.
DevOps Change Velocity	**Harness integration** Discover Harness pipelines and configure real-time notifications to enable change traceability and automation by integrating the Harness orchestration tool with DevOps Change Velocity. **DevOps Health instance scan** Detect anomalies and issues in the instance by running or scheduling health scans on your DevOps Change Velocity instance. **Bitbucket Cloud tool integration with ServiceNow**

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Application or feature	Details
	Integrate the Bitbucket Cloud coding tool with DevOps Change Velocity to connect, discover, import, and process real-time repository events in DevOps Change Velocity. **DevOps Change Workspace UI for simplified creation of custom tool integration with planning, coding and orchestration capabilities** Integrate a new custom tool across planning, coding and orchestration capabilities with basic know-how of ServiceNow using an intuitive DevOps Change Workspace UI. It offers easy navigation to the ServiceNow Platform for defining transformer or adapter rules, or integrate the ability to do so within the Workspace wherever applicable, and embeds necessary documentation links and tooltips to support self-service. **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.
Digital End-User Experience	**Manage your system compliance report** Identify vulnerabilities and keep end-user devices secure and efficient by confirming that they meet security policies and regulatory standards. The Compliance report provides a comprehensive view of how well the end-user devices are adhering to the security measures of your organization. **Monitor system performance** Identify high-performance devices by monitoring critical metrics, such as CPU usage, memory consumption, disk activity, and input/output (IO) reading and writing speeds. Monitoring system performance provides information about how device performance impacts overall system health. **Check your device's health** Digital End-user Experience Self-service (DEX Self-service) enables you to check the performance of your device using a Device health check. You can check the device health on demand and resolve the issues detected by DEX by leveraging the recommended resolutions for the issues. The resolutions can either be remedial actions (that you can trigger via a button), self-help instructions, or URL. You can also use Device actions which can be triggered even when no issues are detected on the device.##These actions enable you to maintain good performance of the devices and applications **Monitor your user apps network** Monitor the advanced metrics like jitter, latency, and packet loss with a visual representation of network hops.

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Application or feature	Details
	These metrics provide real-time insights into network performance, helping to identify bottlenecks and areas for optimization quickly. **Additional device metrics** Get insights into device health and performance using the newly added device-level and application metrics. These metrics include memory usage, system time, energy consumption, and page file size. They're available in the following pages under Device health or Advanced app metrics: • Operating system • System compliance metrics • Windows power plan • File management • Windows registry • Microsoft Configuration Manager (MCM) application • Application freeze **Digital Experience Score** Measure and consolidate both quantitative and qualitative data to gain a holistic view of the digital employee experience. The Digital Experience Score dashboard (DEX Score) provides data-driven insights to improve your employees' digital experience. DEX Score compiles health metrics scores, user sentiment scores, and service experience scores for applications and devices to calculate the overall digital experience score. Access device lists based on individual device or application health metric scores. Review the list to identify devices with scores below the average for each metric. **Proactive Engagement** Inform employees by providing any self-help instructions or notifications by Desktop Assistant and email as the two new notification channels along with the existing Virtual Agent option. Explore what Proactive Engagement has to offer with new use cases as part of the base system. The new use cases include poor Wi-Fi connectivity, device crash, app crash, app freeze, Jamf execution, and disconnected Zscaler. User criteria help in grouping the users based on certain conditions. You can set the user criteria settings through Proactive Engagement. Depending on the remedial action chosen from the list while creating a new metric rule, specific input

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Application or feature	Details
	parameters can be configured with advanced settings that will fetch a static input.
Digital Portfolio Management	**Use the Admin Center in Digital Portfolio Management** Use the added Troubleshoot tab on the DPM Admin Center landing page to help you recalculate availability results and indicators for service offerings. You select a specific time period for the recalculation and then you can check the progress in the event log. **Configure personal portfolio solution cards in the DPM Admin Center** Configure the fields that are displayed on the personal portfolio solution cards in the DPM Workspace. Solution cards display information about the four main types of solutions (service, service offering, business application, and application service). This configuration determines the fields that are displayed on each solution card. **View relationships of business applications and application services in the DPM Admin Center** See all incidents, problems, and changes that are related to your business applications and application services. You can view the data in these areas: • The DPM Admin Center • In the DPM Workspace, in the Needs attention panels and in the life-cycle tabs that present key performance indicator (KPI) data. **KPI groups in Digital Portfolio Management** Added the ability to select the spark lines (time series chart) for a KPI indicator to open its details. **Update KPIs in Digital Portfolio Management** Added an Active flag so that you can hide KPIs in a KPI group from the DPM Workspace. The Active flag is available for all KPIs so that you can hide an individual KPI even when it's part of a larger KPI group. **View application service details** Expanded the DPM data model so that when an incident, problem, or change is in the application service's Impacted services or Affected CIs related list, the updates roll up to the related business application. You can see the impacts in the related business application's KPIs and Needs attention panels). For more information, see Work with Needs attention panels in Digital Portfolio Management. **Work with lists in Digital Portfolio Management** Use the updated logic in the list address bar to copy the link of any list item to share that list with others. The list address includes a unique list ID for every list item. This

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Application or feature	Details
	updated logic applies wherever lists are used in the DPM Workspace: • In the list module (for both provided lists and created lists). • In the DPM Admin Center.
Document Intelligence	**Yokohama Patch 6** **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. **Yokohama Patch 3** **Document and visual insights AI agent** Use an AI agent to help process tasks that analyze and extract data from documents and images. **Early Availability** **Now Assist in Document Intelligence** Use Now Assist in Document Intelligence to extract information from documents and provide answers to defined questions using generative AI.
Domain Separation	**Post-Production Domain Separation Activation Utility** Begin using domain separation on a live environment with the guided Post-Production Domain Separation Activation Utility.
Dynamic Translation	**Exclusion Framework in Dynamic Translation** Preserve text such as product names or technical terms during machine translation. With Exclusion Framework, you can specify words and patterns that shouldn't be translated. **The APIs used by default Translator Configurations are upgraded to v4** The APIs used by default translator configurations are automatically upgraded to v4. If you want to use v4 APIs with customized translator configurations, you must migrate them manually. The previous v3 is still supported.
ERP Semantic Mining	Yokohama Patch 3 **Reset AI/ML analysis to control the ML training** Use **Reset AI/ML analysis** option to clear the AI/ML analysis so the flow can run again.
Employee Center	**Favoriting topic pages**

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Application or feature	Details
	Enable one-click access for employees to their most frequently accessed topics through topic pages added to the Favorites widget. **Single-click taxonomy sync** Sync taxonomy updates across Advanced Portal Navigation hierarchy levels with one click. **Guided Self-Service enhancements** • Admins can provide more detailed answers or guidance to a Guided Self-Service response by adding rich media, including images and videos and formatted text. • Employees can review and edit their previous responses. • Employees can search for and discover Guided Self-Service processes using AI-powered search. **Enhanced apps discovery and visibility preferences (Employee Center Pro)** Employees can search for authorized work applications using the AI-powered global search bar. **Appointment booking with HR representative (Employee Center Pro)** Employees can schedule in-person or virtual appointments to get help through a quick link in the Mega Menu or Quick links widget. **Rich Content Editor updates (Employee Center Pro)** Build more visually engaging content in microsites and news through additional formatting elements including bulleted and numbered lists, table or grid layouts, and accordion lists. **Portal shortcuts for content authoring (Employee Center Pro)** Content authors can now easily edit or create news articles and banners using shortcuts in the Content Experiences or News widgets. The system auto-generates publishing plans, streamlining content delivery to the selected widget and reducing the effort needed for configuration. **Integrated experience and service feedback (Employee Center Pro)** • Set a rating threshold that automatically generates a feedback task. • Receive feedback tasks from negative feedback submitted through Now Mobile®.

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Application or feature	Details
	• Receive automated email notifications when feedback tasks are completed. • Track your feedback responses through the Feedback Analytics dashboard for portal, email, Virtual Agent, kiosks, and Now Mobile®. **Live company events hosting and communications framework (Employee Center Pro)** Live company events can now be hosted directly in the Employee Center Pro portal, with prebuilt configurations to streamline the pre-event communications and handle traffic surges. Content authors can easily create and share event content using the drag-and-drop Rich Content Editor, combined with mass-publishing capabilities similar to news articles. **Improved topic search ranking** The Topic content search widget now ranks topics based on user clicks, improving the relevance of search results and making it easier for employees to find their frequently used topics. **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.
Encryption Key Management	**Column Level Encryption is now Field Encryption** Column Level Encryption has been rebranded to Field Encryption Starter (FES), while Column Level Encryption Enterprise is now Field Encryption Enterprise (FEE). **Access observer** Use access observer to understand the people and processes that access data on your instance. **Improved migration process from Edge Encryption to Field Encryption** Use the new process for migration from Edge Encryption to Field Encryption (formerly Column Level Encryption). This improved workflow ensures that your data migrates from Edge Encryption to Field encryption without spending time in an unencrypted state.
Enterprise Architecture (formerly Application Portfolio Management)	**Yokohama Patch 6 Application rationalization page enhancements**

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Application or feature	Details

	• 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.
	
	Enterprise Modeling and Visualization in the EA Workspace
	
	• 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.
	• Create diagram actions for newly added custom shapes that can be used in Enterprise Modeling and Visualization to create diagrams.

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Application or feature	Details

	• Add custom shapes to use in the Enterprise Modeling and Visualization.
	• Create your own modeling diagrams using the Blank diagram option.
	
	Business application related list enhancements
	In the **Architectural Artifacts** tab of the business application related list, selecting the **New** button displays a modal to create an architectural artifact.
	
	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

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Application or feature	Details
	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 **Regenerate indicator scores in Enterprise Architecture Workspace** Generate a score for application and capability indicators for a particular period. Also, generate scores for an application scoring profile and capability scoring profile, to calculate scores for all indicators attached to that particular scoring profile. **Business stakeholder role for Enterprise Architecture Workspace** Read-only access to the Enterprise Architecture Workspace is added to the business stakeholder role (sn_apm.apm_read). **TRM technical debt form** The *TPM Discovered Technologies and Lifecycles* scheduled job fetches the server details for the TRM products. **Technology portfolio management (TPM) enhancements** • Added a restart button on the TPM Logs page to restart the Populate TPM Discovered Technologies and Lifecycles scheduled job, in case the job is stuck and doesn't refresh the log data for more than an hour. For more information, see View TPM logs and Restart Populate TPM Discovered Technologies and Lifecycles scheduled job.
Enterprise Asset Management	**Gain normalization coverage for firmware in your Operational Technology (OT) assets** Achieve enhanced normalization across your OT deployments by normalizing the firmware that is embedded into your OT assets. Use the normalized data to track and manage the life cycles of your firmware separately from your OT assets so that you can directly detect and mitigate firmware vulnerabilities. You can view the firmware model details in the OT model management view of the OT Asset Workspace. **Note:** Firmware normalization is applicable only to OT Asset Management. **Manage hardware models and assets in the Operational Technology (OT) Asset Management application** Enable your OT managers to create hardware models and assets in the OT Workspace. You can integrate

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Application or feature	Details
	hardware models and OT assets into such Enterprise Asset Management flows as asset request, asset refresh, stock order, multi-asset onboarding, Return Merchandise Authorization (RMA), repair, and disposal. You can also generate maintenance plans and work orders for your OT hardware assets. **Synchronize asset and CIs for Operational Technology (OT) assets** Synchronize the MAC addresses between the asset and network adapter CI for OT assets. **License your OT hardware assets using the new resource categories available in OTAM licensing** Access OT Asset Management features and workflows for OT hardware assets through the following hardware resource categories: • OT Servers • OT Network Gear • OT Storage • OT End User Computers • OT Mobile Devices • OT Monitors • OT Printers • OT Unclassified Hardware The hardware resource categories are opted in by default. The OT hardware assets are counted only under OTAM licensing. They are excluded from the HAM licensing that is based on the OT entity flag. **Note:** The OTAM licensing changes apply only to OT Asset Management. **Manage mission-critical enterprise assets and linear assets for telecommunications networks** Use the Enterprise Asset Management for Data Center and Network Asset Management (DCNAM) application to track and manage mission-critical facility-based enterprise assets and linear assets for telecommunications networks. Get a comprehensive view of these assets throughout their life cycles so that you can help optimize their performance and improve their longevity. **Fulfill Return Merchandise Authorization (RMA) requests as a Device as a Service (DaaS) provider, vendor, or manufacturer** Use the Enterprise Asset Management for Providers application to fulfill the RMA requests that you receive from customers as a DaaS provider, vendor, or

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Application or feature	Details
	manufacturer. The application adds support for RMA response orders, which enable you to track and manage the process of repairing or replacing defective assets for your RMA requests. The application also adds support for inbound asset orders, which enable you to track and manage the process of providing assets for your RMA requests. By managing these orders from a consolidated location, you can streamline your operations and improve efficiency.
Event Management	**Group alerts using network traffic-based grouping** Group alerts efficiently with network traffic-based alert grouping, which uses discovered TCP connections with ML Service Mapping to correlate alerts on host CIs that have network traffic connections between them. **View links between alerts in network traffic-based alert groups** Once a network traffic correlation is enabled, investigate network traffic alert group details and visualize connections through Link View in Express List®. **New role for team level operators** Enhance team-level control over alert management with the evt_team_operator role. This role enables operators to manage Event Management operations within their assigned team, including reading and writing alerts, making configuration changes,updating Alert Automation, and setting up new integrations in the Integrations Launchpad. Starting in version 26.7.0, execute response subflows automatically, manually, or both for alerts that match specific conditions through the Run Other Response Actions option of Respond Automatic. This enhancement offers better control over automated responses with configurable execution limits and multiple response actions. Starting in version 26.7.0, link a CI to an alert for more accurate IT component mapping though the Improve Configuration Item (CI identification option of Enrich Automation. This enhancement improves alert visibility, speeds up issue resolution, and ensures better correlation between alerts and infrastructure components.
External Content Connectors	**Yokohama Patch 11** **Connector admin role** Users with the sn_ext_conn.xcc_admin role can create, configure, and review details for external content connectors and crawls.

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Application or feature	Details
	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.

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Application or feature	Details
	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** 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. **Yokohama Patch 6** **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**

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Application or feature	Details
	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. **Yokohama Patch 3** **Atlassian Jira Cloud external content connector** Retrieve searchable content and user permissions from projects in your Atlassian Jira Cloud source system. **Google Drive external content connector** Retrieve searchable content and user permissions from shared drives in your Google Drive source system. **Microsoft Teams external content connector** Retrieve searchable content and user permissions from teams in your Microsoft Teams source system. **ServiceNow product documentation external content connectors** Retrieve searchable content from the ServiceNow product documentation site. **Slack external content connector** Retrieve searchable content and user permissions from public channels in your Slack source system. **Warning messages for indexed document counts** When an external content connector's indexed document count exceeds 800,000, a warning message appears in the connector's UI to indicate that it's approaching the indexing limit of 1,000,000 documents. **Add external content search results to Now Assist in Virtual Agent conversations** Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations. **Yokohama Patch 1** **Semantic vector indexing for crawled content**

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Application or feature	Details
	Improve recall for external content searches with support for semantic vector indexing of crawled content. Semantic vector indexing is supported for all external content connectors.
Field Service Management	**Dispatcher Workspace** Use Dispatcher Workspace to perform the following tasks: • View the Field Service agent's real-time location and completed daily route. • Use a condition builder to filter relevant resources. You can also extend existing tables to filter custom fields. • Use advanced filters with hierarchical structures to filter territories. • View task scheduling conflict messages in the Dispatcher Workspace to improve visibility and facilitate resolutions for dispatchers. **Field Service Agent Efficiency** Use Agent Efficiency to perform the following tasks: • Define the agent efficiency criteria to calculate the Agent Efficiency for a task. • Calculate the estimated work duration for a work order task more accurately based on the Agent Efficiency feature. • Enhance manual task assignment and dynamic scheduling for a task by leveraging Agent Efficiency. • Optimize Intelligent Task Recommendation by incorporating Agent Efficiency values so that dispatchers can assign tasks more effectively. **Appointment Booking** Use Appointment Booking to perform the following tasks: • Replicate the application and service-based configurations across instances. • Grade the appointment booking slots by recommended or available slots to ensure optimal scheduling. • Use the seismic appointment booking calendar across all user interfaces to ensure a consistent and seamless scheduling experience. **Task dependencies** Use task dependencies to perform the following tasks:

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Application or feature	Details
	• Enable administrators and dispatchers to define advanced task dependencies, such as start together or start after start, so that you can ensure that tasks are executed in the right order. • Enable dispatchers to create task dependencies within or between work orders. **Schedule Optimization** Use Schedule Optimization to perform the following tasks: • Enable dispatchers to optimize resource assignments that are based on the dependency relationship between tasks. • Generate more accurate scheduling and assist your field technicians in navigating traffic conditions more effectively by configuring Schedule Optimization. You can consider time-of-day and set up intraday scheduling to leverage real-time traffic data when certain conditions are met. • Use new optimization features, such as **Maximize consecutive collocated task assignments** and **Minimize task start times**, when you're creating a policy. • Provide greater control over task distribution by enabling a new drip feed property, **Number of tasks**, to enhance your scheduling capabilities. • Expect more reliable and efficient task scheduling due to resolved conflicts between the various scheduling engines. • View the task scheduling conflict messages on the task, user, and group records when optimization is in progress. **Capacity and Reservations Management** Use Capacity and Reservations Management to perform the following tasks: • Leverage the capacity console to efficiently manage resource allocation across territories and demand channels so that you can enable your teams to analyze field technician performance and make data-driven decisions. • Set flexible reservation rules to define the minimum and maximum resource allocations so that you can enable dynamic adjustments to capacity based on shifting demands.

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Application or feature	Details
	• Create recurring capacity assignments for specific days of the week for long-term capacity planning and management. • Enable multiple overrides for the same date range to address demand fluctuations so that you can manage exceptions with more precision and flexibility. **Scheduling Health dashboard** Use the Scheduling Health dashboard to view these additional Schedule Optimization metrics: • Tasks without skills • Technicians without skills • Tasks without parts • Technicians without parts **Business location-based work management** Enable your staff across various industries to efficiently manage work orders. Your employees can resolve tasks that are specific to their assigned location, while your managers can oversee the tasks across their assigned locations. You can reinforce your security by ensuring that your staff can only access the work orders that are related to their designated locations. **Managing agents and tasks from Workforce** Use Workforce to perform the following tasks: • Enable additional users to use Workforce by adding additional managers to assignment groups. • Enable managers to view the event management tab when Workforce Optimization for Field Service is active. **Smart Assessment for Field Service Questionnaire** Use Smart Assessment templates to perform the following tasks: • Migrate from a survey-based questionnaire to Smart Assessment based questionnaires. • Create work order questionnaires. • Set up detailed instructions that include rich text and images. • Configure conditional questions based on responses of all other types of questions and across sections. • Allow additional comments or attachments on a question's response. • Improve the work order questionnaire in the Mobile Agent® application by implementing a paginated layout, providing instructions with questions, and offering in-line choices.

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Application or feature	Details
	Planned Work Management Seamlessly migrate monthly and annual plans from Planned Maintenance to Planned Work Management.
Financial Services Card Operations	**Detect friendly fraud** Resolve friendly fraud disputes with predefined rules to ensure consistent and precise detection of friendly fraud in Visa disputed transactions. Agents can decline requests, issue credits, or proceed with chargebacks, allowing for tailored responses based on the situation. **Enhanced Visa disputes playbook** Leverage an updated card disputes processing flow to associate additional transactions, manage multiple transaction disputes, and handle pre-arbitration, arbitration, and appeal requests to Visa for allocation and collaboration chargeback workflows.
Financial Services Operations Integration with Visa	**Added new VROL integration subflows** Enables seamless integration with the card operations dispute management playbook with VROL subflows. The following new VROL subflows have been added: • Look Up Transaction Inquiry Results • Accept Dispute • Conduct Cardholder Purchase Inquiry • Look Up Transaction Details • Look Up Dispute Response Details • Create Dispute Pre-Arbitration • Look Up Dispute Pre-Arbitration Details • Create Dispute Pre-Arbitration Response • Look Up Dispute Pre-Arbitration Response Details • Submit Dispute Filing • Look Up Dispute Filing Details • Mark Batch Queue Item as Read
Flows, subflows, and actions in Workflow Studio	**Yokohama Patch 3** **Add and edit flows in Now Assist for app generation** Create a flow when creating an application in Now Assist for app generation. Enhance an existing application by adding a flow. **Call a Now Assist skill from an action** Run a published Now Assist skill from an action. Configure the Now Assist skill inputs and skill outputs from the step inputs and step outputs. **Check for conversational compatible actions**

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Application or feature	Details
	Run a compatibility check on new or all actions to determine if they are conversational compatible. Review the inputs of an action to determine if their data types are compatible. **Check for conversational compatible subflows** Run a compatibility check on new or all subflows to determine if they are conversation compatible. Review the inputs of a subflow to determine if their data types are compatible. **Create a flow or subflow from an image** Create a flow or a subflow from an image by using Now Assist. Capture the detailed process in an image and attach the image to Workflow Studio. Now Assist generates a preview of the flow that you can modify and regenerate. **Display text descriptions of the data used by actions and flow logic** See a natural language description of the data each component of a flow uses. Understand what data flow triggers, actions, and flow logic blocks use without having to open their configuration details. **Generate skill and input descriptions for conversational actions** Configure conversational settings for conversational actions by generating skill and input descriptions with generative AI. **Generate skill and input descriptions for conversational subflows** Configure conversational settings for conversational subflows by generating skill and input descriptions with generative AI. **Set default values for action inputs** Set a default value for a conversational action input. Hide action inputs that have a default value if you don't want users to change the input value in a conversation. **Set default values for subflow inputs** Set a default value for a conversational subflow input. Hide subflow inputs that have a default value if you don't want users to change the input value in a conversation. **Summarize a flow or subflow** Summarize what a flow or subflow does by using generative AI. **Support additional input data types for conversational actions** Support conversational actions that have Dynamic Choice and Array of Objects input types. **Support additional input data types for conversational subflows**

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Application or feature	Details
	Support conversational subflows that have Dynamic Choice and Array of Objects input types. **Create the recommended automation type** Answer a few questions about your automation and Workflow Studio displays recommendations on whether you should create a playbook, flow, subflow, action, or a data stream. **Yokohama Patch 1** **Configure conversational settings** View the subflows and actions that are conversational compatible. Configure conversational settings to make a subflow or action available to conversational interfaces. **Yokohama Early Availability** **Debug flows and subflows** Debug flows and subflows from a dedicated Workflow Studio tab. Set breakpoints and step through a paused flow to review configuration and runtime values. **Save a flow trigger for reuse in other flows** Save a set of trigger definitions as a reusable trigger. Enable flow authors to select the saved trigger from some or all application flows. Specify whether flow authors can see the trigger details or add conditions to the trigger. **Use the Flow API to send a message to a paused flow** Send a specific message and payload response to a flow that is paused and waiting for a message. **Wait for a specific message from the Flow API** Pause a flow until it receives a specific message from the flow API. Specify the string message that resumes running the flow, and optionally provide a time out value to resume the flow if no message is received after a specific amount of time.
Generative AI Controller	**yokohama-patch-13** Connect Generative AI Controller to your Azure OpenAI deployment by configuring a custom resource path in your bring your own key (BYOK) model configuration. Use this when your Azure OpenAI endpoint includes a path segment that Generative AI Controller does not add by default. **Yokohama Patch 10** **Administrator access to Gen AI log** Access the Gen AI log [sys_generative_ai_log] table to gain insights for debugging purposes. Records related to HR remain restricted to HR admins. **Enhanced AI asset inventory**

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Application or feature	Details
	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. **Yokohama Patch 8** **AI Model Version Mappings** Review the mappings between AI model versions, their providers in the Gen AI Model Version Mapping [sys_gen_ai_model_version_mapping] table. It shows mapping between source and target models, along with associated metadata, such as skill type, model type, resource associations, and provider information. **Yokohama Patch 6** **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. **Yokohama Patch 1** **Global Model selection for conversational skills** Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.
Hardware Asset Management	**Maintain accurate asset details by creating Asset Attestations** Validate whether assets are in use and confirm asset assignment by performing audits through Asset Attestation to verify through confirmation by employees whether they are still using assigned serialized hardware assets. **Hardware Model Normalization for Operational Technology (OT) assets** When the OT Asset Management application is installed, standardize your hardware and consumable models with a minimum of one OT asset in addition to the model categories that belong to the opted-in HAM resource categories through the Hardware Model Normalization process. The OT entity flag on the asset indicates whether it's an OT asset.

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Application or feature	Details
Health Log Analytics	**Pull data from Splunk regularly using the Splunk Polling data input** Make your data workflows more consistent and productive by fetching data consistently over time using the Splunk Polling data input, which sends recurring queries (polls) to Splunk. Handling most configurations on the HLA side means you need minimal additional stakeholder involvement, which enables swift integration with your existing Splunk setup. This enhancement accelerates proofs of concept (POCs) and enables faster iterations using real data. **Use your Splunk data input to ingest preprocessed data from Splunk** Ingest data from Splunk in a preprocessed, structured format using your existing Splunk data input. **Integrate with log data connectors from the Integrations Launchpad** Take advantage of the Integrations Launchpad's unified interface for convenient integration with log data connectors that feed raw log data from external sources into your instance. You set up log data connectors for HLA from the Event Management Integrations Launchpad in Service Operations Workspace for ITOM. In this release, the Integrations Launchpad enables integration with the following connectors: Elasticsearch, ServiceNow System Logs, UDP, and TCP. **Use Cribl and Edge Delta data inputs to streamline HLA data ingestion with tools handling large log volumes** Use dedicated data inputs to facilitate data ingestion from Cribl or Edge Delta when using these tools to handle large volumes of log data from multiple sources before sending it to HLA. **Configure log data integrations from the Integrations Launchpad** Starting in version 36.0.19, benefit from additional log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, and REST API that can be easily set up through the Integrations Launchpad. **Set up an Amazon Data Firehose integration for real-time log data streaming from multiple sources** Starting in version 36.0.19, leverage an integration for streaming log data from Amazon Data Firehose directly to the collector service in ITOM Gateway, where it is queued and then processed by Health Log Analytics. This integration doesn't run on a MID Server and can be configured from the Integrations Launchpad.
Healthcare Operations Core	**Care Team Portal**

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Application or feature	Details
	Create requests for supporting service departments and maintain visibility into all requests created by you or your team. This experience can be used on a standalone portal or embedded in EMR systems. **Healthcare Operations Case overview** Create and customize cases for supporting service departments that can be used within the Care Team Portal. **Healthcare organization admin experience** Create healthcare organizations and hierarchies, add or edit members, and automatically create associated Service Model Foundation records (internal business locations).
Hermes Messaging Service	**Topic audit history** Track changes made to a Hermes topic by viewing the topic's audit information. **Search for messages in a topic** Filter messages in a topic using keywords or regular expressions in the Hermes Messaging Service topic inspector. **Improved diagnostics** Monitor the health of Hermes components over time.
ITOM AIOps	**Pull data from Splunk regularly using the Splunk Polling data input** Fetch data consistently over time by using the Splunk Polling data input, which sends recurring queries (polls) to Splunk. Handling most configurations on the HLA side, you need minimal additional stakeholder involvement, enabling swift integration with your existing Splunk setup. This enhancement accelerates proofs of concept (POCs) and enables faster iterations using real data. **Use your Splunk data input to ingest pre-processed data from Splunk** Ingest data from Splunk in a preprocessed, structured format using your existing Splunk data input for streaming log messages to Health Log Analytics with a heavy forwarder. **Create Group automation** View key details from the Test Automation section, including total alerts, alert groups, ungrouped alerts, and compression, to help track and optimize alert grouping efficiency. Simulate other group types, such as CMDB, ML, and text-based grouping. The simulation processes only alerts that match the condition filter.

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Application or feature	Details
	Integrate with log data connectors from the Integrations Launchpad Set up your log data connectors for HLA from the Event Management Integrations Launchpad in Service Operations Workspace for ITOM. The Integrations Launchpad provides a unified interface for convenient integration with log data connectors that feed raw log data from external sources into your instance. In this release, the Integrations Launchpad enables integration with the following connectors: Elasticsearch, ServiceNow System Logs, UDP, and TCP. Starting in version 36.0.19, benefit from additional log data integrations for Splunk TCP/UDP, Splunk Poller, MID Server, Apache Kafka, Microsoft Azure Log Analytics, and REST API that can be easily set up through the Integrations Launchpad. **Set up an Amazon Data Firehose integration for real-time log data streaming from multiple sources** Starting in version 36.0.19, leverage an integration for streaming log data from Amazon Data Firehose directly to the collector service in ITOM Gateway, where it is queued and then processed by Health Log Analytics. This integration doesn't run on a MID Server and can be configured from the Integrations Launchpad. **View links between alerts in Network Traffic-based alert groups** Once network traffic correlation is enabled, investigate network traffic alert group details and visualize connections through Link View in Express List®.
ITOM Cloud Accelerate	**Cloud Account Management** Cloud Account Management is the first feature from ITOM Cloud Accelerate in the Cloud Workspace application that brings together ServiceNow cloud solutions in a unified experience as part of the Cloud Governance Suite.
ITOM Visibility	**Discover additional AWS Services using Patterns** • Starting with store version 1.25.0, Discovery and Service Mapping Patterns discovers 27 additional AWS cloud services. • Starting with store version 1.27.0, Discovery and Service Mapping Patterns discovers 7 additional AWS cloud services. **Discover products with Discovery and Service Mapping Patterns** Discover the following products using Discovery and Service Mapping Patterns version 1.27.0:

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Application or feature	Details
	• NVIDIA GPUs • Microsoft SQL Always On availability groups • Azure tenants and management groups • AWS Application Load Balancer targets • AWS web ACL • AWS Systems Manager (SSM) agents • Tag collection for Azure VM instance - Uniform scale set **Automatically generate a Certificate Signing Request** Generate a Certificate Signing Request and a private key with the Employee Center experience, starting with version 3.6.0 of Certificate Inventory and Management. **Use Service Graph Connectors for extended discovery** Service Graph Connectors are a collection of predefined integrations that ingest data into the Configuration Management Database (CMDB) from third-party sources. • Discover device details from Chromebook and ingest them into the CMDB by using Service Graph Connector for Google Console store version 1.8. • Discover data from public cloud instances and resources in AWS, Azure, and GCP environments and ingest them into the CMDB by using Service Graph Connector for Wiz. **Detect anomalies in Discovery schedules** Starting with Discovery Admin Workspace version 1.8.0, machine learning (ML) or statistical methods can detect anomalies in Discovery schedules and display this data in dashboards for admins. It identifies unusual behaviors like failed runs, significant deviations from user-defined thresholds for high error counts, longer discovery status duration, and fewer discovered Configuration Items (CIs) or Cloud resources. The ML-based approach to this feature is enabled by default. Thresholds are configurable via the new Settings page, and the results will be shown throughout the workspace. **Cloud-based Discovery schedules** Starting with version 1.8.0, Cloud-based discovery scheduling and reporting is available in Discovery Admin Workspace. **Configure Discovery to use Event Framework** Starting with version 1.9.0, Discovery jobs can be configured to use an event-based system, reducing database activity by queuing and processing events at regular intervals with priority and memory monitoring.

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Application or feature	Details
ITSM Mobile Agent	**Summarize the incident record and activity information** When adding work notes to an incident record, use the GenAI task summarization capabilities to summarize an incident record and activity information, such as the issue details or actions taken. You can also summarize the incident information when adding work notes when reassigning the incident record. After an information summary is generated, you can edit and add the information as work notes. This feature helps reduce the effort required to draft work notes. The feature is available in the following applets: • My team applet • Major incidents • My work To enable this feature in ITSM Mobile Agent, you must configure the Incident summarization skill in Now Assist for ITSM. **Set alert tones for incident with different priority levels** Set alert tones for incident with different priority levels. The alert tone can notify you of important actions so you can respond to them quickly. **Email notification redirection behavior** Redirect from the mobile web browser to the ITSM Mobile Agent app seamlessly when opening and viewing different task records. This feature is applicable on the following type of records: • Incident • Incident task • Catalog task • Change request • Change task When you select the record link from an email notification on a mobile device, the link opens in the mobile web browser. A pop-up banner then prompts you to view the record in the ITSM Mobile Agent app, which provides a fast and intuitive way to access the records. This feature is applicable only if the following conditions are met: • The ITSM Mobile Agent application is installed on the mobile device. • The **Enable universal links** (*glide.sg.universal_links.enabled*) system property is set to `true`. **Set the incident impact, urgency, and priority levels**

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Application or feature	Details
	Automatically set the incident priority level by defining the impact and urgency levels. This feature determines an incident priority level by maintaining uniform synchronization and consistency between the priority, impact, and urgency levels. When you edit the **Impact** and **Urgency** fields, you must add to the **Work notes** field.
ITSM Success Dashboard	• The all new KPIs **Successful Change Summarization - Now Assist** and **Successful Change Risk Explanation - Now Assist** are added to the Productivity moments. These new contributing indicators help you understand the benefits of using change summarization and change risk explanation through Now Assist. • The Key Performance Indicator (KPI) **Knowledge Articles created using Now Assist** is added to Productivity moments. This primary indicator shows how many knowledge base articles are created using Now Assist in a given period. • New KPI is added to the self solved - percentage. This new KPI shares the number of times the issue is resolved using the Digital End-User Experience self service channels like Desktop Assistant, Now Assist panel, and Employee portal.
Identity	

Impact	**Impact Store Application**
	• Impact Home page Use the Impact home page, an organized collaborative portal, which guides you to your relevant content and helps focus and accomplish your tasks with seamless interaction with Impact application features.
	• Use Guided Setup to synchronize and migrate data to the Impact Store Application : Use the simplified interface to synchronize and configure your Impact Store App with the Impact Delivery Instance.
	• Grant temporary instance access to your Impact Squad to facilitate effective support and rapid issue resolution.
	• Convert an Impact entity to SPM entity as a work item : Create an Impact entity and associate the SPM record details to it, which helps you to avoid manual intervention in converting the entities from Impact to SPM portals to avoid duplication of entities in the process.
	• Using recommendations list in Impact home page :
	  ○ Sort the recommendations list using the search and filter options by entering a keyword or phrase to narrow down the list and find the recommendations that you're looking for.
	  ○ Convert Impact recommendations and free-form initiatives into actionable, trackable Strategic

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Application or feature	Details
	Portfolio Management (SPM) or Collaborative Work Management (CWM) work items. Creating work items using recommendations and initiatives. • Impact Store Application product adoption ◦ Use the Product Adoption Roadmap (PAR) to view a recommended implementation sequence for your capabilities: ▪ Create and publish a product adoption roadmap: Use pre-defined ServiceNow templates or build from your own. ▪ Use Product Adoption Roadmap Templates with pre-defined sequence of capabilities for ITSM ((IT Service Management)), ITOM ((IT Operations Management)), and Security Operations. ▪ View and edit phase-specific notes for a capability to understand prerequisites, plan training, and additional implementation considerations. ▪ Customize your roadmap by adding or removing capabilities as needed. ▪ Request Related Accelerators (if available) to improve adoption of the capabilities • Manage Capabilities Map: ◦ Explore, track, and manage the descriptions, notes, and related resources for your entitled capabilities. ◦ Use the updated Data Collection Content Packs to automatically transfer Impact Value Metrics to the centralized Impact instance to manage the Value Journey, including Setting Value Baselines and Targets, Outcome Performance Reviews, and the Value Report. ◦ Use the Capability Details page to view and manage comprehensive information related to a capability in your product adoption journey. The full-page layout replaces the previous pop-up view, making it easier to access, navigate and manage important details, such as usage status and notes in one centralized location. ◦ View and add adoption guidance for different phases, such as prerequisites and implementation instructions in notes specific to a phase. ◦ Measure a selected business objective under the same product across multiple ServiceNow instances. Use the Instance option on the Objectives and Outcomes, and Outcomes Insights to filter business objectives and outcomes by the ServiceNow instance. Add and edit the business objectives connected to the capability. • Impact Platform Health:

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Application or feature	Details
	○ Use Proactive Code Check to track compliance against coding leading practices and organizational standards. ○ Activate Proactive Code Check in the Health Store Application to scan update sets and check compliance standards and adherence to leading practices. ○ Scan update sets for leading practice violations in a non-production environment with Proactive Code Check and improve code quality, reduce errors, and enhance system stability. **Impact Delivery Instance (formerly Impact Digital Experience)** • Connect to the provider instance: The administrator or a named contact log in to your instance to facilitate the connection of data with the Impact Store Application. • Product Adoption: Start an initiative from an individual capability to log and track your activities toward the implementation. The reference of the created initiative is available in the capability details and initiatives roadmap. The reference of the created initiative is available in the capability details and initiatives roadmap. • Healthscan definitions updates: May 2025 store: Some HealthScan definitions have been updated or deprecated for the May store release. **Accelerator catalog** • Jumpstart Your Employee Journey Management: Provides a demonstration of the possibilities and capabilities of Employee Journey Management. • Jumpstart Your Knowledge Management: Provides a demonstration of the possibilities and capabilities of Knowledge Management. • Jumpstart Your Legacy Workflow Migration: Provides a demonstration of the possibilities and capabilities of Legacy Workflow Migration. • : Provides a demonstration of the possibilities and capabilities of Now Assist for CSM. • Jumpstart Your Now Assist Skill Kit: Provides a demonstration of the possibilities and capabilities of Now Assist Skill Kit. • Jumpstart Your Now Assist in Virtual Agent: Provides a demonstration of the possibilities and capabilities of Now Assist in Virtual Agent. • Jumpstart Your Strategic Portfolio Management – Resource Management Workspace: Provides a

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Application or feature	Details
	demonstration of the possibilities and capabilities of Resource Management Workspace within SPM. • Jumpstart Your GenAI: Provides a demonstration of the possibilities and capabilities of ServiceNow® Generative AI application (Artificial Intelligence) • Release and Deployment Advisory for Pro-code Development: Provides guidance to assist pro-code developers in the tools and techniques to release and deploy ServiceNow application configurations and customizations. • UX: The basics to unlock your ServiceNow success • UX: Why It Matters and How to Apply It: Takes examples directly from your instance to demonstrate how improving UX can directly influence the success of your ServiceNow investment. • LSD Maturity Assessment: Provides guidance on fine-tuning your Legal Service Delivery (LSD) on the ServiceNow platform. • Introduction to CMDB: Ingestion: Demonstrates the possibilities and capabilities of automating and standardizing the data entry from the input sources for their Configuration Management Database (CMDB). • Extend Your AI Search: Provides prescriptive guidance on extending your AI Search beyond foundational levels. • Jumpstart Your Subscription Management: Provides a demonstration of the possibilities and capabilities available with the Subscription Management Application in your instance. • Jumpstart Your AI Agent Studio: Provides Impact customers with an overview and applied demonstration of AI agents within the platform. **Impact Instance Observer** • Use Root Cause Correlation to resolve issues that are identified by configured alerts and drill directly into the records causing the issues. • Instance Observer user configurable dashboard: Create your own dashboard according to your preferences of metrics to help analyze the health of your system in a snapshot or use the default home page to see a snapshot of instance overall health with key insights, such as performance, reliability, and availability at a glance with the available widgets. • Use the Instance Observer Seats Add-on to obtain additional seats to your eligible Impact package.

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Application or feature	Details
Incident Management	**User role for service desk agents** With the sn_service_desk_agent user role, increase the operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed. The sn_service_desk_agent role includes the following user roles: • sn_incident_write • sn_problem_write • sn_change_write • sn_request_write • tracked_file_reader Additionally, with the installation of the ITSM Gen AI (com.sn.itsm.gen.ai) plugin, the knowledge_user, and now_assist_panel_user roles are integrated within the sn_service_desk_agent role. The sn_service_desk_agent role can be used starting with SOW version 6.1. **Enhanced security model adoption for incident tables** Help prevent unauthorized access to incident-related tables using Deny-Unless ACLs. A Deny-Unless authentication ACL restricts access for a non-authenticated user, such as a public role user. Without access, the user can't perform any actions on incident-related tables, including reading, writing, deleting, creating, or accessing the report view. This feature is activated automatically and applicable on the following incident-related tables: • kb_template_incident_kcs_articl • kb_template_incident_kcs_template Additionally, this feature is available on the following incident-related tables of new or zBoot instances after installing the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin: • incident • incident_task • task_ci • task outage The ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin can be installed

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Application or feature	Details
	and activated by an admin via a support request. Existing or upgrade users must test and evaluate the results in their non-production instance, and then install the plugin and implement the security change in their production instance. For more information, see Deny-Unless ACL.
Industrial Process Manager	**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. **Capture the mapped equipment model entity for your OT devices** Organize your OT device data efficiently by adding the primary equipment model entity for your OT devices. You can also automatically update the primary equipment model entity for your existing devices. **Use the Unified Map experience in the Industrial Workspace** View the relationships between OT devices and other CIs with the Unified Map experience. You can also view related items, such as OT incidents and change requests. **Map Discovery detected devices using the Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature**

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Application or feature	Details
	Map Discovery detected devices that have an IP address on their Network Adapter record using the AMAZING feature.
Instance Data Replication	**Scheduled seeding** Replicate data from a producer to a consumer at scheduled times each day. **Multiple seeding requests** Run concurrent seeding requests across multiple replication sets, with up to one active request per set. **Automatically seed missing or mismatched records** Automatically seed missing or mismatched records when you create a data comparison request.
Integration Hub	**Stream Connect alerting** • Get alerts for your Stream Connect integrations. Stream Connect uses both active and scheduled monitoring to detect events across multiple Stream Connect components. If an issue is detected, an alert is created, and a message is logged to the Stream Connect Log. • Specify alert thresholds by configuring alerting properties. For example, you can specify a maximum amount of time to process the current message queue. If the estimated processing time exceeds your specified time, an alert is generated. • Receive alert notifications via email, SMS, or the ServiceNow® mobile app. Notifications contain detailed alert information, including the alert number, level, and a description. You can configure notification settings based on alert types, severity, and user preferences. **View producer statistics in the Stream Connect dashboard** Get detailed information about Stream Connect producers and their performance, including a producer's status and type, the number of bytes and messages produced to a topic, and producer data trends over time, in the Stream Connect dashboard. **Check data usage in the Stream Connect dashboard** View total data usage and data usage per month and topic with the Stream Connect dashboard. Data usage history is available for the last 12 complete months plus the current month. **Use error evaluation with Data Stream actions** Catch step errors and specify error behavior for each step in a Data Stream action. Create your own error conditions by specifying when an action returns an error state and the status codes and messages they return. **View connection aliases in integration actions**

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Application or feature	Details
	Edit, configure, and create connection aliases in the Action Properties section of actions in ServiceNow® Workflow Studio. View connection error details for connection aliases that are not set up or configured.
Intelligence for CSM	**Recommended Actions - Front-line case page integration with knowledge guidance** Enable agents to attach and share knowledge article links in comments, work notes, or emails by using modeless dialogs. **Recommended Actions - Default guidance for search results** Enable agents to view search results for any records. Use a default guidance for any search sources that don't have a dedicated, mapped guidance. **Recommended Actions - Improved timeout handling for resource generators** Handle timeout errors when calling Machine Learning (ML) resource generators. The system uses a subflow API with a 1-second timeout ensures the RA generation engine prioritizes faster response times by terminating stalled ML prediction calls. **Recommended Actions - Custom guidances** Use a custom guidance to provide actions that are based on the search results from the Case, Problem, Incident, or Change Request tables. Agents can use these actions to link records to the current case and copy resolution codes and notes from resolved cases. **Recommended Actions - Field values for predicted records** Leverage the actual field value for a predicted record and show it in a custom guidance in place of the display value. **Recommended Actions for Customer Service - Display Recommended Actions on the CSM Interaction record page** Enable agents to view Recommended Actions in the contextual side panel on the CSM Interaction record page. The search tab dynamically displays relevant actions based on the context of the chat interaction. **Recommended Actions for Customer Service - Interaction Context record** Use the Interaction Context record to display the search results from the Knowledge table. The results are based on the interaction's short description. This context record includes a search-mapping record that maps knowledge results to the Share KB in chat interactions guidance. **Recommended Actions - Question font size customization for a Decision tree** Enables you to customize the font size of questions in a Decision tree for a better look and feel. This font size is applied to the questions in the decision trees

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Application or feature	Details
	of playbooks, and recommendations, within the CSM Configurable Workspace and service portal. **Recommended Actions - Control the visibility of completed guidance information** Allows you to manage the visibility of the completed guidance history information of a decision tree in playbooks, and recommendations for an agent, within the CSM Configurable Workspace, and service portal for a streamlined experience. **Recommended Actions – AI search on CSM default record page, Front line case page, and CSM interaction record page** The Recommended Actions – AI search is introduced on the CSM default record page, Front-line case page, and CSM Interaction record page (for the chat, video, walk-up, and email type channels) and it's enabled by default for new customers. The default guidance is also enabled for these pages. Agents can attach and share knowledge article links in comments, work notes, and emails. **Recommended Actions - Catalog item source type for AI search** Search and filter the catalog items easily in the AI search tab of Recommended Actions in the CSM Configurable Workspace. **Recommended Actions - Ability to have multiple active contexts for the same table** Enables multiple active contexts for the same table, so that tailored recommendations are displayed in the CSM Configurable Workspace: • For different user personas based on their requirements. • For different Predictive Intelligence models or AI model variants. • For the same record in different channels, such as chat, email, and so on. **Recommended Actions - Ability to inherit active rules and their recommendations from a parent table context to extended table context** Assign the active rules and their recommendations from the parent table context to the extended context table for a streamlined process. **Recommended Actions - Asynchronous evaluation for recommendations** Enables you to configure loading behavior at the context level by choosing between synchronous and asynchronous modes. In the asynchronous mode, recommendations load in the background without

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Application or feature	Details
	blocking the UI, allowing agents to interact with the record immediately.
Knowledge Graph	**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. **Access Knowledge Graph Schema** Knowledge Graph now has a new NLQ graph schema available prebuilt along with user profile schema. See KB article for schema attributes. **Leverage Knowledge Graph prebuilt integration with Virtual Agent** Knowledge Graph provides the following new prebuilt integrations: • Integration with Now Assist Virtual Agent: Helps requesters with personalized responses on people queries and Natural Language queries. Also supports people citation card. **Leverage Knowledge Graph prebuild integration with AI agents** Knowledge Graph provides the following prebuilt integrations: • Integration with Now Assist AI agents for User Context: Helps users with personalized responses. • Integration with AI agents as a tool: Used to perform specific tasks that are assigned to the AI agents. **Exploring Knowledge Graph** Knowledge Graph helps requesters with personalized responses using its Integration with Now Assist Virtual Agent for User Context. Use Knowledge Graph integration with Now Assist Virtual Agent for Slot filling to helps pre-fill the slots for Virtual Agent topics using Natural Language Querying feature of Knowledge Graph. **Leverage Knowledge Graph prebuilt integration with Virtual Agent** Use the Knowledge Graph integrations with Now Assist Virtual Agent to utilize Knowledge Graph APIs built with LLM models, for personalized responses and slot-filling fields to execute LLM topics and skills in Virtual Agent. **Using Knowledge Graph Designer** Use Knowledge Graph designer to manage Knowledge Graph schemas, their nodes, node properties and edges.

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Application or feature	Details
	You can also use the interface to create, edit, duplicate, or delete a Knowledge Graph schema.
Knowledge Management	**Configure skills with custom prompts for knowledge article templates** As an admin, you can clone the KB generation skill, and update prompts for AI model providers. This helps the agent to use custom templates and custom prompts to generate Knowledge articles with Now Assist from single and multiple knowledge bases.
Lead Management	**REST APIs for Lead Management** REST APIs provide the following capabilities: • Integrate lead management with external applications and websites. • Create and modify leads and lead line items from applications like marketing automation systems. • Retrieve leads and lead line items from your ServiceNow instance.
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**

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Application or feature	Details
	Close a legal hold matter once the hold is lifted to complete the data preservation life cycle.
MID Server	**External Credential Storage and Management supports certificate-based authentication for Azure Key Vault** The External Credential Storage and Management added support for certificate-based authentication when connecting to Azure Key Vault. This provides a more secure and flexible way to authenticate, especially for enterprise environments that prefer certificate credentials over client secrets.
Manager Hub	**Know your team members** View employee availability and schedule conversations with employees using the **Create a conversation** panel if you do not have Microsoft Outlook integration enabled or the **Schedule a conversation** panel if you do. **View employee cards in Skills Expectations section** Track skill proficiency, assign targeted learning, and view in-depth skill progress bars to monitor employee development by using the **Skill score analysis** panel. **Know your team members** Enable managers to view all direct and indirect reporting details, daily team stats, and other employee details such as tasks submitted for approval, upcoming time off, and employee profiles.
Manufacturing Commercial Operations	**Manufacturing Commercial Operations users** User roles provide the information on the users and their responsibilities. **Dealer** The dealer framework helps you manage the day-to-day business activities and monitor the real-time data insight. **Note:** Q2 release includes only the data model and not the playbook. **Sales Promotion data model** The sales promotion framework helps the OEM to publish the promotions and the dealers to raise the claims against these promotions after the product sales transaction is completed. **Note:** Q2 release includes only the data model and not the playbook.

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Application or feature	Details
	The sales promotion supports bulk import functionality. To enable bulk import, you must customize it on existing CSM or Business Location Service Portal (BLSP) portals. **Install Manufacturing Commercial Operations plugin** List of all the plugins that are installed with Manufacturing Commercial Operations plugin. **Support multiple line items on a case to track requests on the Business Portal** Capture and track requests for multiple items on the Business Portal. Case line items, case tasks, and case line tasks all appear on the case page. **Enable copy of catalog items from Service Catalog to Remote Catalog in Service Exchange** Eliminate duplication effort in Remote Catalog creation and maintenance, by enabling the copying of standard portal catalog items. This process eliminates the need to manually recreate Service Catalog items in the Service Exchange Remote Catalog. **View products from the catalog and place orders directly through the Sales CRM self-service portal** Enable B2B customers to configure products and place orders via an uptake of the Sales Customer Relationship Management self-service order placement portal.
Mastercard Spoke	**Mastercard Spoke actions** The following Mastercard Spoke actions were built for Mastercom Extended: • Attach Document by Case ID - Extended • Attach Documents by Claim ID and Event ID - Extended • Check Document Details - Extended • Create a Report - Extended • Create Chargeback Reversal - Extended • Create Claim - Extended • Create Pre-Arbitration/Arbitration Case - Extended • Create Pre-Compliance/Compliance Case - Extended • Initiate a Dispute by Claim ID - Extended • Look up Case Details by ID - Extended • Look up Claim Details by ID Request Builder - Extended • Look up Claim Details by ID Response Parser - Extended • Look up Claim Details Request Builder - Extended • Look up Claim Details Response Parser - Extended • Look up Claims in a Queue by ID Stream - Extended

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Application or feature	Details
	• Look up Completed Report - Extended • Look up Processed Documents by Case ID Request Builder - Extended • Look up Processed Documents by Case ID Response Parser - Extended • Look up Processed Documents by Document Completed ID Request Builder - Extended • Look up Processed Documents by Document Completed ID Response Parser - Extended • Look up Queue by ID - Extended • Look up Queues Stream - Extended • Look up Report Fields - Extended • Look up Report Fields Stream - Extended • Look up Report Status - Extended • Look up Reports Stream - Extended • Look up Statuses for Documents Associated with Cases - Extended • Look up Transactions Request Builder - Extended • Look up Transactions Response Parser - Extended • Update Pre-Arbitration/Arbitration Case - Extended • Update Pre-Compliance/Compliance Case - Extended • Update Representment by Claim ID and Event ID - Extended • Upload Documents - Extended
Mentoring	**Snapshot of preferences** Store a Mentoring snapshot of all overlapping preferences at the time of relationship acceptance by the mentor. **Mentor match insights** Mentees and Mentors can view suggested matches based on their enrolled preferences or skills.
Mobile Platform	**Now Assist Context Menu** Write and edit text natively from within your mobile app using the Now Assist Context Menu. Refine your selected text by asking Now Assist to shorten it, make it more elaborate, or change the tone, and so on. Now Assist Context Menu is supported for the Task Summarization skill for input form screens. **Single instance login**

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Application or feature	Details
	Customers with a single instance can bypass the instance selection page and navigate users directly to the login screen. This process shortens the login process. **Display a customized page before user login** Configure your own branded landing page to appear before users log in to their ServiceNow mobile apps. The branded landing page can contain a login button or deep link that redirects users to an area of a ServiceNow mobile app. For example, a municipality can add a button to open a ticket, which navigates the user to complete a record in the Now Mobile® app. This feature is available to customers using a single instance, and is supported for both Mobile Publishing apps. **Define attachment sources available to users** Control the types of attachments used from a phone's gallery, camera, or file system. This capability confirms that images can't be reused or are AI-generated images. This feature is supported for all attachment locations, including: activity stream, functions with type "attachment", input form screen with field type "attachment", Mobile App Bridge, and Cabrillo JS uploads. **Add annotations to uploaded images** Edit and annotate uploaded images within ServiceNow mobile apps. Markup options include adding text, drawing, and highlighting areas. This feature is supported for all attachment locations, including: activity stream, functions with type "attachments", input form screen with field type "attachment", Mobile App Bridge, and Cabrillo JS uploads. **Mobile App Builder live mobile previews** See your mobile content change in real-time with live previews for most mobile components. The mobile interface changes according to what component you have selected, and updates when you add, change, or remove UI-based elements. **Web to mobile AI card creation** Use Now Assist to create a new mobile card for use on a record screen created using the Web to Mobile functionality. Now Assist will automatically choose the optimal card template and map the most relevant table fields from the selected web form view. **Agentic AI in Mobile Virtual Agent** Use AI agents in your mobile app to boost live agent productivity. AI agents handle tasks from automated responses to complex problem-solving with human-like intelligence.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Now Assist in the Virtual Agent mobile client Mobile Virtual Agent>
Use the following enhancement added to Virtual Agent:
• Enhanced chat offers a more robust conversational experience. Check the status of previous and on-going chats with the chat history button and view Now Assist's responses with streamlined in-line citations. Enhanced chat also allows you to use your custom mobile search configuration to launch the standard search results page from within enhanced chat.
• Use Now Assist's people match function to search for information about a specific employee.
• Now Assist can now suggest follow-up actions for your queries using the next best action feature.
• Updated UI for choice list pickers and other actions for improved usability.
• Added multi-language support.</td></tr>
<tr><td>Next Experience</td><td>Fuzzy search results returned within the Unified Navigation menus
Find relevant search results even with shortened text by using the fuzzy results filter, which ranks results based on their similarity to your search query. Adjust the minimum accuracy score to help fine-tune filter behavior.
Customizing the Next Experience keyboard shortcuts
Assign specific actions to unique key combinations to quickly execute tasks. See the Accessibility information section for details.
Activity stream user preference available
Enable the activity stream to automatically expand all activities from within the Workspace user preference group.
Next Experience keyboard shortcuts
Use a new keyboard shortcut to open and close the Now Assist panel and another keyboard shortcut to enable Now Assist voice input mode.</td></tr>
<tr><td>Next Experience Components</td><td>Components<table><tr><th>Component</th><th>Description</th></tr><tr><td>Active call</td><td>Handles phone calls as part of the Interaction controls component (ICC). Manages call functions, including actions such as disconnect, mute, hold, record, and transfer.</td></tr></table></td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Component</th><th>Description</th></tr>
<tr><td>Animation</td><td>Places Lottie animations in Next Experience pages or components created in UI Builder.</td></tr>
<tr><td>Dialpad</td><td>Dial a phone number in Workspace.</td></tr>
<tr><td>Feedback</td><td>Captures detailed feedback from users for AI products or skills through a series of pre-determined options or free-text responses.</td></tr>
<tr><td>Filter group</td><td>Groups up to 3 filter components into a single container with configurable Apply, Clear, and Reset buttons that apply to all filters in the group.</td></tr>
<tr><td>Flyout menu</td><td>Menu that organizes multiple levels of options within a hierarchical structure.</td></tr>
<tr><td>Knowledge view</td><td>Embeddable container that renders a Next Experience Knowledge article view.</td></tr>
<tr><td>Loader custom</td><td>Renders custom animations with an optional progress bar and label.</td></tr>
<tr><td>Skeleton loader</td><td>Decorative placeholder for generated content.</td></tr>
</table>
</td></tr>
<tr><td>Notifications</td><td>Email notifications dashboard
Use the new notifications dashboard with key metrics. This dashboard is available to administrators by default. You can configure this dashboard to enable access to other users.</td></tr>
<tr><td>Notify</td><td>Deny-Unless ACL
Enhance the security of Notify tables by restricting access for non-authenticated users through Deny ACLs.
Enhanced security for client-callable script includes
Enhanced security for all client-callable script includes by introducing the ability to switch off the sandbox mode, providing greater control and protection against unauthorized script execution for Notify tables.</td></tr>
<tr><td>Now Assist</td><td>Yokohama Patch 10
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.
Yokohama Patch 8</td></tr>
</table>

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Application or feature	Details
	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) Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case. **Yokohama Patch 6** **Manage large language models** Choose and update your preferred large language model (LLM) provider at the instance, skill or skill group level for Now Assist out-of-box skills with ServiceNow® third-party model strategy. Deactivate skills that are not compliant with any of the LLM providers and access the audit history to view updates by the AI steward. **Configure multilingual service for Now Assist applications** Manage the default and supported languages by the different LLM providers under Multilingual service for translation. Access the citations to the articles referenced from the knowledge base. Explore references and insert the suggested reply to your email. **Now Assist Guardian supports third-party LLMs** Extend guardrail support to third-party LLMs, such as Amazon Bedrock, Google Cloud (AI Studio and Vertex), and OpenAI to ensure 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 Now Assist custom skill beyond default value 1000 to support dynamic pricing based on output tokens and calculate the price for each skill executed per assist.

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Application or feature	Details
	Yokohama Patch 3 **Exploring Now Assist** Access the Now Assist skills through an identifier tab on the Now Assist Admin console, and find the associated workflows. Navigate to your skills by using the intuitive list or grid view. The skill details are displayed, which means that you don't have to make additional selections. Access the Data privacy section under Now Assist Admin settings. View and edit the data privacy policies that apply to your Now Assist skills. **Accessing the external content in Now Assist panel Q&A capability** Get relevant answers to your questions from external content sources, such as Microsoft SharePoint, Google Drive, and Confluence Cloud, within the Now Assist panel, without manual indexing. Each response shows the source of information to reference later. **Enhanced log visibility** • Access the Generative AI Metric table [sys_generative_ai_metric] to gain insights into the guardian logs and determine if they are for monitoring only or for both logging and blocking. Each guardrail shows its status value as Monitor, Block, or Off, to help administrators to manage their security policies. • View the logs of masking that involve personal identifiable information (PII) in the Generative AI Metric table [sys_generative_ai_metric]. You can identify which data is masked, the type of request, system response, processing time, errors, or error codes. Define the output field destination so that you can select any multi-line text field from the base table You can customize incident forms and improve the usability of the resolution notes generation skill. Enable requesters to extract information from emails and email attachments to generate tasks. This email-to-task agentic workflow effectively addresses the challenge of task creation from emails. **Identify and review duplicate Knowledge articles** Identify duplicate Knowledge articles by using Now Assist capabilities. You can review the list and deselect articles that you don’t consider to be duplicates. **Streaming responses** Enable streaming responses on the Now Assist panel. Only synthesized responses are streamed.

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Application or feature	Details
	Multiple Now Assist panels Create separate, independent Now Assist panels that work across Next Experience and ServiceNow® Studio app shells. **Create Now Assist context Menu configuration** Create a Now Assist context menu configuration for a streamlined custom skill deployment process with the help of a guided setup. **Yokohama Patch 1** **Now Assist Guardian analytics** Monitor the performance of offensive content and prompt injections guardrails with the help of the Now Assist Guardian analytics dashboard. **Configuring Now Assist settings and features** For custom skills, explore an additional display option in the form of **Conversational experiences**. You can select Now Assist Virtual Agent to assist you with the display. Create and activate a Now Assist skill copy, and have both the original skill and its copy to remain active simultaneously. **Now Assist Context Menu usage dashboard** View and monitor the use of the Now Assist context menu across the different applications. Gain insights into the usage patterns, frequency, and effectiveness of the context menu actions with the Now Assist context menu usage dashboard. **Customizing ServiceNow skills in the Now Assist Skill Kit to tailor skills to meet your specific business requirements.** Clone the skills provided by ServiceNow in Now Assist applications by using the Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. By editing the prompt, you can choose the additional inputs to be considered by the large language model (LLM) and arrange the formatting and content of the LLM response. After the skill is edited, you can activate the edited skill in the Now Assist Admin console to enable it. **Enabling the voice input for the Now Assist panel** Enable the Voice Input setting for the Now Assist panel in the Now Assist Admin console. This setting gives users a voice-to-text input option to access the skills in the Now Assist panel in any supported language. After it's enabled, the option is available in individual user accessibility preferences. **Setting your data overflow processing preferences to control your data** Set your data overflow processing preferences to control your data. By default, all Now Assist network traffic is

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Application or feature	Details
	managed within ServiceNow datacenters, but during periods of high traffic, the traffic is burst to Microsoft Azure datacenters. You can choose whether you want to opt out of cloud bursting from the Now Assist Admin console data overflow processing settings. **Using multi-turn Q&A in the Now Assist panel** Ask questions and get relevant answers directly in the Now Assist panel. The system remembers your previous questions for effortless follow-ups and pulls answers from multiple sources to give you the best results. You can select the source name in the response to access the full Knowledge article for more details. **Using dashboard and visualization export in the Now Assist panel** Export Platform Analytics dashboards and data visualizations through conversations. You can select from several output formats, and download or email the files. **Summarize records with the Now Assist context menu** Generate summaries by using the Now Assist context menu for the Core UI and Workspace. You can also expand or collapse the summary card, regenerate the summary, copy and share the summary, or provide feedback. **Email recommendations using the Now Assist context menu** Select and choose the tone of your content with the change tone feature. You can select from the elaborate, shorten, casual, formal, or sympathetic tone.
Now Assist AI agents	**Yokohama Patch 11** **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. **Configuring Now Assist AI agents**

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Application or feature	Details
	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. **Configure email notification alerts for AI agent and agentic workflow executions**

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Application or feature	Details
	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. **Yokohama Patch 6** **AI Agent Studio** View and troubleshoot the agentic workflow and AI agent executions on AI Agent Studio. **Configuring Now Assist AI agents - Dynamic Orchestrator** Maps the right 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 now contains a new option called **Custom**. With Custom output transformation strategy, a **Transformation Instructions** field with a text area is enabled for the user to provide their specific instructions for refining the output as per the agentic workflow. The instructions will also ensure that the transformation is done as per the user's need. **Configuring Now Assist AI agents - AI Agent Background Channel** Invoke the agentic conversations from the Workspace or Core UI via the AI Agent Background channel, that is

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Application or feature	Details

	associated with the AI Agent Background Provider, to execute the AI agents and agentic workflows.
	
	Configuring 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 do not reach out to the user during fallback but send the execution output to the user.
	
	Yokohama Patch 3
	
	Select Virtual Agent as a display option for AI agents
	
	Choose to display AI agent output in Virtual Agent. You can also discover AI agents in Virtual Agent conversations.
	
	Disable citations in AI Agent Studio
	
	Disable citations for specific agentic workflows or AI agents in AI Agent Studio where citations are not required or involve confidential information.
	
	Create an AI agent
	
	• **Long term memory**: Add or delete categories for AI agents to store and retrieve memories.
	• Additional tools available while creating an AI agent.
	  ○ Knowledge graph
	  ○ File retrieval
	
	Evaluate agentic workflows and AI agents
	
	In Now Assist Skill Kit, you can execute evaluation runs for your agentic workflows. You can select evaluation plans and the execution log datasets to judge whether your agentic workflows are consistently completing tasks and using the correct tools.
	
	Yokohama Patch 1
	
	Create an AI agent
	
	Create an AI agent to assist your live agents while resolving cases, incidents, or tasks:
	• Create AI agents to gather data, make decisions, and complete tasks that would otherwise need to be done by a human.
	• Add one of the following tools or information sources for the AI agent to execute:
	  ○ Catalog item
	  ○ Conversational topic

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Application or feature	Details
	○ Flow action ○ Now Assist skill ○ Record operation ○ Script ○ Search retrieval ○ Subflow ○ Web search **Create an agentic workflow** Create an agentic workflow with an execution plan to solve complex tasks with Now Assist. You can also do the following tasks: • Clone an existing agentic workflow to avoid manual configuration. • Create triggers when creating an agentic workflow that calls the AI agent when a condition or objective is observed. • Test an agentic workflow before execution. • Resolve record-based cases with AI agents. **Enable Now Assist Guardian in AI agents** Enable Now Assist Guardian in AI agents to automatically identify and block offensive messages that are sent by human agents. **Multiple conversations in Now Assist AI agents** Enable live agents to interact with multiple AI agent conversations through the Now Assist panel. **AI Agent Analytics dashboard** Analyze the performance, efficiency gain, and usage of AI agents through preconfigured dashboards.
Now Assist Analytics	**Yokohama Patch 1** **Usage and adoption** Monitor key usage and adoption indicators of your Now Assist implementation. **Custom skill details** View usage and performance indicators of custom skills from the predefined custom skills dashboard page. **Now Assist Guardian analytics** Monitor the performance of guardrails enabled through Now Assist Guardian. **User search analyzer**

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Application or feature	Details
	Gain insights into the search performance in Now Assist self-service experiences like Now Assist in Virtual Agent. **Now Assist context menu analytics**. Monitor the usage and performance of Now Assist context menu actions. **Now Assist value insights** Track the estimated efficiency and productivity gains enabled through Now Assist.
Now Assist Skill Kit	**Yokohama Patch 6** **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. **Customize ServiceNow skills in Now Assist Skill Kit to tailor skills to meet your specific business requirements.** Eligible skills provided in ServiceNow Now Assist applications can be cloned in Now Assist Skill Kit so that you can edit the prompt or change the AI service provider. Editing the prompt enables you to arrange the formatting and content of the large language model (LLM) response. After the skill is edited, activate the edited skill in the Now Assist Admin console to enable it. **Add and manage tools visually in the new Tools editor, including decision branching, to execute different tools for your skill.** Adding decision branches between tools enables you to define the conditions that must be met for a tool to run. If no conditions are met, the default branch's step is executed.
Now Assist for App Engine	**Yokohama Patch 3** **Create an AI agent** Create a custom AI agent in AI Agent Studio to assist your application users with their tasks. **Create a skill**

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Application or feature	Details
	Create a custom skill for Now Assist, enabling you to have greater flexibility with the generative AI capabilities available on the ServiceNow AI Platform.
Now Assist for Collaborative Work Management	**Generate tasks from Docs in Collaborative Work Management (CWM)** Help increase efficiency and save time by using Now Assist to automatically generate CWM Tasks for your Board. Using the information in your doc, Now Assist provides task recommendations. You can choose to refine or modify these recommendations. You can iterate multiple times to tweak the task recommendations according to your requirements. After you're satisfied with the recommendations, Now Assist can help you add these tasks to a board of your choice. **Summarize and paraphrase Docs content** Use Now Assist capabilities to refine selected content in docs, or to get a summary of the whole document. • Summarize, elaborate, or shorten selected text. • Summarize the entire content on the page.
Now Assist for Configuration Management Database (CMDB)	**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 Yokohama Patch 11): 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. **Preview deduplication template results** While you're working in the manage duplicate CIs skill, select **Review existing templates** to help you to decide which deduplication template to apply. Now Assist generates a summary of the results of applying a template without actually running the remediation process. You can preview the results for any existing template. When you see the desired result in a preview,

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Application or feature	Details
	you can specify that template and proceed with the deduplication process.
Now Assist for Creator	**Yokohama Patch 11** **Build Agent, an autonomous AI agent for ServiceNow application development** 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. **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. **Yokohama Patch 6** **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. **Note:** Additional AI model providers are supported for the following Now Assist for Creator skills: • App generation • App summarization • Catalog item generation • Code generation • Flow generation • Flow summarization • Playbook generation • Process Mining • RPA bot generation • Spoke generation • Test generation **Yokohama Patch 3**

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Application or feature	Details
	Add columns to existing tables with Now Assist for app generation Add columns to existing tables in Now Assist for app generation. **Add flows in Now Assist for app generation** Create a flow when creating an application in Now Assist for app generation. Enhance an existing application by adding a flow. **Add workspaces in Now Assist for app generation** Create a workspace when creating an application in Now Assist for app generation. Enhance an existing application by adding a workspace. **Configure an event handler with Now Assist** Use Now Assist in UI Builder to configure event handlers. At present, you can configure links to a destination, open or close modals, and view load requested event handlers using Now Assist in UI Builder. **Create a flow or subflow from an image** Create a flow or a subflow from an image by using Now Assist. Capture the detailed process in an image and attach the image to Workflow Studio. Now Assist generates a preview of the flow that you can modify and regenerate. **Enable Code Explain and Summarize** Support Code Explain and Code Summarize features with the Now LLM Service. Ensure compliance with any regional restrictions and help APAC users who may face limitations with US-based models. **Summarize client scripts** Use client script summary generation to get both a high-level summary and a detailed explanation of the client scripts. **Summarize a flow or subflow** Summarize what a flow or subflow does by using generative AI. **Support additional components in the RPA Bot generation skill** Support 97 additional components with Now Assist for RPA Hub. **Support Retrieval Augmented Generation (RAG) with playbook generation** Generate playbooks from inputs that refer to custom actions, flows, subflows, content from installed spokes, or activity definitions. Include the names of commonly used and recently published actions, subflows, flows, and activity definitions that are available on your instance in your playbook generation requests. **Time out long running app summaries**

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Application or feature	Details
	Time out app summary generation after two minutes. **Use the Now LLM Service with Now Assist for app generation** Choose Now LLM Service or OpenAI GPT-4o to ensure compliance with any regional restrictions. This feature is helpful for APAC users who may face limitations with US-based models, such as GPT-4.0. **Yokohama Patch 1** **Create applications in ServiceNow Studio by using Now Assist with the guided app creator role** Enable your users with the guided app creator role (in addition to users with the admin role) to create applications with the Now Assist for app generation skill. **Create and edit automations and activities and extend automation logic flow in RPA Desktop Design Studio by using Now Assist** Use the Robotic Process Automation (RPA) bot generation skill in RPA Desktop Design Studio to create and edit automations and activities through short text instructions and preview options. This feature helps you to accelerate automation development because new and existing users can develop and build faster automations. Enhance the automation logic by using the **Build automation** option, starting from components or from an empty design surface that is based on text instructions. **Summarize an app in ServiceNow Studio** Use the new Now Assist for app summary generation skill to quickly generate a summary of an app. You can then copy the summary to the app description, and then use the summaries to find duplicate or redundant apps. **Generate and edit automated tests faster by using the Test generation skill** Use the new Test generation skill to generate automated tests faster by simply describing your test requirements. Review the generated test, make edits directly, or refine your original prompt to generate a revised version of the test.
Now Assist for Customer Service Management (CSM)	**Yokohama Patch 11** **Enabled the is_template property** Enabled the is_template property for all Now Assist skills to ensure consistent cloning. Added the ability to clone any base system GenAI skill and customize it in the Now Assist Skill Kit (NASK) to reduce setup time and simplify skill modification. Applies to all Now Assist for CSM skills. **Access Sentiment analysis dashboard in Core UI** Defined the navigation path in Sentiment Analysis dashboard in the Core UI interface to make it easier

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Application or feature	Details
	for users to locate and access sentiment analysis data without searching through multiple menus. **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 drill down into 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 interaction. **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. **Yokohama Patch 6** **Triage cases agentic workflow security directives** Implement security on AI agents and agentic workflows through ACLs and user identities. **Now Assist for CSM Gen AI security directives** Implement security in Now Assist for CSM skills through ACLs and user identities. Yokohama Patch 3 **Sentiment analysis on a case** Make informed decisions on cases that are based on your requester's sentiment and the reasoning behind it. You can update the sentiment when new comments or

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Application or feature	Details
	emails from your customers come in to ensure that the sentiment is always up to date. **Sentiment analysis on an account** Track the sentiment of a business-to-business account and analyze it by using various filters and sorting dashboards. You can get the right insights and reduce the number of escalated cases. **Suggested steps in Recommended Actions** Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps. **Support for conversational subflows and actions in the Now Assist panel** Use natural language to describe your intent to trigger a subflow or action. This feature helps to improve your agent productivity and enables them to accomplish everything in one place within the Now Assist panel. **External web content in Q&A Genius Results** Provide the support for your public web content so that your requesters can use search queries in both standard search and conversational search. You can also see whether the content is internal or external, with direct links to the source. **Troubleshooting steps identification AI agent** Gather context from cases, identify missed fixes, and troubleshoot potential solutions by using the Troubleshooting steps identification AI agent. Yokohama Patch 1 **Triage cases AI agents use case** Use the Triage cases AI agents use case to improve agent productivity through faster assessment. **Available AI agents use case** AI agent use case: Triage cases Description: Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer satisfaction and reduces resolution times. Yokohama Early Availability

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Application or feature	Details
	Conversational search in the Now Assist panel with results from knowledge articles Ask questions directly within the Now Assist panel. If the answer is found in the knowledge bases (KBs), the answer is shown with the source information. If the answer isn't available in the KB search, you're redirected to the global search experience for further assistance. **Now Assist in Virtual Agent-Scheduling Assistant via GenAI** Use the enhanced scheduling assistant with Now LLM Service capabilities to make it more conversational, enabling users to easily schedule, reschedule, and cancel appointments. **Now Assist in portal case form** Guide requesters through a self-service flow to find solutions to their problems by using Genius Results. You can reduce the number of cases created and decrease the effort required by your agents to close open cases.
Now Assist for Enterprise Architecture (EA)	**Yokohama Patch 1** **Using Enterprise Architecture Diagramming AI agent** Use the Enterprise architecture diagrams AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them. **Yokohama Early Availability** **Now Assist for Enterprise Architecture (EA)** • Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision. • Register a business application and a digital integration with an interactive generative AI experience using Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA).
Now Assist for Field Service Management (FSM)	**Yokohama Patch 6** **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.

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Application or feature	Details
	Yokohama Patch 3 **Create an Assistant for Field Service Management to do the following:** • Initiate the Now Assist panel from a work order task record or the **My tasks** tab. • Provide technicians with a consistent and intuitive interface for quick and effortless interaction. • Display a summary of work order tasks. **Use conversational search for technician support to do the following:** • Enable technicians to ask questions in natural language for quick and clear answers. • Enable technicians to receive accurate and reliable responses sourced exclusively from the Knowledge Base. • Provide technicians with context-aware follow-ups, including related parts or steps, for better support.
Now Assist for Financial Services Operations (FSO)	**Yokohama Patch 11** **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. **Yokohama Patch 6** **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. **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. **Yokohama Patch 3** **Using agentic workflows in Now Assist for Financial Services Operations (FSO)** Resolve disputes that are flagged as friendly fraud with comprehensive guidance from the friendly fraud AI agent. Leverage the AI agent's step-by-step recommendations

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Application or feature	Details
	and detailed responses to explain the decisions made regarding disputes. Based on the AI agent recommendations, issue credit to customers, decline disputes, or initiate an exception process. **Yokohama Patch 1** **Disputes intake via Virtual Agent** Provide an intuitive dialog-based channel experience for your customers to submit details on a dispute case. The dispute intake via Virtual Agent leverages questions that are required by the card processing networks. Now LLM Service rephrases these questions in a conversational format and infers the answers for the unanswered questions from customer responses.
Now Assist for HR Service Delivery (HRSD)	Yokohama Patch 6 **Resolve HR cases agentic workflow** Generate a step-wise fulfillment plan 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. **Growth Conversations agentic workflow** Use the new growth conversations workflow to streamline your employee growth discussions in 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. **Generate a knowledge article from HR Agent Workspace with Now Assist** Create a copy of the KB generation skill to create custom templates that are based on your organization's requirements. When a skill copy is activated, the main skill is automatically deactivated. **Generate an email reply recommendation by using Now Assist for HR Service Delivery (HRSD)** View the list of KB articles, related records, and current records that are used to generate email reply recommendations. **Generate onboarding ramp-up plan agentic workflow** Simplify employee onboarding with AI agents that gather inputs, structure tasks, enable manager review, and deliver personalized onboarding plans. Yokohama Patch 3 **Resolve HR cases agentic workflow**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Use the Resolve noncritical HR cases agentic workflow for faster mean time to repair (MTTR) cases, automate the resolution of routine employee inquiries, and reduce the costs for HR operations organizers.

Available agentic workflows

<table>
<tr><th>Agentic workflow</th><th>Description</th></tr>
<tr><td>Resolve noncritical HR cases</td><td>AI agents detect criticality and retrieve relevant knowledge-based responses to automate the resolution of employee queries.</td></tr>
</table>

Access knowledge from internal and external content sources

Find reliable answers to HR management queries from multiple data sources, including the research and articles from The Josh Bersin Company, with attribution to each source.

Override sensitivity detection false positives

Proceed with the interaction when the virtual agent incorrectly identifies a phrase as containing sensitive information.

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

Yokohama Patch 1

Help resolve tuition requests agentic workflow for Now Assist for HRSD

Use the Resolve policy use case for faster mean time to repair (MTTR) cases that require validation that is based on the policies that are built for tuition reimbursement.
</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Available AI agents use case

<table>
<tr><th>AI agent use case</th><th>Description</th></tr>
<tr><td>Resolve policy for tuition reimbursement</td><td>AI agents resolve tuition reimbursement requests by connecting to various parties (for example, the manager for approval) and resolving the case, while keeping the human agent in the loop.</td></tr>
</table>

Yokohama Early Availability

Now Assist for HRSD Virtual Agent topics

Use the Now Assist for HR Service Delivery (HRSD) Virtual Agent topics to place employee requests in the HCM system. Examples of requests are when an employee requests time off or updates their personal details.

Use Knowledge Graph in Now Assist for HRSD

Create and manage personalized knowledge models as Knowledge Graph schemas that are represented as nodes, edges, and their properties. Virtual Agent uses the assigned Knowledge Graph schema to resolve employee requests and queries.

Create a journey using Now Assist

Create Journey Accelerator plans by entering prompts to Virtual Agent without having to manually create lists and forms.

</td></tr>
<tr><td>Now Assist for Hardware Asset Management (HAM)</td><td>

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.

Yokohama Patch 6

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.

</td></tr>
</table>

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Application or feature	Details
	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. Yokohama Patch 4 **Optimize hardware asset sourcing with the suite of AI agents** Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.
Now Assist for IT Operations Management (ITOM)	**Yokohama Patch 11** **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. **Yokohama Patch 6** **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.

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Application or feature	Details
	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 you have all the insights needed to make informed decision before 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. **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. **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. **Yokohama Patch 3** **Analyze alert impact agentic workflow** Analyze the impact of alerts and identify the possible causes with the Analyze alert impact agentic workflow. The workflow interacts with observability tools, such as Kentik and New Relic, to surface alert details and provide insights. **Now Assist for IT Operations Management (ITOM) Triage and analyze alert agentic workflow** Automatically assign, acknowledge, and summarize the alerts, determine their significance through history analysis, and analyze the related incidents. Initiate multiple parallel processes to triage and analyze the different alerts.

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Application or feature	Details
Now Assist for IT Service Management (ITSM)	**Yokohama Patch 11** **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. **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**

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Application or feature	Details
	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. **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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Application or feature	Details
	can edit the AI-generated draft as needed, then publish and share via link or PDF download. **Yokohama Patch 6** **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. **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. **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. **Editing prompts using the Now Assist skill kit** As an admin, you can clone the following skills, then access the skill in the Now Assist skill kit, and update the prompts: • Resolution notes generation skill • Knowledge article generation skill • Incident summarization skill **Prompt inputs for Major incident email content recommendation** Use related tables and fields as prompt inputs to generate a Major incident email content recommendation.

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Application or feature	Details
	Yokohama Patch 3 **Using IT Service Management AI agent collection** Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks. **Available agentic workflows** **Agentic workflows** / **Description** Triage and categorize ITSM incidents — Identify the category, subcategory, and configuration item for an incident automatically, and link associated major incidents or known problems. Investigate and resolve ITSM incidents — Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident. Manage Microsoft 365 group members — Add or remove groups and email distribution lists from the Microsoft 365 group. **IT Service Management AI agent collection Generate change request plans agentic workflow** Use the following additional AI agents to handle change requests. **AI agent** / **Description** Change risk and impact analysis AI agent — Analyzes the potential risk and impact of a change request. Change justification proposal AI agent — Proposes justification for a change request. **Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)**

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Application or feature	Details
	Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response. **Generate comments and work notes using the Now Assist context menu** Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel. **Incident sentiment and sentiment trend** Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them. **Suggested steps generation in Now Assist for IT Service Management (ITSM)** Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents. **Summarizing attachments in the Incident summarization skill** Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill. **Yokohama Patch 1** **Using IT Service Management AI agent collection** Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks. **Available AI agent use cases** AI agent use case: Generate post incident reviews Description: Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages.

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Application or feature	Details

AI agent use case	Description
	Important: To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.
Generate change request plans	Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively.
Categorize incidents	Autonomously recommend incident categorization using AI agents. The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based on callers associated with that item.
Notify users with Twilio	Send text messages via SMS to recipients manually using AI agents to help improve the time required for subject matter expert response.

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Application or feature	Details

AI agent use case	Description
	Important: To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

Yokohama Early Availability

Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)

Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.

Customizing a Now Assist for IT Service Management (ITSM) change risk skill

Efficiently explain the risk of a change request by adding custom input fields to the following input tables:

- Change request
- Past similar change request
- Incident caused by change

Refining a change risk explanation response

Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).

Risk Assessment as input to calculate a change risk

Use risk assessment values as an input to explain the risk of a change request.

Generating an email response by using Now Assist for IT Service Management (ITSM)

Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).

Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent

Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.

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Application or feature	Details
Now Assist for Legal Service Delivery (LSD)	**Yokohama Patch 11** **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 Yokohama Patch 11): 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. **Yokohama Patch 6** **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 Order Management	**Enable the manage order operations agent in the Business Portal** Activate the manage order operations agent so that you can make it 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:

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

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 prevent delays and help ensure timely fulfilment.

</td></tr>
<tr><td>Now Assist for Sales Force Automation (SFA)</td><td>
Yokohama Patch 11Use 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
<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

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Lead outreach AI agent
Inbound email AI agent
Appointment management AI agent
Lead disinterest AI agent

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<tr><td></td><td>
<table>
<tr><th>Workflow name</th><th>Description</th><th>Available AI agents</th></tr>
<tr><td></td><td>sales agent availability.
• Manages the leads who want to opt out or uninterested.</td><td></td></tr>
</table>
</td></tr>
<tr><td>Now Assist for Security Incident Response</td><td>

Yokohama Patch 11

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 will not 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.

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 Yokohama Patch 11): 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.

Generate a quality assessment report

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.

Yokohama Patch 6

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

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Application or feature	Details
	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. **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. **Yokohama Patch 3** **Using AI agentic workflows in Now Assist for Security Incident Response** The Analyze security operations metrics agentic workflow enables 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 are not 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 Security incident resolution agentic workflow** Use the Security incident resolution agentic workflow to close your security incidents. Analysts can chat with the 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. **Yokohama Patch 1** **Using Security Incident Response AI agents** Yokohama Patch 1: Use the Close security incident use case to close your security incidents: • Analysts can chat with the AI agents in natural language to close the security incidents. The AI agent can cancel the associated response tasks, generate resolution notes, close code, or close notes and post incident analysis (PIA) during incident closure. Analysts can provide feedback on the content and the AI agent can refine the content based on the feedback. • Analysts can also close false positive security incidents with minimal user intervention. **Yokohama Early Availability** • Generate correlation insights Generate correlation insights to connect current security incidents to past events. You can identify the affected users, configuration items (CI)s, or observables (IP addresses and file hashes) from existing incidents and records to help you more quickly triage your new security incidents. Correlation insights are supported in Workspace, the Core UI, and from the Now Assist panel. • Enhancements to closure (resolution) notes and post incident analysis generation Generate resolution notes from the Close the security incident modal or the Now Assist context menu on a security incident record (SIR). You can also generate resolution notes from the Now Assist panel. If you choose the Now Assist context menu, you have the following options to help you refine the generated text: ○ **Shorten**: Select the text to remove details. ○ **Elaborate**: Generate more details about the context of a security incident. **Note:** Generating resolution notes is supported in Workspace and Core UI. Generating a post incident analysis is supported from the Close the security incident modal in Workspace.
Now Assist for Software Asset Management (SAM)	**Yokohama Patch 13** **Benefit with an integrated troubleshooting experience for SaaS applications by resolving common issues using automated guidance**

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Application or feature	Details
	Use generative AI to troubleshoot SaaS integrations with automated guidance and recommendations. By following the resolution guidance, you can significantly reduce downtime, lower the mean time to resolution (MTTR), and resolve complex SaaS issues without deep technical intervention. **Improve accuracy and productivity by extracting licensing data from contracts and generating software entitlements** Leverage generative AI to upload contract documents and automatically extract licensing data, generating software entitlements. You can review and refine the entitlements prior to finalization. The entitlements are created and linked to the contract records, ensuring a streamlined and accurate process. **Yokohama Patch 11** **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. **Yokohama Patch 6** **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 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 sourcing of software assets 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 automatically create reclamation rules for installed or subscription-based software, reducing the need for manual analysis of product usage and expenditure. 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 reclamation of removal candidate for an installed or subscription-based software. The AI agent evaluates software removal candidates

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Application or feature	Details
	and provides suggestions for reclamation, based on intelligent checks that help ensure safe removal. **Yokohama Patch 3** **Gain insights into product compliance and optimization with AI-powered product summaries** Get comprehensive product summaries to better understand your product compliance position across software deployment, license compliance, optimization, and configuration health. The AI-based product summaries simplify the complexity of license management and ensure adherence to publisher contracts. **Use AI-powered recommended actions to mitigate your license compliance risk** Use recommended actions to guide you through the appropriate steps to achieve compliance. Take actionable steps to address any configuration, maintenance, or optimization issues and gain faster compliance. **Yokohama Early Availability** **Gain insights into your publisher license compliance by using Now Assist for SAM** Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries that cover software deployment, license compliance, optimization, and configuration health enable you to understand the publisher license compliance details.
Now Assist for Source-to-Pay Operations	**Now Assist for Sourcing and Procurement Operations (SPO)** Now Assist for SPO includes an agentic workflow that enhances conversational intake capabilities. This AI-powered agent team streamlines user inquiries to sourcing and procurement teams by gathering knowledge, clarifying requests, deflecting common questions, providing product information, and recommending the appropriate purchase plan. For more information, see Using agentic workflows in Now Assist for Sourcing and Procurement Operations. The following new skills are available in Now Assist for SPO: • Negotiation summarization for fulfillers: Summarize negotiations to keep fulfillers informed on their current status, progress, and action items. • Negotiation event summarization for fulfillers: Summarize negotiation events to keep fulfillers informed on their current status, progress, and action items. • Purchase order summarization for requesters: Summarize purchase orders to keep requesters

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Application or feature	Details
	informed about their current status, progress, and action items. • Purchase requisition summarization for requesters: Summarize purchase requisitions to keep requesters informed about their current status, progress, and action items. • Sourcing request summarization for requesters: Summarize sourcing requests to keep requesters informed about their current status, progress, and action items. **Now Assist for Supplier Lifecycle Operations (SLO)** Now Assist for SLO includes an agentic workflow to streamline the supplier onboarding process by automating supplier registration. AI agents automate the supplier onboarding process, including data validation, duplicate checking, task generation, and communication with suppliers, streamlining the entire process for faster time-to-activation. For more information, see . The following new skills are available in Now Assist for SLO: • Conversational intake for suppliers: Suppliers can request profile updates, submit cases, and track inquiry statuses through a conversational interface powered by AI. • Now Assist summarization panel: Case summaries are generated directly within the Now Assist Panel with no need to open individual case records. • Multilingual support for summarization: Case details are summarized in the user's preferred language, improving accessibility for global teams. **Now Assist for Accounts Payable Operations (APO)** With the Now Assist for APO application, AP fulfillers can leverage generative AI capabilities to chat with live agents, submit a request, and track its status. The ServiceNow® Now Assist experience brings generative AI powered purchase order line mapping feature designed to enhance matching accuracy and reducing manual intervention. Generate purchase order summarization using Now Assist skills powered by generative AI. Use agentic workflows in Accounts Payable Operations to resolve invoice inquiry cases raised by employees and suppliers. These workflows also help track associated invoice records efficiently. With an agentic workflow, you can process a high volume of invoice inquiries that come

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Application or feature	Details
	through email attachments to significantly reduce the workload of human 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.
Now Assist for Strategic Portfolio Management (SPM)	**Yokohama Patch 11** **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. **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. **Yokohama Patch 6**

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Application or feature	Details
	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. **Write planning item skill** • Use this skill to improve record quality and user satisfaction by enabling AI assistance in the Description field across all Strategic Planning Workspace forms, including product idea, demand, epic, project, capability, feature, and story. • Enable text refinement with the **Elaborate** and **Shorten** options on planning items to support product managers and agile team members in creating and editing content more effectively.
Now Assist for Telecommunications, Media and Technology (TMT)	**Yokohama Patch 11** **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. **Yokohama Patch 6** **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.

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Application or feature	Details
	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. **Yokohama Patch 3** **Monitor engagement health** Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected. **Analyze risk signals and recommend solutions** Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table. **Yokohama Patch 1** **Using Telecommunications, Media, and Technology AI agent collection** Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.

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Application or feature	Details
	Available AI agents agentic workflow **AI agent agentic workflow** / **Description** Test and repair telecom service issues / Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task. **Yokohama Early Availability** **Dynamic prompt configuration** Use the Now Assist for Telecommunications, Media and Technology (TMT) application to provide concise, context-driven summaries that are specific to each case. Your agents can ensure that critical case details are captured and can provide personalized and informed resolutions. **Enhanced test summarization** Use AI-generated test summaries that include the metric descriptions and contextual notes from cases. Your agents can focus on high-priority issues and make better informed decisions that enhance the product quality and performance. **Resolution notes generation** Generate resolution notes and then shorten or elaborate the content by using the Now Assist context menu in the resolution notes field of the case form in both the Core UI and Workspace. **Knowledge article generation** Select and gather insights and data from multiple similar cases to create an article by using Now Assist for TMT. Use the Now Assist icon (✨), which is accessible as an inline capability to create and refine Knowledge articles. **Account onboarding case summarization** Generate a concise account onboarding case summary that enables your agents to get a quick overview of the case details. **Engagement summarization** Generate a high-level summary with a list of the key items about an engagement. **Touchpoint summarization** Generate a quick summary of the various touchpoints in the engagement life cycle. Your agents can get a quick summary of all meetings and emails exchanged between the different stakeholders and any follow-up activities. **Transform mapping assist**

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Application or feature	Details
	While using the Service Exchange for a provider's application, use the Transform Mapping Assist feature to generate transform mappings between provider and consumer tables automatically. This skill enables you to streamline the transformation mapping process by reducing errors and improving overall efficiency.
Now Assist for Vulnerability Response	**Yokohama Patch 11** **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 will not 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. **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 Yokohama Patch 11): 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 Now Assist for Vulnerability Response in Security Posture Control** You have the option to use Now Assist to help you automatically complete some of the steps in the Connector builder in the Security Posture Control workspace. Use the Connector builder to create your own service graph connectors for Security Posture Control. **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. **Yokohama Patch 8**

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Application or feature	Details
	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. **Yokohama Patch 6** **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. **Suggest 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. **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. **Yokohama Patch 3** **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.

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Application or feature	Details
	• Identify assets with Common Vulnerabilities and Exposures (CVEs). • Determine the number of active vulnerability items (VITs) that correspond to CVEs. Create watch topics for VIT remediation. The Analyze vulnerability remediation status agentic workflow enables 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)	**Yokohama Patch 6** **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 AI agentic workflow to configure the map during bulk updates to Indoor Mapping. The Map Admin Agent 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.
Now Assist in AI Search	**Yokohama Patch 11** **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.

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Application or feature	Details
	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. **Yokohama Patch 6** **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. **Yokohama Early Availability** **AI Search Genius Results widget for record producers** Administrators can configure the AI Search Genius Results widget on record producers to enhance the user experience when creating an incident. The widget displays actionable Genius Result suggestions relevant to the user's incident description. Users can select from these Genius Result suggestions to address their own issues, or can continue with their incident submission if none of the suggestions resolve their problem.
Now Assist in Contract Management	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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**

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Application or feature	Details
	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 Yokohama Patch 11): 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. **Yokohama Patch 6** **Reviewing AI-extracted results in the playbook** 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**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
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 models (LLM) provider at 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.

Yokohama Patch 3

Manage contract repository agentic workflow

Use the Manage contract repository agentic workflow to improve productivity by autonomously creating milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.

Agentic workflows
<table>
<tr><th>Agentic workflows</th><th>Description</th></tr>
<tr><td>Manage contract repository</td><td>Uses AI agents to retrieve contract details such as renewal notice period, termination notice period, or auto-renewal clause information, and determine the average lead time for similar contracts to create contract milestone reminders for the notice period of contract renewals or the notice period for termination of contract renewals.</td></tr>
</table>
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<tr><td>Now Assist in Document Intelligence</td><td>
Yokohama Patch 13

Document and visual insights AI agent enhancements

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

Yokohama Patch 6

LLM selection for use cases

Configure a different LLM to generate predictions for extraction and Q&A use cases.

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. **Yokohama Patch 3** **Document and visual insights AI agent** Use an AI agent to help process the tasks that analyze and extract data from documents and images. **Full automation for document data extraction** Automatically extract the document data and process the document task without agent review. **Data extraction from accounts payable (AP) invoices** Extract data from invoices with Now Assist for APO. **Document chat in Virtual Agent** Integrate Now Assist for Virtual Agent with Now Assist in Document Intelligence to enable the chat responses that are based on the document content. **Attachment summarization in ITSM** View the summaries of attachments with the record summary in ITSM. **Early Availability** **Document extraction** Extract the data from documents by using LLMs to provide the recommended field values. **Document Q&A** Use generative AI to find the answers to the predefined questions in a document. **Setting up use cases for Now Assist in Document Intelligence** Set up Document Intelligence use cases to enable agents to use the document extraction and document Q&A skills.
Now Assist in Platform Analytics	**Yokohama Patch 11** **Gather insights, plan, and collaborate in the AI Data Explorer (January 2026)** 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: • Optional deeper level of analysis • Add a data visualization from an exploration to a dashboard • Share explorations with tagged users

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Application or feature	Details
	• 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	**Yokohama Patch 11**
	
	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.

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Application or feature	Details
	○ 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. 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

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Application or feature	Details
	• 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

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Application or feature	Details
	• 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

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Application or feature	Details
	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. **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.

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Application or feature	Details
	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. **Yokohama Patch 8** **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. **Yokohama Patch 6** **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 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. **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

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Application or feature	Details

	• Configure assistants by domain.
	
	• Now Assist in Virtual Agent assistants: By default, all global skill types are turned on in Now Assist Admin console.
	• Now Assist panel Platform assistant: By default, all global skill types, except for Catalog skill, are turned on in Now Assist Admin console.
	• Now Assist panel Developer assistant: By default, Now Assist Topic skill is turned on in Now Assist Admin console. No other skills are available for the Now Assist panel Developer assistant.
	
	Display your chat assistant on a portal, channel, or mobile app
	
	• Now Assist in Virtual Agent: For mobile search widgets, allow 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 resizable 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 allow 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 allow 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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Application or feature	Details

	• 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 web search fallback option and web search mode to allow 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 allow 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.
	Yokohama Patch 4
	Now Assist in Virtual Agent system properties
	Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.
	Yokohama Patch 3
	Use enhanced chat
	Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar.
	View inline citations
	View the expanded list of inline citations for standard and enhanced chat:
	• Catalog
	• Topic, subflows, or actions
	• Q&A Knowledge Base articles
	• External content connections

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Application or feature	Details
	Note: External content connections now include the following connection types: ○ Microsoft SharePoint ○ Confluence ○ Atlassian Jira Cloud ○ Google Drive ○ Microsoft Teams ○ Predefined web sources ○ ServiceNow® documentation ○ Slack • People **Note:** If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information. **Use suggested actions** View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header. **Stream enhanced chat responses** Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time. **Use language detection to automatically switch the conversational language for enhanced chat conversations** Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field. **Recognize the Boolean user input control during dynamic translation** Recognize the Boolean user input control in chat conversations during dynamic translation.

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Application or feature	Details
	Adjust Shorten responses toggle to impact Show more option in chat For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response. **Configuring assistants overview** In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants. Create a chat assistant • If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other. • Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants. • Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience. • Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant. Display your chat assistant on a portal, channel, or mobile app • Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat. Manage an assistant chat experience • Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in a chat.

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Application or feature	Details
	Review chat assistant settings • Document uploads appear as active if it's turned on when managing the chat experience. **Upload documents in a chat** Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary. **Now Assist in Virtual Agent system properties** Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams. **Web Search custom skill** Use the Web Search custom skill to query the internet for information using a third-party AI. The skill triggers when the LLM and AI Search cannot provide an answer. Both values are shown in the System Properties [sys_properties] table item *sn_nowassist_va.websearch_fallback_enabled*. Set a chosen definition (such as Perplexity) to `true` in the AI Search answers OneExtend capability along with its matching API in the Credentials list. You can set one definition and credential to true at any one time. **Yokohama Patch 1** **Stream chat responses** Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time. **Benefit from Knowledge Graph integration** Receive fewer Virtual Agent slot-fill questions during conversations whenever Knowledge Graph is activated. **Receive personalized synthesized response answers with Knowledge Graph integration** Discover more personalized conversational catalog, topic, subflows, or action responses and receive more personalized answers for Q&A Knowledge Base synthesized responses. Personalized responses may appear depending on whether the questions or requests sent to Virtual Agent trigger the Knowledge Graph user profile schema. These personalized responses are slot-filled based on the following table and column attributes:

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Application or feature	Details

	• sys_user table's columns:
	  ○ Name
	  ○ First name
	  ○ Last name
	  ○ Username
	  ○ Employee number
	  ○ Email
	  ○ Business phone
	  ○ Mobile phone
	  ○ Title
	  ○ Preferred language
	  ○ Time format
	  ○ Date format
	  ○ Time zone
	  ○ Zip code
	  ○ City
	  ○ State
	• cmn_location table's columns:
	  ○ City
	  ○ State
	  ○ Country
	• cmn_department table's column:
	  ○ Name
	  ○ Headcount
	• core_company table's column:
	  ○ Name
	• manager table's columns:
	  ○ Name
	  ○ First name
	  ○ Last name
	  ○ Username
	  ○ Employee number
	  ○ Email
	  ○ Business phone
	  ○ Mobile phone
	  ○ Title
	  ○ Preferred language
	  ○ Time format

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Application or feature	Details
	○ Date format ○ Time zone ○ Zip code ○ City ○ State • reportees table's columns: ○ Name ○ First name ○ Last name ○ Username ○ Employee number ○ Email ○ Business phone ○ Mobile phone ○ Title ○ Preferred language ○ Time format ○ Date format ○ Time zone ○ Zip code ○ City ○ State • assets table's columns: ○ Display name ○ Purchase date ○ Retired date **Configuring assistants overview** Now Assist skills: • An alert appears, at the assistant level, if a global level skill is turned off. • By default, all global level skills are turned on in the Now Assist Admin console, except for subflows and actions. • Custom skill is a new skill that has been added to the list of Now Assist skills. Display experience:

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Application or feature	Details
	• Select the chat launcher function to open an assistant. • Select a custom mobile app, integrated with the mobile SDK, to open an assistant. • Custom apps section appears if the mobile SDK plugin is installed. Information sources: • Add an external search source to your assistant's search profile. • Create custom skills in the Now Assist Skill Kit and assign the skills to the assistant. • Associate Knowledge Graph with an assistant if Knowledge Graph is enabled. Chat experience: • Promoted topics has been renamed to promoted assets. • Tags appear in promoted assets indicating whether it's a topic, subflow, or action. • Streaming responses can be activated if Dynamic Translation is deactivated. • Activate or deactivate pre-chat surveys as an admin with the sys_properties.list item *com.glide.cs.nass.prechat.enabled*. Review: • Shows whether stream responses is turned on or off. **Using Now Assist in Virtual Agent** Search through external content connections such as Microsoft SharePoint or Confluence if external search sources are added to information sources when Configuring assistants overview. Select an inline citation to show a popover containing a link to an article or source, or a description and action to start a request. Citations with an action are shown after a second clarifying question from Virtual Agent. Change the order of the fallback and revisit options in the **View more options** results list that appears in the synthesized response. Use the *sn_nowassist_va.synth_response_revisit_position* system property with either the *BEFORE_FALLBACK* or *AFTER_FALLBACK* values.

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Application or feature	Details
	Show or hide the **Need more help** button in the synthesized response by using the *show_view_more_for_synthesized* system property. Turn on or off regular results in Virtual Agent from the following Now Assist Search Results Output Types table using the parameter *now_assist_va_search_results_output_type.list* parameter. Use prechat and postchat surveys with GPT4o and LLAMA. Users can select data pills or enter strings for responses. Use new prebuilt topics for prechat and postchat surveys in LLM conversations.
Now Mobile	**Now Assist genius results in Now Mobile®** Now Assist genius results in Now Mobile® provides a personalized way of using the search functionality as opposed to the traditional AI Search experience. The following plugins are required to access this functionality. • Now Mobile® version 29.2 • Employee Center version 35.0
Operational Resilience	**Measure resilience metrics using the CSDM model** Define the entity types and pillars in Operational Resilience and generate the entities. Establish relationships between CSDM objects, including business services, service offerings, business processes, and application services. Specify the type of main node configuration that you want to use by setting the *sn_oper_res.opres_csdm_main_node_config* property. After generating the entities and setting up the main node configurations, you can import CMDB data into Operational Resilience for reporting. CSDM and their dependencies are updated weekly while the red flags data is calculated daily. The outcome is displayed on the Homepage or in the related list of the CSDM objects. **Specify the primary origin of an operational vulnerability** Identify the primary origin of an operational vulnerability in its record. Once the primary origin is specified, its upstream dependencies are automatically included in the impacted areas, enabling you to view the operational vulnerability from all affected perspectives. **Using Digital resilience incident reporting**

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Application or feature	Details
	Assess whether any critical services are affected and classify the reported incident as a major incident if necessary. Notify regulators of major incidents, categorized by their severity and security ratings. The Digital resilience incident reporting module, accessible from the Operational Resilience Workspace, is integrated with Incident Management and Security Incident Response to generate and share reports in the format that is specified by the regulators. You can generate an initial report within 24 hours, an intermediate report within 72 hours, and a final report within 1 month. All of these reports are automatically triggered by the application from the time that the incident is classified as a major incident.
Operational Sustainability Management	**Forecast planning and analysis** Model and prepare for potential outcomes by using forecast planning analysis. With these tools, you can create, save, or visualize multiple scenarios. **Formula tree** Explore the calculated metric definitions by reviewing a structured and visual representation of the entire calculation chain. By using a formula tree, you can access the calculation details and view how the different metrics and emission factors are interconnected. **Historical metric data** Import the historical metric data by using a pre-defined import template with instructions. With this process, you can update and manage the metric data within your organization and help to ensure that all data complies with the established business rules. **Dynamic filtering for Microsoft 365 for ServiceNow Reporting** Filter the fields dynamically and set up dependencies by using related fields. In the Microsoft 365 add-in, you can configure fields so that cascading filters are supported dynamically. You can select a value in a field and have the related fields automatically update to show the relevant options. This process helps you to streamline data entry and improve efficiency.
Operational Technology (OT) Manager Foundation	**Yokohama Patch 10** **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**

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Application or feature	Details
	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.
Operational Technology Incident Management	**Create an OT incident from an OT change request** Create an OT incident related to an OT change request directly from the OT change record in the Industrial Workspace.
Operational Technology Manager	**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 **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 Visibility dashboard** Track your OT data across different sites with the Operational Technology Visibility dashboard available in the Industrial Workspace. **Automatic conversion of IT to OT devices using CMDB groups** Use CMDB groups to group IT configuration items (CIs) based on additional information, such as software installed, so that you can convert the CIs to OT devices. **Mapped equipment model entity for your OT devices** Identify the equipment model entity that your OT devices are mapped to in the Industrial Workspace and help group your device data by equipment model entity. **Important actions configuration on the OT Action-Oriented Landing Page**

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Application or feature	Details
	Configure the OT Action-Oriented Landing Page by using the **Sort items** field for your important actions. **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 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. • Product Instance Identifier was added as an identifier for the OT Identification Rule. • The OT backup management model was added to help you store multiple backups against a configuration item. • Firmware Installation [cmdb_firmware_install], Key Value [cmdb_key_value], and Software Instance [cmdb_software_instance] tables were added as a related entry for OT classes. • The **ire_criterion_attribute** attribute was added to the OT Entity [cmdb_ot_entity] table to act as a criterion attribute for an OT entity-related entry. • Optional conditions to filter the records during identification and reconciliation were added to the OT identification rules. • The OT Class Mapping Template [ot_class_mapping_template] table was introduced to capture class mappings used for Service Graph Connectors. • Required conditions were added under **Advanced Configuration** that must be met for lookup identification rules. • Industrial printer (industrial_printer) was added as an OT device type. **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

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Application or feature	Details
	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. • Firmware Installation records can be created when a firmware version is available. • OT entity update issues can be resolved through the Service Graph Connector for Microsoft Excel. • The new Industrial Core plugin (com.sn_ot_core) is required for class mapping when using the Service Graph Connector for Microsoft Excel.
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: • 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

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Application or feature	Details
	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. **Hardware Vulnerability Assessment menu in the Industrial Workspace** Automatically and periodically assess the OT device firmware vulnerabilities that are in your inventory and create vulnerable items against the impacted assets (CI). **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. **Enhanced OTVR (PA) dashboard experience** View and manage all of your OT vulnerability data and data visualizations in a centralized location with the enhanced OTVR (PA) dashboard, which is accessible on the Dashboard Library page.
Opportunity Management	**View the roll-up amount in the Opportunity Kanban View** Enables customers to view the roll-up amount that is automatically calculated in the base currency for all opportunity stages in the Kanban View. Enables the sales representatives to customize the complex product offerings by using the product configurator. This ensures that the sales representatives identify and share the detailed requirements and price to the customer much earlier in the cycle. **Revise existing opportunities after an upgrade** Enable the sales representatives to use the scheduled job to modify older opportunities to incorporate the functionality of supporting parent-child opportunity line items.
Opportunity Marketplace	**Create project opportunities by importing project details from Project Workspace** Opportunity owners create gigs, projects, and volunteer opportunities. Opportunity details for Project type opportunities can be imported from projects in the ServiceNow Project Workspace. These opportunities are different from internal jobs. OPM enables you to manage any opportunities that you create and track applications.

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Application or feature	Details
	The ability to create opportunities is based on user criteria. **Select multiple user criteria groups** Access to opportunities is controlled by assigning user criteria groups to an opportunity. From the Opportunity details page of the Create an opportunity widget, you can select multiple user criteria to manage access to the opportunity.
Order Management	**Business Portal for order case management** Enable your customers to create cases for common order-related issues such as delivery delays, quantity disputes, and other routine inquiries directly using the Business Portal, ensuring faster issue resolution and improved customer satisfaction. This application is a feature of Customer Service Management and the Order to Cash Operations functionality for Order Management. **Hierarchical view of order line items** Enable order agents and order managers to use the hierarchical list view to view parent and child relationships within order lines. **Price adjustment details for order lines** Provides order agents and order managers the visibility into the price adjustments applied at each step of the pricing plan, including a detailed breakdown of all adjustments applied to the unit base price and unit list price to see how the unit net price is derived. **Multi-instance product offering configurations** Create multiple instances of a child product offering in orders to generate a custom configuration for each product offering instance. When a child product offering has a quantity greater than 1, agents can clone or split a child product offering to create multiple product offering instances so that each quantity has its own configuration. **Transient products** Add transient products, which are defined as one-time-use products or services, to new orders. Sold product and product inventory records are created but not maintained for transient products. Move, Add, Change and Disconnect (MACD) actions are not supported for transient products. **Business Portal for Order Management** Use the Business Portal to view product catalogs, select product options, and place orders. Customers can also view their order status using the Business Portal. **Cases for multiple invoices** Create cases for multiple invoices or for specific invoice lines. Agents can reference multiple invoices or invoice

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Application or feature	Details
	lines as case line items on an invoice case record. By using case line items, agents can track multiple issues for the same invoice case and resolve the issues in each case line item independently before resolving and closing the order case. This application is a feature of Customer Service Management and the Order to Cash Operations functionality for Order Management. **Add subscription pricing to an order** Enable order agents and order managers to access and view key calculated metrics such as monthly recurring price and annual recurring price. The subscription pricing fields are automatically calculated based on contract start date and contract end date. These metrics enhance revenue reporting and help you to better understand recurring revenue dynamics.
Password Reset	**Deny ACLs for Password Reset Access** Enhance the security of Password Reset related tables by restricting access to non-authenticated users through Deny ACLs.
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.
Platform Analytics experience	**Generate data visualizations conversationally** Generate Platform Analytics artifacts from conversational interactions using Analytics Generation. Analytics Generation is part of the Now Assist for Creator application. **Implement filters in groups** Create filter groups with shared apply, clear, and reset buttons. Filters in a group appear in their own container. Grouping filters reduces the number of calls and improves performance compared to cascading filters for big data use cases. **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. **Show the distribution of data in box plot data visualizations**

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Application or feature	Details
	Show the median and lower and upper quartiles of numeric data along with outliers by using box plots. You can also compare the distribution of different groups of this data. **Target suggestion cards** Be notified of missing target values and review dates for indicators. If you have target Insights active for your dashboard, Target suggestion cards alert you to the missing values and provide an easy way to fix them.
Playbooks in Workflow Studio	**Translate playbooks content** Add custom translations for labels, descriptions, and UI Layout properties in your playbooks. **Restart playbook activities that end in error** Configure activities so that end users can restart any activity that ends in an error and variant conditions are automatically re-evaluated when playbooks are restarted. **Support for Retrieval Augmented Generation (RAG) with playbook generation** Generate playbooks from inputs that refer to custom actions, flows, subflows, content from installed spokes, or activity definitions. Include the names of commonly used and recently published actions, subflows, flows, and activity definitions available on your instance in your playbook generation requests. **Generate playbooks with the OpenAI GPT-4o LLM** Use the OpenAI GPT-4o LLM to generate a playbook from text. **Add more fields in Create Task activities** Add more fields in a more configurable Create Task activity. **Create a checklist directly in Workflow Studio** Create a checklist directly in the side panel without needing a checklist template.
Policy and Compliance Management	**Calculate compliance score and roll up to entity** View a comprehensive compliance score at the entity level that includes all the child entities rolled up to the parent entity along with the compliance score of the parent entity's direct controls. **Elimination of duplicate citations from UCF Shared list download** Eliminate duplicate citations associated with the authority documents when you download UCF content. You can retain one citation as active and mark the duplicate citations as inactive. Move the control objectives of the duplicate citations to the active citation, and update the

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Application or feature	Details
	duplicate citation records with the Source ID of the active citation. **Improve compliance workspace performance** Improved the performance of the compliance workspace by removing the issue widget to ensure a faster and smoother user experience. You can still access issue details from the "Issues Overview" section. **Entity based access** Entity based access aims to provide a more granular approach to data access, ensuring that users can only access data through entity-based access. The entity-based access has been enabled for controls, attestations and policy exception to control mappings. 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. **Deduplication of control objectives** Using Generative AI, identify and recommend similar control objectives. You can choose to accept a control objective as duplicate, dismiss those that are not similar, or retain a control objective as primary in which details from all other similar control objectives are merged. Additionally, the system automatically copies related records, including policies and risk statements, to ensure comprehensive information is maintained in one location after retiring the accepted control objectives.
Portfolio Planning	**View financial data of your planning items at the portfolio level** • View the rolled-up financial costs and benefits data of your planning items Epics, Demands, and Projects at the portfolio level for different time scales and ranges. • View the financial values such as the Budget, Planned cost, Variance, Actuals, and Remaining Estimates of your planning items by expense type or cost type. • View the Forecasts, Actuals, and Variance of your planning items for monetary benefits. • View the financial data of the planning items while creating multiple prioritization scenarios to promote efficient use of budget and to help increase ROI. **Create and manage financial scenarios of planning items** • Optimize your portfolio by creating financial scenarios to validate and arrive at a profitable outcome. • Plan and manage the budget of the planning items in a simulation mode for efficient financial planning and to help prevent overspending. • Manage prioritization and budget allocation of the planning items to meet business priorities.

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Application or feature	Details
	• Compare financial scenarios and automatically allocate the planned budget from approved scenarios to planning items. • Enable a budget allocation property to analyze finances in scenario planning and take effective decisions using data-driven insights. **Dashboards for data analysis and decision-making** Consolidate key data and metrics from multiple sources onto dashboards, enabling you to monitor performance, track progress, and make informed decisions related to planning and execution. You can create, edit, and copy a dashboard, customizing as needed. Add widgets to a dashboard to display key data, metrics, and visualizations. You can also share dashboards to collaborate with the business stakeholders who have access to the portfolio plan. **Create and share views for portfolio plans and free-form roadmaps** Create, edit, and switch views in portfolio plans and free-form roadmaps using display preferences. You can create personal views that are private to you or public views that can be shared with stakeholders who have access. Portfolio plan display preferences include column selection, grouping and filtering. Free-form roadmap preferences include grouping, milestones selection, dependencies selection, and tracking mode. The portfolio plan view saves your display preferences across the Prioritization, Roadmap, Capacity, and Financials tabs. **Note:** Portfolio plan views are available only for the Planning module and are supported in live mode, but not in scenario mode. **Real-time collaboration for Planning item Docs** Edit a doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators. **Note:** To use the full functionality of Docs v6.6.0 within Portfolio Planning Workspace, upgrade to Portfolio Planning Workspace v8.5.0. For more information, see the Incompatibility After Upgrading Docs to Version 6.0.0 [KB2017926] article in the Now Support Knowledge Base.

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Application or feature	Details
Predictive Intelligence	**Model Explainability** Learn which classes contribute most to your model's predictions by optionally adding Model Explainability to Workflow Classification solutions. Model Explainability provides a new tab labeled **Feature Importance** where you can run an analysis of each class's contribution to the overall prediction. **Leverage new advanced options for classification solutions, from Yokohama Patch 4.** • 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	Leverage criticality factors to evaluate the initial risks associated with processing activities. Integrate these factors into privacy assessments and automatically generate a criticality score upon assessment approval. These factors are also added to processing activities, enabling you to make updates at any time. Integrating these factors in a privacy assessment eliminates the need for a separate criticality assessment. This consolidation reduces the workload for the privacy teams. **Smart assessments in Privacy Management** Use the new and improved assessment experience that enables: • capturing the data elements, the information object attributes, hierarchies • building the assessment questionnaire This new experience enables responders to update all the necessary details within the assessments, eliminating the need to update the processing activity separately. **Configure information object categories**

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Application or feature	Details
	Implement Information object categories to tag and classify information objects effectively. For example, attributes like iris scans and fingerprints are often referred to as biometric data, or email addresses and phone numbers can be tagged as contact information. Information object categories enable you to categorize these information objects under these broader classifications. This approach is useful in the following ways: • Enhances compliance with regulations such as GDPR, CCPA, and so on by accurately capturing and tracking required data categories. • Improves clarity for business users, ensuring they can easily identify and work with terms they're familiar with while adhering to regulatory standards. • Streamlines data governance by creating a structured framework that supports both regulatory needs and business operations. **Smart assessment for privacy case management action tasks** Use the new assessment experience of Smart Assessment Engine for privacy case action tasks. Only when an action task moves from the **Draft** to the **Assigned** state, the assessment can be sent. To use the smart assessment, a new property called enable_smart_assessments (sn_grc_case_mgmt.enable_smart_assessments) is introduced with the default value as *`true`*.
Problem Management	**User role for service desk agents** With the sn_service_desk_agent user role, increase operational efficiency by streamlining the process of asking about, gathering, and verifying information, as well as delivering quick resolutions. This role is designed for tier 1 service desk agents and is accessible when the ITSM Roles plugin (com.snc.itsm.roles) installed. The sn_service_desk_agent role includes the following roles: • sn_incident_write • sn_problem_write • sn_change_write • sn_request_write • tracked_file_reader Additionally, with the installation of the **ITSM Gen AI** (*`com.sn.itsm.gen.ai`*) plugin, the knowledge_user and now_assist_panel_user roles are integrated within the sn_service_desk_agent role.

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Application or feature	Details
	The sn_service_desk_agent user role can be used starting with Service Operations Workspace version 6.1. **Problem Models for Streamlined Problem Management** Problem Management models are used to simplify management of problems and problem tasks. These models provide an efficient way to configure state transitions and define conditions to move from one state to another. This functionality is enabled out of the base system for new or zBoot customers.
Process Mining	**Now Assist based work notes analysis** Work notes analysis is now enhanced using Now Assist to understand the operational reasons behind activity transitions by examining the work notes and comments recorded around the time of these transitions. **Process configuration builder introduced** Configure and view the process configurations efficiently by using the new comprehensive Process configuration builder. It is a guided setup to configure and view the process configurations. **Content pack importer introduced for process configurations** Import and customize the content pack process configuration templates to activate new features. Content pack process configuration templates are now read-only. **Process Mining evaluation project available for HR and CSM** Ability to try out the sample mining and limited features available for HR and CSM without an entitlement. For the advanced features, you can purchase a license. **Access control (ACL) rules updated** The ACL rules have been updated for broader visibility on the try-out version while also increasing the security. • No Process Mining role is required to access a shared project and to generate Platform Analytics insights for some tables. • Some breakdown filters or activity definitions are blocked for certain users based on the column access. **Process Mining performance improved** The following improvements boost Process Mining performance and lead to quicker insights:

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Application or feature	Details
	• Introduced lazy loading of improvement opportunities and variants for faster workspace loading. • Introduced applying a transition filter before mining to reduce scope of data and speed up the mining process. • Improved Process Mining workbench load time. **Transition filters enhanced** The enhanced transition filters now provide more flexibility and precision in filtering the process map by providing the following: • Ability to use OR clause on steps to create a more complex and nuanced criteria for process transitions. • Include predicates like "is empty" and "is not empty" allowing for more refined control over the conditions under which transitions occur, ensuring that workflows are both comprehensive and adaptable to a variety of scenarios. • Ability to select more than one value with a single click that contains a specific text. **Enhanced the Process Mining engine** Key updates include: • Defining integer fields as activity definitions. • Grouping journal fields to identify how quickly an agent reacted to an assigned case. • Defining the order of simultaneous activities on the graph. **Additional breakdown capacity for Process Mining on external data** Ability to import a maximum of 10 breakdown fields enabling to segment and analyze specific subsets of the external process data using Process Mining. **API for accessing Process Mining data** Create, mine, and access Process Mining data via an API (*ProcessMiningIntegrationAPI*). For more information, see the API documentation.
Product Catalog Management and Pricing Management	**Product Catalog Management features** **Product offering recommendations** Provide sales agents with offer recommendations for upselling or cross-selling additional products in quotes. Product catalog admins create the offer recommendations for sellable products. Sales agents can view the recommendations when adding products to

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Application or feature	Details
	quotes from the product catalog or when reviewing the lines items for a quote. **Product catalog and product configurator in the Business Portal for Order Management** Enable customers to view the product catalog and order products using the product configurator in the Business Portal for Order Management.

Project Portfolio Management	**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.
	Migrate old status reports to new reporting tool
	Import your old status reports to a new status report tool for a consistent and organized reporting system.
	Apply confidentiality settings to your projects
	Secure sensitive projects by applying confidentiality settings to your projects and make sure only authorized users can access confidential data and sub-projects.
	Use checklist for project tasks
	Track the list of activities to be completed for a task by creating a checklist for your project tasks.
	Migrate notes of resource plans to resource assignments
	Migrate the existing resource plan notes along with the allocation details to resource assignments and get clear insights while working with resource assignments in Resource Management Workspace.
	Resource allocation and heatmap enhancements
	• Use the allocation heatmap modal to view resource status, remaining capacity, and utilization and enable resource managers to assess task efforts.
	• Use inline editing to update one or multiple cells in child resource assignments.
	• Added new fields for resource assignment:
	  ○ Name
	  ○ Ready for review
	  ○ Notes
	• Extend a resource assignment for a project or project task using the **Extend** row context menu action.

Project Workspace	**Analyze the status report in Project Workspace**

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Application or feature	Details

	• You can't edit the status report, but you can change the system property to enable editing.
	• Import your old status reports to a new status report tool for a consistent and organized reporting system.
	
	Duplicate a status report in Project Workspace
	Reduce effort by duplicating a status report to transfer all project information without manual copying.
	Configuring security for a project in Project Workspace
	• Apply confidentiality settings to safeguard sensitive projects and make sure that only authorized users can access confidential data and sub-projects.
	• When a project is marked confidential in one workspace, such as Project Management or Strategic Portfolio Workspace, these settings automatically extend across all associated workspaces, maintaining consistent protection.
	• To promote security, at least one user must be assigned access to any confidential project.
	
	Project task checklists
	• Create a checklist for your project tasks and manage a list of activities or steps to be completed for a task.
	• As an Administrator, you can add or remove checklists as needed.
	
	View the roll-up financial values for project tasks at parent project level
	View and manage the cost plans and expense lines recorded on a project task level on the parent project.
	Resource allocation and heatmap enhancements
	• Use the allocation heatmap modal to view resource status, remaining capacity, and utilization and enable resource managers to assess task efforts.
	• Use inline editing to update one or multiple cells in child resource assignments.
	• Added new fields for resource assignment:
	  ○ Name
	  ○ Ready for review
	  ○ Notes
	• Extend a resource assignment for a project or project task using the **Extend** row context menu action.

Public Sector Digital Services	**Grants Management**

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Application or feature	Details
	Simplify and streamline Grant application intake and screening with Grants Management: Intake and Screening, a part of Grants Management. Improve self-service with a Grants Portal that streamlines finding, applying for, and tracking grants, with added features such as guided intake, and a save, resume, and export functionality. Set up and manage grant programs easily with guided steps using Grants Management: Program Set Up, which guides grant program managers through the process of creating, publishing, and managing grant programs. **Communicate and share citizen and agent data securely between agencies using Service Exchange for Public Sector Digital Services** Connect multiple ServiceNow instances to provide seamless support and service experiences across the Public Sector using Service Bridge for Public Sector Digital Services. Service Bridge enables unified case collaboration across agencies, streamlined approval workflows for funding distribution, and real-time crisis coordination with dynamic task management. Agencies can share citizen & agency data securely through compliance-driven access. **Post-chat summarization in Now Assist for Public Sector Digital Services (PSDS)** Condense chat records into short summaries using the chat summarization skill in the Now Assist for PSDS application. Agents can use the chat summarization skill to generate chat records for a case, auto-populate the chat summary into the Interaction section of the case record, and obtain a summary of the main points discussed during the chat, helping them propose a case resolution. The Now Assist for PSDS application brings generative AI chat summarization to Public Sector Digital Services.
Quote Management	**Apply a sales agreement to a quote in Quote Management** Create a new sales agreement or apply an existing sales agreements to a quote. When a sales agreement is enabled in a quote, the products and services added to the quote are also added to a sales agreement. When an existing sales agreement is added to a new quote, the catalog is filtered to show the products and options from the sales agreement, the price list is set to the agreement price list, and the sales agreement line is referenced on quote line. **View price adjustment details for a quote line item** Agents gain visibility into the price adjustments that were applied to the base and list price of the product ordered. This provides sales agent the visibility of how the net price is determined.

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Application or feature	Details
	Quote PDF documents generation Generate a quote PDF document. Quote PDF documents can have designated signers and be emailed to customers for signatures through Docusign. Customers can also create PDF templates that reflect customer branding and logos. **Hierarchical quote line list view** View quote lines as a hierarchical list. Agents can then view parent and child relationships for quote line items. **Product offer recommendations for quotes** Enable your agents to get product offer recommendations that complement or supplement existing products within a quote.
RPA Hub	**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. **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). **RPA bot generation** Use the Robotic Process Automation (RPA) bot generation skill in RPA Desktop Design Studio to create and edit automations and activities through short text instructions and preview options, accelerating automation development for both new and existing users. For more information about creating automations using Now Assist, see Create an automation with Now Assist. For more information about creating activities using Now Assist, see Create an activity with Now Assist. Enhance automation logic using the **Build automation** option, starting from components or from a blank canvas based on text instructions. For more information, see Build an automation with Now Assist. **High density robots** Enable multiple unattended robots to run simultaneously on the same Windows Server machine using the high-density robots feature. These unattended robots run automations in separate Remote Desktop Protocol (RDP) sessions. For more information, see High density robots

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Application or feature	Details
	in Unattended Robot and Set up Windows Server machine for high density robots. **Sample automations** Use sample automations to jumpstart your automation journey with a library of pre-built automations. The following unattended and attended sample automations were added to the Sample Explorer and home page of RPA Desktop Design Studio: • User Creation in Badging App • Universal Timezone Converter • Decode Barcode and QR Code to Text • PDF Text to Images • PDF to Word • HTML to CSV • Word Operations • Excel Operations • Highlight Excel Rows • City Weather Reports • Tiff to PDF • Add Word Footer • Date Delta Across Apps • File Ops: Copy, Delete, Move • Extract Data from JSON to Excel • Automate Offer Letters • Summarize Sales Data • Invoice Data Extraction to Excel • Download File from URL • Health Check Bot **Secure Shell (SSH) connector** Establish an Secure Shell (SSH) connection to a remote server and execute commands in the RPA Desktop Design Studio. In the UNIX environment, SSH is the preferred way to access remote systems. Robots often interact with remote systems such as UNIX servers. The connector comprises three methods: • Connect: Establishes an SSH connection. • Run Command: Executes commands over an established connection. • Disconnect: Disconnects the session that was established using connect method.

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	Ensure to install the SSH plugin from the Plugins Manager as a prerequisite. **Bypassing the legal notice** In RPA Hub, enable the *sn_rpa_fdn.bypass_legal_notice* system property to authorize the unattended robot to clear the legal notice message set by the system-level policy. This property ensures that a legal notice isn't displayed during the robot's login process. **What's New tab in the Help Center for RPA Hub** Learn about the following newly released RPA features in your instance in the What's New tab in the Help Center for RPA Hub: • Now Assist for RPA Hub • High density robot **SAP connector** The SAP connector helps identify the screens and elements and automating workflows on the SAP GUI. For example, create and save a vendor entry. The SAP Connector is built by Bristlecone, Inc. **New methods for Universal app connector** In the RPA Desktop Design Studio, the following three new methods for Universal app connector are added. • GetValue: Retrieves a value from an element. • SetValue: Assigns a specified value into an element. • Click: Performs a click action on an element.
Recommended Actions for Operational Technology Service Management (OTSM)	**Apply Recommended Actions to your Operational Technology incidents** Use Recommended Actions to see relevant actions that can help resolve your OT incidents.
Regulatory Change Management	**Generating a summary of a regulatory alert** Transform your detailed regulatory information into concise, business-focused summaries that emphasize the most critical changes and impending deadlines. You can significantly cut down the time that is required to interpret complex updates, ensuring that no vital details are overlooked. By streamlining compliance processes, your organization becomes more efficient and minimizes the risks. **Regulatory mapping with AI** Leverage artificial intelligence to help your organizations identify, track, and manage regulatory requirements that are specific to their industry. AI automates the mapping of incoming regulatory changes to internal business

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Application or feature	Details
	operations, such as citations and control objectives, making it easier to ensure compliance. By analyzing the incoming regulatory changes and vast amounts of internal regulatory data, AI highlights the relevant policies for association and mapping, which helps your organization to streamline the compliance process and reduce manual effort. **Recommendation contexts and templates** Enable your administrators to use a framework engine to create decision templates for primary records. This framework simplifies the enterprise decision-making processes and includes the configurable user interface elements that provide contextual insights and improve the display of these elements. By integrating this framework, your organization can help to ensure that every recommendation is both relevant and informed. **Impact radius extension** Identify the impacted areas of your business operations, such as the citations, control objectives, policies, risks, controls, and authority documents, that you can add to a regulatory alert. You can then conduct a review for implementation acceptance that triggers a change management program by assigning ownership and accountability through a Change Task. Additionally, an existing dashboard was improved so that you can get a clear overview of the impacted business operations. **Regulatory assessment for a regulatory alert** View the new Regulatory assessments related list for a regulatory alert. This list displays the uniquely generated regulatory assessments that are powered by the Smart Assessment Engine application so that you can analyze and track the completion status for compliance users. Your users with the sn_grc.business_user role can work on these assessments.
Request Management	**User role for service desk agents** Improve operational efficiency by providing level 1 or tier 1 service desk agents with access to change, incident, problem, and request records by assigning the sn_service_desk_agent user role. **Note:** The sn_service_desk_agent user role is available starting with Service Operations Workspace version 6.1. **Enhanced security model adoption for Request Management** Prevent unauthorized access to request-related tables using deny ACLs. Non-authenticated user cannot perform any actions such as read, write, delete, create, or report view.

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	This feature is available for new or zBoot customers with the installation of the ITSM Enhanced Security Features (com.snc.itsm.enhanced_security) plugin. Existing or upgrade customers must test and evaluate in their sub-production instance before installing the plugin and implementing the security change in their production instance.

Resource Management Workspace	**Using Resource Management Workspace**
	• View the Resource status, Remaining capacity, and Utilization columns to the allocation heatmap modal to help resource managers to view detailed insights and the total efforts for Approved and Pending tasks.
	• Use the Total row in the heatmap modal to view the aggregate utilization for approved and pending tasks.
	• Update the resource status and the efforts for child assignments using the new modal.
	• Capture additional details required to the Project manager or Resource manager while creating a New Resource Assignment and New Operational Assignment using the following new fields.
	  ○ **Name**
	  ○ **Ready for review**
	  ○ **Notes**
	• Access the assigned resource assignments or the parent resource assignment directly from the resource board view.
	
	Using Resource Management Workspace
	View and access the resource assignments from high-level to get an overview of all the resource assignments, based on their states, completion dates, start dates, resources with allocations over their capacity, and resources allocations within their available.
	• Filter the resource board using the primary attributes and dates to build a custom view.
	• Edit the dashboard further to manage the data representation view of existing widgets or add new elements to build the required widgets.
	• Access the custom resource boards from dashboard using the interactive widgets to manage the allocations details.
	• Edit the Start and End dates, Task efforts, and Resource status for assigned tasks in the top tray using the inline editing feature.

Retail Core	**Retail portal**

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Application or feature	Details
	Use the new Retail Portal experience to use self-service tools, view cases, and gain visibility into metrics for your retail organizations.
Retail Task Management Core	**Retail multi-store case** Use the multi-store case generator to assign work from HQ to multiple retail locations simultaneously. View and track these cases in the retail portal alongside other requests, monitoring completion status across all assigned locations.
Sales Agreement Management	**REST APIs for Sales Agreement Management** Import, export, and synchronize sales agreements with external systems through REST APIs. **Request Tracker on Sales Agreement Management** Enable agents to monitor the progress of sales agreement creation from quotes by using the Request Tracker.
Sales Forecasting	**View the Sales Forecasting dashboard** Sales Forecasting uses data from the opinions and insights of your sales representatives reflecting how they feel about the deals in their pipeline. View the dashboard to see the sales forecast for your teams in various stages. You can see the total amount of opportunity in each stage for selected time periods or teams. **Categorizing the sales opportunities** Categorize the opportunities in the system based on the probability of closing the sales deal. **Set up sales team hierarchy** Set up the sales teams and assign managers to each team. Once the users, team, and opportunity data is added, and a selection of categories, you can calculate the forecast for any group or specific sales team and view the dashboard. **Set up Sales Quota Management** Assign quota targets to sales representatives and managers for specific periods. A **Quota** column displays the sales target for the managers and their team. The **Gap** column displays the remaining target amount to achieve the required quota target. **Set up forecast schedule** Create a forecast scheduled job to update or create the forecast data at a specific time or on a recurring schedule. The forecast scheduled job automatically fetches all the opportunities in the system and generates forecast data.

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Application or feature	Details
Security Incident Response	**Process Mining for security incidents** Identify factors contributing to delays in processing Security Incident Response (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. **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. • Aggregate detections to existing open security incidents so that you don't have to create duplicate security incidents. • Schedule ongoing detection ingestion. • 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 create, edit, delete, and manage profiles for the Splunk, Splunk ES, and Azure Sentinel Integration for Security Operations application. **Add indirectly linked VITs to CVEs** Identify all the Third-Party Entities (TPEs) associated with a Common Vulnerabilities and Exposures (CVE) and then calculate and display the total

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Application or feature	Details
	number of vulnerable items (VITs) indirectly linked to those CVEs through the TPEs by setting the sn_ti.include_cve_vit_indirect_relation property. **Configure on-call schedules** As an admin: • Create a shift and assign or remove members to/from the shift. • Create/edit on-call schedules for groups. • View any group's on-call schedule, including those to which they belong. As an analyst: • Specify your availability and preferred contact methods. • View your on-call schedule and see other members of your shift. **Configure report templates in Security Incident Response** As an admin, create report templates that can be used to generate an incident summary or an executive summary for analysis and sharing. As an analyst, use the templates to generate analyst summary or executive summary reports for a SIR incident that can be shared over email. **Security Incident Response conference call integration** Initiate conference calls using communication channels such as Microsoft Teams, Cisco Webex, or Zoom with customers and peer agents to resolve security incidents over a call by using the SIR conference call feature. **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. **Proofpoint integration for Security Operations** Proofpoint integration for Security Operations supports integration between SOAR (Security Orchestration, Automation, and Response) and Proofpoint Targeted

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	Attack Protection (TAP) software. This integration provides the following benefits: • Detect and block threats such as business email compromise and tags suspicious emails for tracking, analysis, and audit. • Import data to automatically create security incidents for email events that are not captured by TAP products. **Data Loss Prevention Incident Response Analyst Workspace** Preview the evidence file of the incident from either the Data Loss Prevention analyst workspace or the DLP end user workspace.
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. • 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 Yokohama Patch 11 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 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

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Application or feature	Details
	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 **SentinelOne integration for mitigation controls monitoring** You can import SentinelOne mitigation controls data with this integration to help you detect which mitigation controls are on your assets. Use this integration with the asset and software data that you import with the SentinelOne Service Graph Connector to help you monitor your security tool coverage on your enterprise assets. **Service Graph Connector for Netskope** This product pulls in asset inventory data for hardware and software from the Netskope database into the ServiceNow Configuration Management Database (CMDB) application.
Self-service and omnichannel engagement for CSM	**Business Portal** Support your customers through the Business Portal self-service capabilities, such as knowledge articles, service catalogs, case management, Virtual Agent, and others. Help reduce maintenance effort through low-code configurations on pages with configurable widgets. **Email as an Interaction** Enhance case management with the Email as an Interaction feature. • Transform emails into interactions, enabling customer communication to be tracked in a central location and help avoid unnecessary case creation. • Manage straightforward customer inquiries via email, create cases for more complex issues, or link emails to existing cases. • Notify agents on email responses received from customers. **Contact Center Integration Core** As an admin, import data automatically from a third-party contact center as a service (CCaaS) application to facilitate external routing and third-party telephony integration in their ServiceNow® instance.

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Application or feature	Details
	Note: The Contact Center Integration Core is a framework that includes voice call features, which doesn't work unless CCaaS implements it. • Import records such as queues, skills, and wrap-up codes from a third party into your ServiceNow instance. • Maintain data consistency between your ServiceNow instance and third-party systems. Verify that chats and cases are routed to the correct agent and that the correct wrap-up codes are available when dispositioning an interaction. **Interaction Controls Component (ICC)** As an agent, manage calls, such as muting, holding, and transferring, directly within the Configurable Workspace. As a part of the new Voice interaction page experience, the ICC framework helps improve workflow efficiency and promotes a consistent agent experience across all channels. **Note:** ICC must be integrated with your specific Contact Center as a Service (CCaaS) plugin to establish the telephony connection. Connect customers with field agents or third-party support teams in the embedded call interface. Choose between the following transfer options: • Consult transfer: Share the call context with the external contact before transferring the customer. • Blind transfer: Immediately transfer the call to the external contact. **OpenFrame Integration to Interaction Controls Component (ICC)** ICC is a new component for a native call controls interface embedded in Agent Workspace. With the ICC component, you can do the following: • Create the state context in OpenFrame to read the state of idle and active call state, and the state of the transfer. • Provide iframe sandbox parameters to allow iframe access to security features and to enable additional iframe restrictions. • Create an extension point implementation to create and get phone log segments. **Integrating Conversational SMS with AWS End User Messaging** Integrate the ServiceNow SMS channel with AWS end-user messaging to engage in conversations with Now

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Application or feature	Details
	Virtual Agent and live agents to address and resolve any customer queries or issues.
Service Catalog	**Use non-English language for creating or editing catalog items** Enable your users to use supported languages when creating or editing catalog items. A non-English language user can create or edit a catalog item in their language that is supported in Catalog Builder. For example, if a Spanish language user logs in to Catalog Builder and creates or edits an item, the Spanish version of the item is created or updated.
Service Exchange	**Remote Catalog Item Client Scripts** Provider: Perform more complex tasks and gain better control over the completeness and correctness of catalog requests from the consumer by including catalog client scripts, UI Policy scripts, and other common scripts that consumers can choose to include for Remote Catalog items. **Copy From Service Catalog Item to Remote Catalog Item** Providers: Eliminate the need to re-create catalog items manually in the Service Exchange remote catalog by copying single and multiple catalog items through the UI to remote record producers that can be synchronized to the consumer instance. **Transform Mapping Assist** Providers: Streamline the transformation mapping process and reduce errors by generating transform mappings between provider and consumer tables automatically using the Transform Mapping Assist feature that leverages the NOW large language model (LLM). **Consumer Variable Sets** Consumers: Manage requested content and flow better by adding additional variables to add customization to your remote record producers.
Service Graph Connector Integration for Claroty CTD	**View the class mappings available for the Service Graph Connector** Use the **Claroty CTD SGC Class Mappings** table to view the available class mappings and targeted CMDB classes. **Avoid importing empty rack slots** During import, empty rack slots are removed to avoid importing them into the CMDB. **Capture firmware version of devices** Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version of your Service Graph Connector Integration for Claroty CTD devices.

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Application or feature	Details
	Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table The ire_criterion_attribute acts as a criterion attribute for an OT entity-related entry and helps avoid entity update issues. **Clean up serial number data** Clean up the serial number [cmdb_serial_number] records imported into the Source [sys_object_source] table from the Service Graph Connector Integration for Claroty CTD with a fixed script. This script establishes that a null pointer exception doesn't occur when the serial number and MAC address are the same. The script runs automatically when the plugin is upgraded.
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 Observability	**Create and manage data mappings** Map services in the CMDB Workspace to the data from a connected application performance monitoring (APM) data source. Service Observability supports Dynatrace and New Relic. This mapping lets you view metrics from entities deep within your system, like a database or host, that might be affecting the health of a service. Starting in version 1.7.3, metrics from Datadog are supported. Starting in version 1.7.3, you can map Business Services and Service Offerings to APM data. Service Offerings are not available in Xanadu. **View overall service health**

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	Use the Overview tab to view rate, error, and duration (RED) metrics from the APM related to a service. You can also view related open alerts, incidents, and change requests from the Configuration Management Database (CMDB) to help identify possible causes and blast radius. **View service health metrics** View the extended health metrics for a service on the new **Observability** tab when issues are found on the **Overview** tab. In addition to the extended health metrics, you can view host and database metrics related to the service based on the configured data mappings. **Customize dashboard templates** Starting in version 1.6.4, customize the templates used to display dashboards in the **Overview** and **Observability** tabs. **Domain separation** Starting in version 1.6.4, Service Observability can be run in separate domains.
Service Operations Workspace for ITSM	**User role for service desk agents** Enable tier 1 service desk agents to quickly gather and verify information by granting the sn_service_desk_agent role, which is accessible when the ITSM Roles plugin (com.snc.itsm.roles) is installed. The sn_service_desk_agent role can be used starting with Service Operations Workspace version 6.1 with the Yokohama release. **Incident management configuration changes in the Service Operations Workspace Admin Center** The Incident record of the Incident Management section in the Service Operations Workspace Admin Center has the following enhancements: • Configure and use response templates to quickly respond to incidents. • Configure additional properties to control incident features such as auto-closing incidents and copying or creating child incidents. **Reopen an incident in Service Operations Workspace** Enable agents with incident write access, callers, or end user who opened the incident to reopen a resolved incident. **List page enhancements** The Service Operations Workspace list page has the following enhancements:

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	• Ability to assign the incident record to yourself if you're the logged-in user or to reassign it to another user or assignment group. • An animated dot symbol that indicates whether a list has been customized. **Major incident management record page enhancements** Enhance incident and major incident-related communications including ad hoc communications and major incident playbooks in SOW by adding DEX Desktop Assistant as a channel. **Direct approvals in Service Operations Workspace** Service desk agent can approve records directly within the SOW without having to navigate to the Core UI. By approving records from the SOW, you can reduce response times, and ensure quick resolution of the tasks. **Automatically close an interaction in Service Operations Workspace** Interactions are now automatically closed when the associated incident is resolved, streamlining the workflow and ensuring consistent status updates. **Enhanced side panel features** • Access the Recommended Actions and AI Search features from the contextual side panel for request items and catalog tasks. • Determine the order of the items in the contextual side panel. The Recommended Actions and AI Search features are now available in the contextual side panel for both request Items and catalog tasks. **Enable email redirection to SOW from SOW Admin Center** Stay within the SOW and work on your tasks more efficiently by enabling email redirection. By enabling email redirection within the SOW Admin Center, you can simplify communication management, enabling the users to stay within the SOW and focus on their tasks without interruption. **Initiate a chat from Sidebar in Service Operations Workspace** Use Slack as a primary mode of communication from the Sidebar so you can send direct messages to users without having to leave the SOW. **View the device health of user assets** DEX is integrated with SOW to monitor CIs or assets associated with SOW records such as incidents and interactions to determine the health of devices. You can view the device health information of the user's assets

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Application or feature	Details
	on the Record information side panel of the incident and interactions record page. This feature is available only if the DEX plugin [sn_dex] is installed and DEX monitoring is enabled for the asset. **Using MRA Async for adding child incident, affected CIs, impacted services and assets** When adding a list containing more than 50 child incidents, affected CIs, impacted services or assets from the **Overview** tab or **Related records** tab of an incident or problem record, the Multiple Record Associator (MRA) component batch processes in async and helps adding them in background thereby increasing the overall performance of the system. This feature works only if the number of items to be added is more than 50 as the **async Threshold** configuration property is set to 50. **Viewing the device health of the user assets** View the device health information of the user's assets from the Assigned assets section on the Record information side panel of the incident and interactions record page. This helps in providing a quick resolution to the user. This feature is available only if the DEX plugin [sn_dex] is installed and DEX monitoring is enabled for the asset. **Guided tours for SOW** Learn about Service Operations Workspace for ITSM through a sequence of interactive steps that guide you through a specific concept or process. The following guided tours are available: • Create an incident task • Overview of the Interaction record in SOW **Enhanced security model adoption in Service Operations Workspace** Help prevent unauthorized access to the tables of the following applications with Deny-Unless ACLs: • Metrics and CI actions framework • Remedial actions framework • Agent client collector for investigation • Microsoft Endpoint Configuration Manager for Investigation A Deny-Unless authentication ACL restricts access for a non-authenticated user, such as a public role user. Without access, the user can't perform any actions on the tables related to the above mentioned applications, including reading, writing, deleting, creating, or accessing the report view. This feature is available to both new (zboot) and upgrade instances.

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	Known error article for a problem Starting in version 7.1, share the workaround for a problem and deflect additional incidents by creating a known error article for the problem. **On-Call Scheduling configurations in Admin Center** Starting in version 7.1, use the simplified navigation from Admin Center to manage configurations for On-Call Scheduling in Service Operations Workspace for ITSM. It improves the administrator's experience. **Configure Notify in SOW** Configure the provider preferences for Notify to manage the conference calls in Service Operations Workspace. **Create CAB meetings in Service Operations Workspace** Define and create Change Advisory Board (CAB) meetings, invite attendees and dynamically populate agenda items for each meeting in Service Operations Workspace. Run CAB meetings through CAB Workbench, available within Service Operations Workspace to review and authorize change requests. For more information, see Conduct a CAB meeting in the CAB workbench.
Service Portal	**Analyze the performance of portal pages and their widgets** Set benchmarks against which to analyze the performance of a portal page. Identify widgets on the page that don't meet the performance benchmarks and view details about their performance. **Compare a cloned widget with its base widget** Compare cloned widgets with the base widget from which they were cloned. View differences between the code of the cloned widget and the base widget highlighted in the code comparator.
Service Portfolio Management	**Edit and manage service portfolios in Service Portfolio Management** Use the updated options to edit and manage your service portfolios: • Manage the CSDM life cycle fields in Service Portfolio Management • Remap service portfolio taxonomy nodes in Service Portfolio Management **Use Service Portfolio Management services** Recognize the updated label for technical services. The updated label aligns with the CSDM, version 5.0. Even though the table name hasn't changed, the services

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>label is updated in the Service Portfolio Management application and in all ServiceNow applications or workspace environments that display services. The label for service offerings remains the same for all releases: Service offering in the [service_offering] table.

Updated label for technical services
<table><tr><th>Table name</th><th>Label in Xanadu and prior releases</th><th>Label in Yokohama and later releases</th></tr><tr><td>[cmdb_ci_service_technical]</td><td>Technical Service</td><td>Technology Management Service</td></tr></table></td></tr>
<tr><td>Service Reliability Management</td><td>Enhance monitoring for distributed teams with Express List
Improve monitoring with Express List. Express List replaces the Alerts tab and helps distributed SRM teams focus on the services, priorities, or alerts that matter to them.
Track SLO update history
View and track SLO update history with new naming conventions. Edited SLOs now receive unique names, such as Uptime (1) or Uptime (2), instead of keeping their original names. This update improves clarity and helps you distinguish between versions.
Add SLOs to change approval policies
Define change approval policies to approve updates or modifications in your system. You can now add the following policy inputs, helping you integrate critical information into the approval process:
• SLO with the lowest percentage of error budget remaining
• SLO with the highest burn rate
Assign teams to TSOs
Manage your services effectively by assigning teams to TSOs. TSOs, which are specific components within a parent technical service, can now be used in the SRM service list. Assigning SRM teams to TSOs helps decentralized teams focus on the services they’re responsible for.
Stay connected and keep services reliable with ITOM Mobile Agent
Starting in version 6.3, use ITOM Mobile Agent to access SRM features on iOS and Android devices. With ITOM Mobile Agent, you can track alerts, manage incidents,</td></tr>
</table>

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Application or feature	Details
	and work on tasks on the go. You can also manage on-call schedules by checking shifts, requesting time off, and filling gaps. **Create SLIs on configuration items** Starting in version 6.3, filter an SLI to a specific configuration item within the parent service hierarchy. This feature lets you monitor the individual components of a service, helping you accurately track service health and identify root causes faster. **Keep teams informed with notification destinations** Starting in version 6.4, 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** Starting in version 6.4, 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, you can select charts to access further details and use the new SLO table to monitor reliability. **Customize team approval settings with more flexibility** Starting in version 6.4, 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	**Yokohama Patch 6** **ServiceNow AI Lens UI enhancement** Use ServiceNow AI Lens to launch the scanner window by using the context defined in 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.

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Application or feature	Details
	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 ServiceNow AI Lens topic in Virtual Agent. **Auto-attach images to a record** View captured images that are automatically attached to the record that is auto-filled 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. **Yokohama Patch 3** **Capture data** Get actionable insights from such visual data as images, handwritten notes and forms, emails, websites, and applications. For example, ServiceNow AI Lens can scan an email to gather data for auto-filling the fields on the Incident form. **Act on visual data** Provide instructions to Now Assist on what to do with the captured data. For example, you can convert the extracted data into a JSON format. **Launch from ServiceNow forms** Launch ServiceNow AI Lens from a form to fill the extracted data automatically into the form fields. **Use as a standalone application** Use ServiceNow AI Lens as a standalone application for previewing extracted data when you're connected to a ServiceNow instance.
ServiceNow AI Platform core feature	**Add dynamic attributes to a dynamic category** Add individual attributes or a group of attributes to a dynamic category. **Reference a dynamic attribute or a list of dynamic attributes**

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	Build a dependency between a dynamic attribute store field and either a dynamic attribute or a list of dynamic attributes. **Edit data in remote tables on an instance** Insert, update, and delete data in an external data source from a remote table on an instance when you enable editing for the table. Customize the script definitions that enable you to insert, update, or delete data from a remote table.
ServiceNow Add-in for Microsoft 365	**Create a manifest file** Create a manifest file with the configurations that you want to enable for the ServiceNow Add-in for Microsoft 365. **Map email fields to a catalog item** Map fields from an email or meeting invite to copy and auto-populate a catalog form. **Map email fields to a form** Map fields from an email or meeting invite to copy and auto-populate a ServiceNow form. **Configure single sign-on for ServiceNow Add-in for Microsoft 365** Enable employees to access the add-in from any Microsoft 365 app without having to sign in to Employee Center.
ServiceNow IDE	**Convert scoped applications for use in the ServiceNow IDE** Convert existing scoped applications to support development in source code in the ServiceNow IDE. **Use TypeScript in JavaScript modules** Create an application that uses the TypeScript template to use TypeScript in modules and compile them to JavaScript when building your application. **Use npm packages from private registries as third-party libraries** Install npm packages from a private registry to use as third-party libraries in your application. **Switch between development experiences** Work in the right environment for your task by using the experience switcher to switch between developing in ServiceNow IDE, ServiceNow Studio, and Creator Studio.
ServiceNow SDK	**Version 3.0** **Init command replaces create and convert commands** Create a custom scoped application or convert an existing scoped application from a ServiceNow instance

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Application or feature	Details
	or local directory to support development in source code using the `now-sdk init` command. **Download application metadata and transform it into source code** Download application metadata (XML) from a ServiceNow instance and transform the metadata into ServiceNow Fluent source code. **Refer to content from a file in ServiceNow Fluent APIs** Use content from files in ServiceNow Fluent APIs by referring to the file from a property using the syntax `Now.include('path/to/file')`. **Map metadata to custom directories** Map any application metadata to output directories that load only in specific circumstances using the `$meta` property in ServiceNow Fluent APIs. **Specify a path to a custom tsconfig.json file** Use the `tsconfigPath` parameter in the `now.config.json` file for your application to specify the location of a `tsconfig.json` file with custom options for transpiling TypeScript into JavaScript during the build process.
ServiceNow Studio	**Change your development experience in ServiceNow Studio** Use the best tool for your app development by switching between Creator Studio, ServiceNow Studio, and ServiceNow IDE. **Summarize the contents of an app in ServiceNow Studio** Help prevent duplicate app creation by summarizing the contents of an app using Now Assist app summary generation in ServiceNow Studio and using the summary if accurate as the app description. **Modify an app's settings in ServiceNow Studio** Change settings or see related links for an app from the app details page. Refresh your app to load updated details. **Create an application in ServiceNow Studio** In the November 2024 release, only admins could create apps in ServiceNow Studio. Now, users with Guided Application Creator (GAC) roles can also create applications. **File Navigator performance has been improved for large applications** As of version 27.2.4, smaller apps load all files on open, while larger apps (exceeding a configurable limit) load a subset initially, with additional files available on demand. Search for files in larger apps will perform server-side calls to decrease load times. Contact your ServiceNow support team to change the app size limits.

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Application or feature	Details
	Create an app file in ServiceNow Studio As of version 27.2.4, use the new full-page, guided file creation experience to create any type of file for which you have permission. **Viewing app origination information in ServiceNow Studio** As of version 27.2.4, the app details page for each app shows which development environment your app was created in. Use this information to switch between environments as needed in the course of app development and deployment.
Sidebar	**Exploring Sidebar** Integrate Sidebar and Slack to enable the users of both platforms to seamlessly collaborate with each other. **Using Sidebar** Create standalone Sidebar conversations that aren't associated with a specific record. **Using Sidebar** Create private discussions on a record that are accessible only to the participants within that discussion.
Skills Foundation	**Bring in skills through Skills import** Import skill sets from the Workday Employee spoke using the existing import flow in the Skills Workspace. The imported sets of skills can either be the full list of skills from a given input or a subset. Import skills data from the external systems with the new Integration option in the Skills import. Automatically identify skills that are similar to the existing skills in the library (cmn_skills) and display them in the Existing matches section. Import skills from any external source and harmonize them with the new **Custom import** option.
Smart Assessment Engine	**Copy an assessment template** Create a copy of an existing smart assessment template, including all questions, sections, and existing configurations. This feature enables you to duplicate a fully configured assessment, so you don't need to recreate the content. You can then customize the copied template to fit new requirements or scenarios. **Filter unanswered questions** Filter questions in the assessments to display only unanswered questions, helping you focus on the remaining questions. **Using the template designer**

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Application or feature	Details
	Search for text within assessment sections, subsections, or questions, enabling you to locate specific information or keywords. This feature enhances navigation and enables you to find relevant content without manually scrolling through the entire assessment. **Auto-copy responses to all templates** Replicate your responses across all applicable assessments while combining assessments by enabling the auto-copy feature. It saves time and effort by copying your answers consistently without the need for manual repetition. **Automate responses** Set up automatic responses for questions to enable assessors to complete assessments efficiently. You can either create default responses for all question types or define a script to fetch and map the values or data to responses. **Assessment scoring and analysis** Calculate meaningful scores for assessment responses at the assessment, section, or subsection levels. These scores can then be used for reporting. **Post-assessment automation** Automate actions based on assessment responses. Template designers can predefine actions using a rule engine, such as updating fields, creating follow-up assessments, or generating other records. **Descriptive images in assessment questions** Attach descriptive images in the guidance section of the assessment questions. This means that template managers can include helpful visuals to assist respondents, making the instructions clearer and easier to understand.
Software Asset Management	**Gain insights into your publisher license compliance by using Now Assist for Software Asset Management** Use generative AI to gain a comprehensive summary of publisher license compliance. The detailed publisher summaries enable you to understand the publisher license compliance details. **Manage Microsoft 365 license compliance and optimization through Microsoft 365 Guided Setup** Get a prescriptive guidance for the tasks that you must perform in the Software Asset Management application, Microsoft 365 admin center, and other applications to configure Microsoft 365. This Guided Setup organizes the configuration activities into various categories so that you can see the list of tasks that need to be performed. **Optimize Microsoft 365 subscriptions**

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Application or feature	Details
	Optimize how to manage Microsoft 365 licensing with these enhancements: • Auto removal of licenses from the Microsoft 365 admin center by detecting low usage and overlapping subscriptions. • Expanded support for usage-based optimization such as Microsoft 365 E3 Teams and Microsoft 365 government plans. **Optimize Microsoft Dynamics 365 subscriptions** • Receive recommendations to save costs by removing low-usage subscriptions for MRS applications. • Receive guidance on cost-saving strategies while purchasing multiple base subscription licenses for various Microsoft Dynamics 365 applications. Using a combination of base and attach licenses can provide a more cost-effective solution. **Simplify the activation process for SaaS License Management** Simplify your activation process by optimizing your SaaS subscriptions. You can activate just the SaaS applications that you want to manage. **SaaS security permissions** While integrating your SaaS applications, you can now grant the minimum permissions required to enable key use cases, such as downloading subscriptions, calculating activity, and reclaiming subscriptions. **Optimize subscriptions for SAP Ariba** Gain visibility to the subscriptions and reclaim stale licenses by integrating your ServiceNow instance with the SAP Ariba application. **Configure and map users from SaaS portals to ServiceNow AI Platform with ease** Determine your licensed users by mapping user subscriptions from SaaS applications to users in ServiceNow AI Platform. **Optimize CrowdStrike subscriptions** Software Asset Management now includes support for CrowdStrike products with license metrics such as Sensor Subscription and Reserved Hourly Average Sensor. The introduction of a new license metric group, CrowdStrike, improves data coverage and reconciliation. By managing the entitlements for various CrowdStrike products, including CrowdStrike Falcon Endpoint Protection, CrowdStrike Falcon Discover, and others, you can get better tracking and compliance. **Manage onboarding of products to support the Software Asset Management (SAM) application through SAM Guided setup**

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Application or feature	Details
	Get step-by-step guidance on the activities that you must perform to onboard SaaS and on-premises products. The guided setup helps you to create or associate success goals, configure product integrations, create software entitlements, or run reconciliation to get the most out of the Software Asset Management application. **Manage license compliance for Oracle Database and WebLogic Server deployed on Solaris Logical Domain (LDOM)** Support Oracle Database and WebLogic Server licensing for Per Processor and Named User Plus (NUP) license metrics that are deployed on the hard-partitioned Solaris LDOM infrastructure, also known as Oracle VM Server for SPARC. **Manage compliance for SAP S/4HANA Cloud Public Edition** Gain visibility to software usage information and subscriptions by integrating your Software Asset Management application with the SAP S/4HANA Cloud Public Edition. This integration supports the Full User Equivalent (FUE) license metric that is used to grant licenses for SAP cloud applications. **Determine license compliance for Oracle products deployed on Nutanix virtualization technology** License Oracle Database Server, Options, and WebLogic Server with deployments on the Nutanix virtualization technology. **Support for revenue-based license metrics for SAP engines** Gain the ability to maintain licenses for higher value, revenue-based SAP engine products. **Leverage machine learning normalization for software recognition in protected government environments** Extend machine learning normalization capabilities to Government Community Cloud (GCC) and National Security Cloud (NSC) environments. **Leverage machine learning spend detection in protected government environments** Extend Software Spend Detection capabilities to Government Community Cloud (GCC) and National Security Cloud (NSC) environments. **Optimize licensing for IBM Cloud Paks** Use the IBM License Compliance for Software Asset Management application to track and manage licenses for your IBM Cloud Paks. **Expand end of life (EOL) reporting by creating parent-child relationships between software products** View, define, or update the parent-child relationships between your software products. Use these relationships to enable your child products to inherit life-cycle dates from their associated parent products.

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Application or feature	Details
	View the Export Classification Control Numbers (ECCNs) for your software products View the ECCNs that are mapped to your software products. Use this information to identify the products that are subject to U.S. export control regulations so that you can maintain export compliance across your products. **Create and manage entitlements for your Microsoft 365 From SA and Add-on user subscription licenses (USLs)** Create entitlements to track and manage the From SA and Add-on licensing terms for your Microsoft 365 subscriptions. Specify the details of each license, including the license type, license cost, and number of purchased rights. Use this information to determine your license compliance so that you can optimize your licensing costs. **Improve your compliance position with insights on how your software installations get licensed** Evaluate the installation to license consumption percentages and devise strategies for improving your license usage. Track your installation to license journey by connecting software installations to the licenses consumed and identifying the statuses such as licensed or unlicensed. **Gain an understanding of how licenses get calculated for your software assets** Learn how the Software Asset Management application calculates the number of licenses that are required for your software assets with the factors that impact this process. **Increase the coverage of product life cycles** Expand the life-cycle date calculations to include the custom general availability (GA) dates. Additionally, support is also available for the End of Extended Support phase and the End of Support and End of Life phases.
Sourcing and Procurement Operations	**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. **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. **Category management tab** Access a unified, filter-based view of category performance across spend, savings, pipeline projects, contracts, purchase orders, and suppliers.

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Application or feature	Details
	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. **Search for punchout products in Employee Center** In Employee Center, you can search for punchout products directly using the AI search bar. After you search for a product, matching items from the third-party supplier's catalog are displayed on the **Supplier Site Catalog** tab. **Unified request tracking in Shopping Hub** From My Purchases in Shopping Hub, you can search purchased products or services using the original or associated procurement record IDs, tracking details from order to fulfillment. Additionally, you can use keywords or the first three letters of a procurement record type to search for and view your purchases. **Browse punchout and native catalog items from the Categories and Suppliers lists in Shopping Hub (SH)** In Shopping Hub, you can view both the punchout products and the natively available products from the Categories or the Suppliers list on the Shopping Hub home page. **Mapping Product Categories and Units of Measure for seamless checkout in Shopping Hub** You can map the product categories and units of measure for third-party products to the corresponding model categories. This capability helps to ensure that during checkout, Shopping Hub accurately considers and displays the product category for the purchase order lines (POL) and purchase requisition lines (PRL) based on your predefined mappings. **Submit an edit receipt request from Shopping Hub** Shoppers can submit edit receipt requests from Shopping Hub to correct discrepancies in accepted receipts, ensuring accurate updates to purchase orders, purchase order lines, and received quantities.

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Application or feature	Details
	Process an edit receipt request in playbook Fulfillers can review the edit receipt requests and either confirm or reject them. If the request is valid, they can process the request using the Edit a Receipt playbook in the Source-to-Pay Workspace. **Editing purchase requisitions and orders with cost allocation adjustments** Shoppers can modify purchase requisitions (PRs) and purchase orders (POs) while maintaining cost allocation across multiple cost centers. **Spend and Savings Management** Spend and Savings Management (sn_spend_mgmt) enables category managers to import and maintain their organization's category taxonomy. Integrating this taxonomy into ServiceNow helps streamline procurement processes, monitor spend, and assess savings more efficiently at the category level. **Return a product** Shoppers can now initiate replacements for goods directly from the Shopping Hub/EC. Previously, only returns for refunds were supported. This enhancement allows shoppers to replace faulty or unsatisfactory items, offering greater flexibility and improving the overall shopping experience. **Using Now Assist for Contract Management in Sourcing and Procurement Operations** Extract metadata from a signed contract attached in a contract repository record and analyze a contract document with agentic AI to identify non-standard and missing clauses. **Now Assist for Sourcing and Procurement Operations (SPO)** Activate the following new skills for Now Assist for SPO: • Negotiation summarization for fulfillers: Summarize negotiations to keep fulfillers informed on their current status, progress, and action items. • Negotiation event summarization for fulfillers: Summarize negotiation events to keep fulfillers informed on their current status, progress, and action items. • Purchase order summarization for requesters: Summarize purchase orders to keep requesters informed about their current status, progress, and action items. • Purchase requisition summarization for requesters: Summarize purchase requisitions to keep requesters informed about their current status, progress, and action items.

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Application or feature	Details

	• Sourcing request summarization for requesters: Summarize sourcing requests to keep requesters informed about their current status, progress, and action items.
	
	Generate summarization in multiple languages for procurement objects with the multi-language support in the Now Assist console.
	• For fulfillers, the following procurement objects support multi-language summarization:
	  ○ Sourcing request
	  ○ Purchase requisition
	  ○ Procurement case
	  ○ Purchase order
	  ○ Negotiation
	  ○ Negotiation event
	• For requesters, the following procurement objects support multi-language summarization:
	  ○ Sourcing request
	  ○ Purchase requisition
	  ○ Purchase order
	
	With the Now Assist panel, fulfillers can use agentic AI to summarize the following procurement objects quickly:
	• Sourcing request
	• Purchase requisition
	• Procurement case
	• Purchase order
	• Negotiation
	• Negotiation event
	
	Now Assist for Common Finance and Supply Chain features
	Use Now Assist for Common Finance and Supply Chain features to summarize purchase orders and keep fulfillers informed of their status, progress, and required actions.
	Using agentic workflows in Now Assist for Sourcing and Procurement Operations
	Use agentic workflows for Sourcing and Procurement Operations to fulfill your procurement needs through intelligent product recommendations, guided checkout and off-catalog purchasing processes, and detailed product information. These workflows also help answer procurement-related questions and efficiently track associated records.

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Application or feature	Details
Strategic Planning	**Dashboards for data analysis and decision-making** Use dashboards to view key data and metrics, enabling you to monitor performance, track progress, and make informed decisions related to ideas, feedback, planning, and execution. Dashboards consolidate data from multiple sources into a single, easily digestible format. Each widget within a dashboard displays key data and metrics and may include visualizations. The default dashboards include the Product Idea Dashboard, Feedback Dashboard, Strategy Execution Dashboard, and Execution Dashboard. You can create or edit dashboards, copy an existing dashboard and customize it as needed, and share dashboards to collaborate with business stakeholders who have access to the portfolio plan. **Create and share views for portfolio plans and free-form roadmaps** For portfolio plans - Create, edit, and switch between views with display preferences such as column selection, grouping, and filtering for portfolio plans. You can create personal views that are private to you, or public views that can be shared with stakeholders who have access to the portfolio plan. The portfolio plan view saves your display preferences across the **Prioritization**, **Roadmap**, **Capacity**, and **Financials** tabs. **Note:** Views are available only for the Planning module and are supported in live mode, but not in scenario mode. For free-form roadmaps - Create, edit, and switch between views with display preferences such as grouping, milestones selection, dependencies selection, and tracking mode for free-form roadmaps. You can create personal views that are private to you, or public views that can be shared with stakeholders who have access to the free-form roadmap. **Write planning item skill** • Improve record quality and user satisfaction by enabling AI assistance in the **Description** field across all Strategic Planning Workspace forms, including product idea, demand, epic, project, capability, feature, and story. • Enable text refinement with the **Elaborate** and **Shorten** options on planning items to support product managers and agile team members in creating and editing content more effectively. **Plan efficiently with additional pre-defined lenses**

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Application or feature	Details
	Using the Digital Product lens, portfolio managers can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the digital products by aligning with the business strategy. The lens is supported with the work items, epic, and product idea. With the Digital Product lens, you can also do high-level planning using the Product Enhancement entity. By default, the Product Enhancement entity is enabled for high-level planning. **Cycle time report for Agile teams in EAP dashboards** Analyze how long the stories take for your Agile team to move from an in-progress state to completion. Each bubble on the chart represents a story and the chart shows stories completed in the past 30 days. You can compare the cycle times of stories that have different story points and review the trend in the time taken by the team to complete them. Using this data, identify the stories that took longer to complete and analyze the reasons so that you can draft an action plan to optimize the team's cycle time in the future. **Kanban configuration for EAP teams** Use the Kanban configuration for teams that don't prefer to work in an iteration-based schedule. You can activate the predefined Kanban configuration and add teams to your Agile structure or you can modify an existing configuration by setting the **Planning calendar** field to **None**. **Column filters in EAP Backlog** Quickly find the work items that you need by using column-level filters for the data on your EAP Backlog. You can filter on any column that is displayed on the **Backlog** tab. **Generate stories from epics and features using Now Assist for EAP** Break down epics and features into stories using the Now Assist Agile story generation skill in the EAP workspace. Using the available details such as name, description, docs content, and any existing stories, Now Assist provides story recommendations for your epic or feature. You can let Now Assist generate stories using its initial recommendations or you can choose to split or combine the story recommendations before prompting Now Assist to create the stories. **View financial data of your planning items at portfolio level**

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Application or feature	Details
	• View the rolled-up financial costs and benefits data of your planning items such as Epics, Demands, and Projects at the portfolio level for different time scales and ranges. • View the Budget, Planned, Variance, Actuals, and Remaining Estimates of the financials costs by expense type or cost type. • View the Forecasts, Actuals, and Variance of monetary benefits. **Create a manage financial scenarios of planning items** • Optimize your portfolio by creating financial scenarios to validate and arrive at a profitable outcome. • Plan and manage the budget of planning items in simulation mode for efficient financial planning and to help prevent overspending. • Manage prioritization and budget allocation of the planning items to meet business priorities. • Compare scenarios financially and automatically allocate the planned budget to planning items from approved scenarios. • Enable the **new budget allocation** property (*sn_invst_pln.enable_budget_allocation_v2*) to perform financial analysis in scenario planning and take effective decisions by data-driven insights. **Real-time collaboration for EAP Docs** Edit a doc page concurrently with multiple other editors. Colored cursors denote the current location of editors on the page. You can choose to show or hide these indicators. The real-time collaboration feature for docs is also available for planning items in the Strategic Planning Workspace. See Docs for planning items in Strategic Planning. **Note:** To use the full functionality of Docs v6.6.0 within Strategic Planning Workspace, ensure that you upgrade Strategic Planning Workspace to v4.5.0. For more information, see KB2017926.
Strategic Portfolio Management for Telecom	**Fiber rollout project template** Bring scalability and adaptability to network expansion efforts by enabling organizations to customize them for various deployment scenarios. These templates reduce planning and execution costs through standardized,

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Application or feature	Details
	repeatable workflows while ensuring compliance with regulatory and operational standards. **5G project template** Accelerate time-to-market by providing pre-configured workflows that simplify complex network deployment processes. The template enhances operational efficiency by streamlining tasks, reducing redundancies, and minimizing errors. It also improves team collaboration by providing clear visibility into timelines, resource allocation, and milestones, aligning stakeholders around shared goals.
Subscription Management	**Subscription allocation counts according to active users** View the total number of active users in a product subscription. Only active users count toward the subscription allocation totals that appear throughout Subscription Management. **Allocate subscriptions to all recommended groups** Select all recommended groups when allocating subscriptions. **Support for on-premises installation** Manage subscription usage using Subscription Management on-premises. **Recommended subscription reasoning** Determine why Subscription Management displays a subscription recommendation when mapping custom tables or custom applications. **Manage custom applications and table mapping through the platform** Map any missing custom applications 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.
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.

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Application or feature	Details
	• Supplier Managers can initiate credit card enablement cases, enabling suppliers to use a credit card 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. **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 Relationship and Performance Management** • **Flexible KPI tracking**: Supplier managers can create KPIs directly without predefined templates, which results in simplified KPI creation, enabling faster and more efficient performance tracking. • **Enhanced KPI management**: Improved threshold setup, error messaging, and dashboard visualizations for KPI tracking. • **Multiple dimensions for KPI tracking**: Create supplier-level and contract-level KPIs using KPI templates to measure supplier performance. Contract-level KPIs are created under supplier-level KPIs. The overall KPI

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Application or feature	Details
	value of a supplier is calculated based on the latest aggregated values of all the related contract-level KPIs. • **Action Plans for under-performing KPIs**: Address performance gaps by creating Action Plans linked to the under-performing KPIs, enabling visual tracking of milestones and tasks. The tasks triggered by the Action Plans are assigned to the suppliers and they can see and complete those tasks in the Supplier Collaboration Portal, streamlining the overall KPI remediation process. • **Automated KPIs**: 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. **Many-to-many (M2M) mapping between supplier contact and suppliers** • Supplier contacts can manage multiple supplier records under a single login, with the ability to toggle between records in the Supplier Collaboration Portal. One supplier contact can be the contact for multiple suppliers, provided the suppliers share a parent-subsidiary relationship. • M2M mapping between supplier contact and suppliers also enables supplier contacts to register using a company name across different email domains, thus simplifying onboarding for distributed supplier teams. • M2M mapping between supplier contact and suppliers is available from the Xanadu December 2024 release onwards. To enable this feature, see Enable M2M mapping between supplier contact and suppliers. **Now Assist for Supplier Lifecycle Operations (SLO)** • View the summarized details of supply-related cases within the **Now Assist Panel** to keep the supplier managers and fulfillers informed about their progress and action items. • Case summarization supports multiple languages. **AI driven supplier onboarding using Now Assist for SLO** Use agentic AI in Now Assist for Supplier Lifecycle Operations (SLO) to streamline the supplier onboarding process by automating supplier registration. **Smart Assessments** 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

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Application or feature	Details
	and external users. This feature utilizes the capabilities of the Smart Assessment Engine application. **Emails view for supplier managers** 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	**Create and edit a synthetic monitor** Create and manage synthetic tests to replicate end-user transactions for critical service endpoints. Configure an alert to activate when a test fails, enabling you to address issues before they impact users. As of version 1.2, you can: • Test for response code: Confirm that your endpoints are returning success codes and know when they aren't. • Test for response time: Confirm that your services are meeting performance expectations by setting thresholds for response times. • Test for response text: Validate whether specific content exists in the response body, enabling accurate end-to-end checks. • Run tests from your local Glide instance: Enable closer integration with your instance and reduce the need for external test runners. • Run tests from multiple locations. **Identifying system issues with synthetic monitoring** View the Overview page for a monitor where you can: • View the status of the monitor. • View charts that display test failures and response times. • Visit related configuration items (CIs) that might be the start to investigating failed tests. • View a historical log of synthetic test runs, including details and the response body text. • Share results by exporting a list of tests for a monitor.
Talent Development Core	**Credly integration**

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Application or feature	Details
	As an employee, Credly integration now empowers you to display your digital credentials better demonstrating your skills in a tangible way. **View user credentials** As an administrator, Achievements and Credentials now enables you to view user credentials and use achievement credential templates to sync credentials from third-party credential providers, for example: Credly Import latest badges and related skills with the **Refresh credentials** option. Credential badges are displayed in the skill activity insights. Skills related to Credentials (badge template) are synced to the user profile. New skills identified are added to the harmonisation queue. Once imported, dynamic skills are associated with the respective user profile. **Note:** Credential Core has a soft dependency on Skills Foundation (8.0). **Create a growth plan with the help of Now Assist** As a Talent Development user, manage your career growth by creating a growth plan with the help of Now Assist. With Now Assist, you can provide details to craft a prompt that describes your career goals. **Note:** This feature is available when you have both Talent Development Core and Now Assist for HRSD installed.
Talent Feedback	**Request and view feedback** As a manager, request skill feedback for your team members on any skills from the employee's collaborators. **View feedback and skill activities** As a manager, view all the feedback received for a skill along with skill activities, during skill validation to get a full-fledged view of an employee's proficiency. **Request feedback** As an employee, receive feedback requests in your Employee Center To-dos, where you can provide feedback and skill rating for one or more skills in the request. **Decline a feedback request** **Accept or deny feedback requests** As an employee (feedback provider), you can choose to decline requests that are not relevant to you.

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Application or feature	Details
Telecommunications Network Inventory	**Design and assign your network services** Create and configure playbooks for design and assign a configuration item. The Design and Assign playbook provides step-by-step guidance for designing a network service. Use the playbook to complete guided activities to instantiate a network inventory record. **Design and Assign function for logical connections** Use the Design and Assign playbook to instantiate a logical connection and its associated connection elements. Once each activity completes, view the circuit map to visualize the logical connection elements. **Visualization of geo map** Use the Network site map to view the geographical location of your network sites and the information such as site details, connectivity, and capacity. **Creating an inventory template for a logical composite** Instantiate a logical composite record and associated equipment and racks using a logical composite template. **Add an equipment or rack to logical composite** Add equipment or rack to a logical composite using a change model. **Remove an equipment or rack from logical composite** Remove a rack or equipment from a logical composite using a change model. **Create an equipment record by using design and assign** Create a change request for an equipment record from the All Equipment list view using the **Create equipment** UI action. **Import models and templates in JSON format** Create an import request to import your collection of models and templates in JSON format. **Export hierarchy of models and templates** Export the hierarchy and all related records of a model or inventory template in JSON format. **Managing your network functions** The xNF and xNF instances records are added in the Inventory menu and retained the Services menu for application services. **Create a telephone infrastructure** Supports all types of telephone numbers.
Telecommunications Service Operations Management (TSOM)	**Pattern-based direct discovery using CLI and SNMP** Use pattern-based direct discovery to do the following tasks:

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Application or feature	Details

	• Support deep network discovery of your physical network elements by using CLI and SNMP.
	• Enable pattern-based discovery for any network elements that support SNMP standard MIBs.
	• Provide a framework to enable custom Management Information Base (MIB)-based discovery.
	• Enable both scheduled and quick discovery of standalone network elements.
	• Support the following Cisco and Juniper routers and switches:
	  ○ Cisco ASR1K
	  ○ Cisco 7613
	  ○ Cisco Nexus 9000
	  ○ Cisco Nexus 3548
	  ○ Juniper Mx80
	  ○ Juniper MX104
	  ○ Juniper MX240
	  ○ Juniper MX480
	
	Nokia Altiplano SGC integration
	With Nokia Altiplano SGC integration, you can:
	• Support discovery of physical Gigabit Passive Optical Network (GPON) network information by integrating with the Nokia Altiplano Service Graph Connector.
	• Enable scheduled and on-demand discovery.
	• Support the multi-instance integration of the Nokia Altiplano Service Graph Connector.
	
	Discrepancy identification and reconciliation
	Identify the discrepancies between your inventoried and discovered data in the following cases:
	• ○ Model mismatch.
	  ○ Model relationship mismatch.
	  ○ Entities not discovered in the current run but discovered in the previous run.
	  ○ Slots-occupied discrepancy.
	  ○ Most recent discovery not updated.
	  ○ Incorrect number of relationships.
	• Support a framework to automatically create tasks for reconciling discrepancies.

Theme Builder	**Align with your brand by using the Unified Navigation component**

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Application or feature	Details
	Customize the Unified Navigation component from within Theme Builder by using the following new features: • Quickly view how the Unified Navigation component will look in your theme by using the Preview pane. • Use the Component Configuration menu to view any shared styling between subcomponents. • View the background color of your subcomponent and see how it renders in relation to the Unified Navigation component by using the updated canvas color feature. **Use the double-click feature to quickly access the Component Editor** Double-click a component tile to access the Component Editor where you can continue to make style adjustments to subcomponents, variants, or interactions. **Adjust the Unified Navigation component to meet accessibility standards** As of Theme Builder version 5.1, the Accessibility Inspector now displays the total number of accessibility errors with contrast issues for the Unified Navigation component and subcomponents. See the Accessibility section for details. **Adapt the theme-able illustrations to seamlessly integrate with your brand** As of Theme Builder version 5.1, use the new Image styles feature to enhance your theme in the following ways: • Edit the colors of the empty state illustrations from within Theme Builder. When a part of your Next Experience web page doesn't contain data, an empty state illustration appears. Empty state illustrations are theme-able and adapt to your theme colors. • Override empty state illustrations with your own custom images to uniquely align with your branding style.
Third-party Risk Management	**TPRM personalized dashboards** Improve your decision-making process by exploring and analyzing your assessment data at various levels by using the Third-party insights dashboard and the TPRM custom analytics dashboard. If you have the Third-party risk manager [sn_vdr_risk_asmt.vendor_risk_manager] or Third-party risk assessor [sn_vdr_risk_asmt.vendor_assessor] role, you can create and share your own dashboards and reports. If you're a third-party risk manager, you can also customize the report layouts, widgets, and data views to prioritize key metrics and workflows that align with your individual roles and risk programs. **New Standardized Information Gathering (SIG) questionnaire content**

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Application or feature	Details
	Use the updated SIG templates for 2025 after upgrading to version 20.1.x as part of the Third-party Risk Management application. The latest SIG questionnaires help your organization stay aligned with stricter regulatory compliance and emerging third-party risk governance, covering a wide range of security and privacy concerns. **Quick start tests for TPRM** Verify that TPRM works as expected after upgrades and deployments of new applications or integrations by running quick start tests. If you customized TPRM, copy the quick start tests and configure them for your customizations.
Threat Intelligence Security Center	**Microsoft Defender for EDR Integration** Integration with the Microsoft Defender for EDR allows Cyber Threat Intelligence (CTI) analysts to automatically push malicious or suspicious IP addresses, domains, file hashes, and URLs to Microsoft Defender for continuous monitoring and real-time alerting. **Create a security incident from a TISC case** Create security incidents and associate observables to the security incidents from a TISC case. **Duplicate threat intelligence feeds** Duplicate threat intelligence feeds to create an exact copy of the existing feed.
Upgrade Center	**Upgrade Preview enhancements** Enhance your upgrade preview experience with the new Application Upgrade Preview and Predicted Schema Changes cards. You can also monitor the status of the preview process from the Upgrade Preview page. **Upgrade Management Console experience** Use the new Upgrade Management Console experience to access all the relevant information and tools required for a cohesive upgrade on your instance.
Usage Insights	**Added filtering capability to all analytics pages** Analytics pages have various filter options to help segment data including Date range, User type, and Country. Other filters appropriate to each page are available. **Configurable user properties** Filter usage data by custom user groups across all User Experience Analytics pages. Custom user properties can also be added to User details pages. User roles and department are available by default. Other user-related fields can be added to User Experience Analytics. **Granular event filtering**

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Application or feature	Details
	Filter event data using event properties to provide more specific and actionable insights into your data. **User information added to events** The number of unique users who performed an action visible next to the total occurrences of the event.
Virtual Agent	**Yokohama Patch 7** **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. **Yokohama Patch 6** **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. **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 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. **Virtual Agent server** • In chatHandshake, set *dynamic_step_loader_enabled* to `true` to send stacked Agentic AI messages to 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 LLMs. For more information on surveys, see Chat surveys. **Yokohama Patch 3** **AI Connector Utility**

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Application or feature	Details
	Link custom skills to generative AI to add their functionality to LLM conversations. **AI agents and agentic workflows in Virtual Agent Designer** View AI agents and agentic workflows created in AI Agent Studio in Virtual Agent Designer. **Shorten responses option for bot text response** For bot text responses, use the **Shorten responses** toggle in Virtual Agent Designer to turn on the **Show more** option in the chat on the user side. **Yokohama Patch 1** **Application scope for topics** Select the application scope for topics in Virtual Agent Designer. **Yokohama Early Availability** **Synthesized response in Slack conversations** Generate synthesized responses in Slack conversations with Now Assist. **Virtual Agent feature support in Microsoft Teams conversations** Generate synthesized responses in Microsoft Teams conversations with Now Assist. **Custom skills in Virtual Agent Designer** View skills created in Now Assist Skill Kit in Virtual Agent Designer. **Chat surveys** Create chat surveys compatible with LLM-enabled user inputs, aside from the Carousel user input.
Visa Spoke	**Visa Stop Payment Service (VSPS) integration** The Visa Stop Payment Service (VSPS) enables Visa card issuers to stop card-on-file payments (including recurring and installment payments) from being authorized, cleared, and settled through VisaNet. This service helps Visa issuers handle cardholder stop payment requests. The following Visa Spoke actions allow clients to integrate with VSPS APIs and work through the platform: • Create Stop Payment Instruction by Merchant Identifier Request Builder • Create Stop Payment Instruction by Merchant Identifier Response Parser • Create Stop Payment Instruction by PAN Request Builder • Create Stop Payment Instruction by PAN Response Parser

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Application or feature	Details
	• Create Stop Payment Instructions by Merchant Category Code Request Builder • Create Stop Payment Instructions by Merchant Category Code Response Parser • Look up Eligible Transactions for Stop Payment by PAN and Date Range Request Builder • Look up Eligible Transactions for Stop Payment by PAN and Date Range Response Parser • Look up Stop Instruction Details by Stop Instruction ID Request Builder • Look up Stop Instruction Details by Stop Instruction ID Response Parser • Look up Stop Payment Instructions by PAN Request Builder • Look up Stop Payment Instructions by PAN Response Parser • Update Stop Instructions Duration by Stop Instruction ID Request Builder • Update Stop Instructions Duration by Stop Instruction ID Response Parser • Update Stop Payment Instruction by Merchant Identifier Request Builder • Update Stop Payment Instruction by Merchant Identifier Response Parser • Update Stop Payment Instruction by Merchant Category Code Request Builder • Update Stop Payment Instruction by Merchant Category Code Response Parser • Look up all linked stop payment instructions by stop instruction id Request Builder • Look up all linked stop payment instructions by stop instruction id Response Parser • Look up stopped transactions by PAN Request Builder • Look up stopped transactions by PAN Response Parser • Look up stopped transactions by stop Instruction id Request Builder • Look up stopped transactions by stop Instruction id Response Parser • Cancel Multiple Stop Instructions Request Builder • Cancel Multiple Stop Instructions Response Parser
Vulnerability Response	**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

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Application or feature	Details
	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. **Create host remediation tasks manually in the Vulnerability Manager Workspace** With the sn_vul.vulnerability_analyst or sn_vul.vulnerability_admin role, you can create host remediation tasks manually by selecting some or all the records in the Host 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 host remediation tasks. **Create host remediation tasks manually in the IT Remediation Workspace** With the sn_vul.remediation_owner role, you can create host remediation tasks manually by selecting desired records in the Host 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 host remediation tasks. **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

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Application or feature	Details
	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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Application or feature	Details
	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.

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Application or feature	Details
	• 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.
Vulnerability Response Integration with Claroty CTD	**Enhanced filters for the Vulnerability Response Integration with Claroty CTD to support Claroty CTD v5.1** Identify and import vulnerabilities according to your requirements by using the additional filter properties that have been added in Claroty CTD. The filter properties are based on a Common Vulnerability Scoring System (CVSS) V3 score and Exploit Prediction Scoring System (EPSS) score that is available in Claroty CTD v5.1.
Vulnerability Response integrations	**Tenable.io CI lookup rules prioritize the non-empty network interface values (FDQN, IPV4, and MacAddress) for a discovered item** The Tenable.io CI lookup rules prioritize and populate the non-empty network interface values (FDQN, IPV4, and MacAddress) over the regular FDQN, IPV4, and MacAddress values for a discovered item.
Workforce Optimization for Customer Service CSM	**Manager Workspace landing page** Empower managers with real-time insights and actionable metrics, organized in a unified view, to drive performance optimization and facilitate prompt action. **Note:** Existing customers on release versions prior to the Yokohama release can still view the old Legacy Manager Workspace landing page.

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Application or feature	Details
Workspace	**Configure keyboard shortcut for response templates** Use a keyboard shortcut to add response templates to journal fields within a form. **Create collapsible content for email templates** Hide email content behind an ellipsis in email templates. **Configure the email composer in Core UI** Access the latest Workspace features for email composer in the Core UI.
Zero Copy Connector 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.
Zero Copy Connector for ERP	Yokohama Patch 3 **Zero Copy Connector for ERP dashboard** View charts and graphs about transactions on the home page dashboard. **Implement and deploy faster with ERP content packs** Use prebuilt content packs containing models to get Zero Copy Connector for ERP running on your instance faster. **Preview entities in the Model Manager** Preview operations, fields, values, inputs, and outputs in the Zero Copy Connector for ERP Model Manager instead of having to open App Engine Studio. **View detailed software information** View software information including machine type, node name, supported database, and more.

Changes to Yokohama features and products

Cumulative release notes summary on changes to Yokohama features and products.

Existing products were updated and changed in Yokohama. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Control Tower	**Yokohama Patch 11** **Changes to Now Assist usage measurement**

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Application or feature	Details
	Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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.
AI Search	**Yokohama Patch 11** **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 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

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Application or feature	Details
	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. **Yokohama Patch 6** **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 Yokohama** **Class:** PDFGenerationAPI - Scoped, Global **Methods:** • convertToPDF() • convertToPDFWithHeaderFooter() New properties, glide.pdf.url.whitelisting.enabled and com.snc.pdf.whitelisted_urls, have been added to ensure whether external URLs provided should be rendered in the PDF output. A new property, accessibilityEnabled, has been added for PDF accessibility support. **Changed global classes in Yokohama** **Class:** PDFGenerationAPI - Scoped, Global **Methods:** • convertToPDF() • convertToPDFWithHeaderFooter() New properties, glide.pdf.url.whitelisting.enabled and com.snc.pdf.whitelisted_urls, have been added to ensure whether external URLs provided should be rendered in the PDF output. A new property, accessibilityEnabled, has been added for PDF accessibility support. **Changed REST APIs in Yokohama** **API:** Attachment API **Endpoints:** POST /now/attachment/file: A new parameter, creation_time, can be used to capture attachment creation times when the Now Mobile app is offline and the attachment is uploaded to a record at a later time.

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Application or feature	Details

Changed scoped classes in the ServiceNow Store

Application	App Version	Class	Methods
Lead to Cash Core	V1.4	LeadtoCashCore - Scoped	Enhanced the performance of the Commit Instance API to improve number generation for the number field: • effect(): The *_records_count* return object is added to provide details about newly inserted records for a particular table, such as the table name and number of inserted records. • commitInstance(): A new additional parameter, useNumberGenerator, is added to optionally generate and apply sys_ids to new table records in bulk.
ATF Test Generator and Cloud Runner	2.7.2	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests, String suiteName)	Added the *testSuite* parameter allowing you to set the name of the new test suite that is created during test generation.

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Application or feature	Details

Changed client classes in the ServiceNow Store

Application	App Version	Class	Methods
Customer Service Management	v1.2	openFrameAPI - Client	subscribe(): Added new events • openframe_wrap_up_submitted • openframe_heart_beat
Mobile SDK	v2.9.0	NowChatTheme interface - Android	Updated available chat UI color defaults.
Mobile SDK	v2.9.0	NowWebTheme interface - Android	Updated available web view UI color defaults.
Mobile SDK	v2.9.0	NowChatThemeable protocol - iOS	Updated available chat UI color defaults.
Mobile SDK	v2.9.0	NowWebThemeable protocol - iOS	Updated available web view UI color defaults.

Changed global classes in the ServiceNow Store

Application	App Version	Class	Methods
ATF Test Generator and Cloud Runner	2.7.2	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests, String suiteName)	Added the `testSuite` parameter allowing you to set the name of the new test suite that is created during test generation.

Changed REST APIs in the ServiceNow Store

Application	App Version	API	Endpoints
Accounts Payable Operations	v2.0.0	AP Invoice API	Add properties supporting bill-to address information.

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Application or feature	Details

Application	App Version	API	Endpoints
			• POST /sn_spend_intg/ap_invoice/cxml • POST /sn_spend_intg/ap_invoice/json
ATF Test Generator and Cloud Runner	2.7.2	Cloud Runner Test Generation - POST /now/sn_atf_tg/test_generation	Added the *testSuite* parameter allowing you to set the name of the new test suite that is created during test generation.
Order Management	v11.3.0	Product Order Open API	The *productSpecification* request parameter has changed from required to optional. • 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
Order Management	v12.5.0	Product Inventory Open API	The *productSpecification* request parameter has changed from required to optional. These endpoints now retrieve all product inventory records. In prior releases, product inventory records without a specified product specification weren't returned. • POST /api/sn_prd_invt_/product • GET /api/sn_prd_invt_/product • GET /api/sn_prd_invt_/product/{id}

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
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<table>
<tr><th>Application</th><th>App Version</th><th>API</th><th>Endpoints</th></tr>
<tr><td>Product Catalog</td><td>v14.1.0</td><td>Product Catalog Open API</td><td>The ability to specify product bundles has been added to the following endpoints:
GET /sn_tmf_api/catalogmanagement/catalog
GET /sn_tmf_api/catalogmanagement/catalog/{id}
GET /sn_tmf_api/catalogmanagement/productOffering
GET /sn_tmf_api/catalogmanagement/productOffering/{id}
PATCH /sn_tmf_api/catalogmanagement/productOffering/{id}
POST /sn_tmf_api/catalogmanagement/productOffering
GET /sn_tmf_api/catalogmanagement/productSpecification
GET/sn_tmf_api/catalogmanagement/productSpecification/{id}
PATCH /sn_tmf_api/catalogmanagement/productSpecification/{id}
POST /sn_tmf_api/catalogmanagement/productSpecification</td></tr>
</table>
</td></tr>
<tr><td>Accounts Payable Operations</td><td>Work with invoices
Invoice line statuses are updated as:
PO matching error to Mapping error
PO matching completed to Mapping complete
Matching error to Mapping error
Review mapping</td></tr>
</table>

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Application or feature	Details
	Invoice ingestion process when Document Intelligence is unavailable Accounts Payable Operations integration with Document Intelligence enables AP admin to create invoice manually when DocIntel is down. The capture invoice details activity card displays the **Create invoice** option.
Adoption Services	**Guided Setup** Assign and transfer Guided Setup tasks to relevant users, for execution. This capability requires admin roles. Set Guided Setup steps as mandatory by disabling the skip action. You can now run the Guided Setup player or builder multiple times. Select the multi-run feature while you're configuring and executing the tasks multiple times. **Help Center** Navigate to What's New within the Help Center panel across all experiences, including Core UI. Starting in the Yokohama release, configuration support for this new feature is available in classic and custom pages. This feature isn't supported for non-Polaris users. **Embedded Help** Import non-English content without overriding the last uploaded language content. **Guided Tours** Create, edit, or delete Guided Tours from any scoped application including ServiceNow AI Platform.
Advanced AI Search Management Tools	**Yokohama Patch 11** **AI Search analytics dashboard** The performance metrics, trends, and charts for this dashboard have been refreshed to offer a cleaner visual experience. **Yokohama Patch 6** **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	**Yokohama Patch 11** **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 Yokohama Patch 11): 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. **Changes to Now Assist usage measurement** Starting with Yokohama 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.
Agent Client Collector	**Explore metrics with Metric Explorer independent of Agent Client Collector Monitoring** Starting in version 4.1.0, view and monitor metric data with Metric Explorer, even if you have not installed Agent Client Collector Monitoring. Starting in version 1.1.0, ACC for Visibility has been renamed as Kubernetes Visibility Agent and consists only of what is currently CNO for Visibility. The term CNO for Visibility has been deprecated and replaced with Kubernetes Visibility Agent. All other ACC for Visibility functions are now part of Agent Client Collector for Visibility - Content.
Agent experience for CSM	**Form template enhancements** Use the following form template enhancements to create or edit templates as needed: • The **Templates** tab in the configurable side panel displays larger template cards with the template name and an expanded description. Users can view different lists of templates, mark their favorites, and sort templates either alphabetically or by last used. • The template form displays template fields in a clearly labeled form section and displays the line numbers and headings for each template line to improve readability • The template tab header displays "Edit template" when a user opens a template in edit mode. **Front-line case page integration with knowledge guidance** Enable agents to attach and add links to knowledge articles in comments, work notes, or emails by using modeless dialogs. **Resurface special handling notes**

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Application or feature	Details
	Display the special handling notes for a case at any time by selecting **Special handling notes** from the More actions menu on the case record action bar. **Customer Central application moved from family to store release** Starting with the Yokohama release, the Customer Central application (com.sn_csm_customer_central) has moved to the ServiceNow Store. Any new enhancements to this application are delivered through the Customer Central store app. **Customer Activity Guided Setup now accessible from a new location** Use the following updates in Guided Setup to enhance navigation and access customer history configurations: • Access the Customer Activity Guided Setup from **All** > **Customer Central** > **Customer Activity** > **Guided Setup**. • View Activity Contexts, Activity Types, Activity Groups, and Activity Type Templates within Guided Setup. You can also access them in the menu by navigating to **All** > **Customer Central** > **Customer Activity** > **Guided Setup**. • Customer Activity has been renamed to Customer History, maintaining the same functionality. • Access the Business Rule in the Activity Feed where it is now listed independently alongside Activity Types, Activity Groups, and Activity Type Templates for improved accessibility. Previously, it was nested under Activity Types. **Front-line case page lookup component** The Front-line case page includes the following enhancements: • Includes the Consumer lookup component. • Uses advanced search to look up contacts and consumers. • Contact and consumer record cards can be collapsed to display more record space. **Action bar layout** The following interaction record pages include an action bar with a single action layout: • CSM Interaction record page • CSM voice interaction record page **Comment and Work note modeless dialogs** Create and use form templates that add content to the **Additional comments** and **Work notes** fields on a case

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Application or feature	Details
	record. Automatically display a modeless dialog that includes the content from the form template and then post that content to the activity stream. **Front-line case page contextual side panel** The Record Information tab in the contextual side panel includes the Overview and Active SLA cards. The contact card and timeline card have been removed to improve the page load time. **Recommended Actions AI search replaces Agent Assist** Recommended Actions AI search replaces Agent Assist in the contextual side panel for the following record pages included with the CSM Configurable Workspace: • CSM default record page • Front-line case page • CSM Interaction record page (for type = Chat, Video, Walkup, Email) **Customer History component features** Use the following features to provide agents real-time updates and customer history details: • Automatically refresh the Customer History component when account, contact, or consumer details change. • Prompt agents to add missing account or contact details instead of leaving fields empty. • Display an empty component until an agent links a contact using the lookup component, then show the contact's details. • Enables agent to view updated customer information directly in Customer History on the Front-line Case page.
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.
Audit Management	**Reflow for Configurable Workspace** The Audit Management 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.
Authentication	**Multi-factor Authentication enforcement** MFA is mandated and is enforced to all the non-SSO login users accessing ServiceNow®.

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Application or feature	Details
Business Continuity Management	**Using latest assessment template for conducting BIAs** You can use the latest assessment template to conduct the Business Impact Analysis (BIA).
Case management for CSM	**Process mining** Use the process mining enhancements to improve processes as needed: • Removed the viewer role from all records in the Process Mining Content Pack for Customer Service Management (CSM). • Set process configurations as read-only templates, deletable only by a process mining administrator. You can enable customers to copy the template or import specific parts into their custom configuration. **Case lines and workflows** The Case Line table (sn_case_line) includes the **Install base** and **Asset** reference fields. These fields display information based on the selected account and product.
Code Signing	**Enhancements to the guardrails check** The Code Signing Guardrails check has been improved to enhance signature verification, resulting in more secure workflows. In addition, multiple optimizations have been implemented to improve the performance benchmarks of the Guardrails scan, and log files now feature a more intuitive naming convention, which simplifies file identification within your system. **Generate update sets with a maximum size of 10,000 records** Code Signing now enforces limits on large update sets to improve the user experience. The maximum size for an update set is 10,000 records. **Naming updates for trusted and production instances** The trusted non-production instance has been renamed to trusted instance, and the protected production instance has been renamed to protected instance. These naming updates have been made to better align with customer usage.
Collaborative Work Management	**Improved user experience for adding hyperlinks in Docs** Insert hyperlinks in a Doc easily and quickly through the formatting toolbar, inline commands, or by pasting a copied link. The pasted URL can be converted into a hyperlink by pressing the Space or Enter key and edited using the inline edit modal. **Improved user experience for copying links of Boards**

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Application or feature	Details
	Ensure that your team sees the same data as you while sharing links of your Boards through the **Copy link** action, which now accesses the linked workspace showing the view in which the Board is displayed to you regardless of the user's view settings. **Redirection to the CWM task from notification emails** Access task details when you open a task from an assignment email from CWM in a new browser tab in the context of its Board rather than being directed to the workspace home page. **Redirection to the specific doc pages from notification emails** Access the specific Doc page that you are @-mentioned in by selecting **View Doc** in the notification email, eliminating the need to look through multiple pages in the Doc. **Reflow for Configurable Workspace** The CWM workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.
Common Core	**Column Organization** You can select and reorder columns when adding a table into your template by using the Document designer Microsoft Word add-in. You can now organize your content better to meet your reporting needs. **Create content configurations** You can add up to 20 columns in a table and content block by using the Document designer application. You now have more flexibility with customizing your table and content block to meet your reporting needs. **Yokohama Patch 11** **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 Yokohama Patch 11): 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. **Changes to Now Assist usage measurement** Starting with Yokohama 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

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Application or feature	Details
	information, refer to KB KB2704710: Now Assist Usage - Overview & New Measurement Logic.
Compliance Case Management	**Roles updated for smart assessment** The following roles in Compliance Case Management have been updated with respect to smart assessments. • sn_comp_case.compliance_case_admin • sn_comp_case.compliance_case_analyst • sn_comp_case.compliance_case_business_user • sn_comp_case.compliance_case_manager **Reflow for Configurable Workspace** The Compliance Management 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.
Configuration Management Database (CMDB)	**Access changes for the sn_cmdb_editor and sn_cmdb_admin user roles** • Starting with Yokohama Patch 4 (zbooted or upgraded), access has been reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles which are used in CMDB Workspace. The sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class. • Starting with Yokohama Patch 6 (zbooted or upgraded), 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*' to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the permissions that are necessary for performing some CMDB Workspace tasks. This scheduled job modifies 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

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Application or feature	Details
	from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506]. **CMDB Workspace v6.3** • Apply the filters that were previously available only to the coverage charts to all charts in the Discovery sources tile in the CMDB 360 dashboard. For example, you can filter out non-CMDB tables or include records only from principal classes. For more information, see CMDB 360 experience in CMDB Workspace. • Use a condition builder or a custom script to narrow down the list of de-duplication tasks that are assigned to a template. For more information, see Create a de-duplication template. • Use the new **Allow empty field values** option to allow or disallow certification of empty value fields when creating a certification policy type in CMDB Data Manager. For more information, see Create a CMDB Data Manager policy in CMDB Workspace. **CMDB Workspace v6.4** You can now use dot-walking when setting assignments for the User Field or User Group Field options for CMDB Data Manager policies (such as Certification). Also, when converting legacy certification schedules into Data Manager Certification policies, existing dot-walking settings are preserved. For more information, see Create a CMDB Data Manager policy in CMDB Workspace. **CMDB Workspace v7.4** In the CMDB Workspace version 7.4, you can now do the following tasks: • Manually create a CI in CMDB Workspace that complies with its class identification rule and other class requirements, and is tested for uniqueness in CMDB, to help ensure that the CI is valid and maintains the integrity of CMDB. For more information, see Create a CI manually in CMDB Workspace. • Set the CMDB Health dashboard to use the legacy methods to calculate the completeness, correctness, and compliance KPIs. That legacy calculation method relies on settings of proportional weights of metrics within the aggregated score of KPIs and was used up until the Washington DC release. By default, those weights aren't used in the calculations of KPI scores. Also, the CMDB Health dashboard now shows the overall score, which by default, is a simple average of the aggregated scores of the completeness, correctness, and compliance KPIs.

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Application or feature	Details
	CMDB Workspace v7.5 In the CMDB Workspace version 7.5, you can now do the following tasks: • Delete CMDB Data Manager retirement definitions in CMDB Workspace (other than the cmdb_ci retirement definition). For more information, see Delete a CMDB Data Manager retirement definition. • Configure a CMDB Data Manager certification policy to disallow reviewers, to update fields' value while reviewing CIs in a certification task. Administrators can clear the **Allow updates to field values** option to prevent reviewers from updating non-compliant field values into compliance, resulting in rejecting those CIs. For more information, see Create a CMDB Data Manager policy in CMDB Workspace. • Schedule a de-duplication template for daily, weekly, monthly, or periodic runs for continuous remediation of duplicate CIs. For more information, see Schedule a de-duplication template. • Receive notifications from CMDB Data Manager about certification and attestation tasks, that are incomplete or overdue. For more information, see Components related to CMDB Data Manager. • Review and process tasks of your direct reports and of members of any user group that you manage. For more information about accessing these tasks in CMDB Data Manager, see My Work view in CMDB Workspace. • Reject a CMDB Data Manager life-cycle task in CMDB Workspace. For more information, see Review CMDB Data Manager tasks in CMDB Workspace. • Use the Create CI experience with a preset class when drilling down a class in the CI Summary chart on the Home view of CMDB Workspace. For more information about creating CIs manually while applying IRE processes, see Create a CI manually in CMDB Workspace. **Update to the Walk stage reports on the CSDM Data Foundations dashboard** The Technical Service Offerings with Support Group or Change Group report now includes data that meets the *sys_class _name = offering* parameter. **Table label changes** The following table labels have changed: • The label for the cmdb_ci_service_auto table is now Service Instance instead of Application Service. • The label for the cmdb_ci_service_technical table is now Technology management service instead of Technical service.

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Application or feature	Details
	Class descriptions showing in the user interface The descriptions for the base system classes are now integrated into CI Class Manager and appear in the **Description** field, on the Basic Info page for a class. **Reflow for configurable workspace** The CMDB 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.
Continuous Authorization and Monitoring	**Generate the OSCAL SSP model of an authorization package** Export the SSP model of an authorization package in the OSCAL format. The exported report contains only the control objectives linked to the authorization package and their additional information, such as inherited controls and the hierarchy of the control objectives. **Generate ATO artifacts in Microsoft Word and HTML templates** Use the Document designer plugin (com.sn_grc_doc_design) to create report templates in Microsoft Word. A new property module has been introduced to select the template type as a Microsoft Word template in addition to an HTML template.
Contract Management Pro	**Select contract type while initiating a third-party contract** In the Initiate contract window, the **Type** field appears when you select the **Third party paper** option. You can specify whether the contract request is for a single contract or multiple contracts. If you select **Single contract**, a **Contract type** field appears where you can define the type of contract document. This field isn't available when you select **Multiple contracts**. **Classify contract requests as a single or multiple contracts type based on selected documents** When you're creating a third-party contract review request from Employee Portal, you can now select a single contract document to classify it as a single contract type. By selecting multiple contract documents, you can classify them as a multiple contracts type. 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** You can now define the clause conditions on the fields and variables of a table that isn't directly linked to the contract template table. The **Advanced script** check box in the Clause Variation form enables you to add custom

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Application or feature	Details
	logic to determine when a clause variation is used in a contract. **Configure tables in a contract template to append or add fields from related tables** You can now use scripts to insert additional data from the related table fields into the dynamic tables of a contract. The **Advanced script** check box in the Column Mapping form enables you to configure dynamic tables in a contract template to 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. **Note:** To avoid configuration issues, ensure that you select the same table across all related configurations. **Configure dynamic tables for contract template** You can now set up the contract template on the Contract Request [sn_cm_core_contract_request] table. 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 to **Lookup table** where 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.

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Application or feature	Details
	Signature blocks enabled by default for new contract templates When you're creating a contract template, the **Signature blocks** check box in the Word Template New Record form is selected by default. If you want to configure the participant-based signatories for the contract template, you can clear the check box. **Copy fields from parent request to contract request** You can now configure the `ContractManagementExt` extension point to automatically copy the required fields from the originating business unit record to the contract request when it's initiated. **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. **Signature workflow for a contract request** The wet signature process has been enhanced for better control and clarity. Wet signature requests are sent one signatory at a time, starting with the first signatory in order. When the signatory signs and returns the document, the fulfiller manages the remaining signatures. **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. **Upload and parse a Microsoft Word document that includes content controls** Upload the contract document directly from the Microsoft Word Add-in instead of selecting it from your system.
Creator Studio	**Playbooks use only published forms** As of Creator Studio version 27.2.2, forms must now be published (marked as ready) before you can use them to create an automated playbook. **Hide the App Engine Studio template with a new system property**

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	As of Creator Studio version 27.2.2, Creator Studio users who have both App Engine Studio (AES) and Creator Studio installed will no longer see the AES template when they create an app. Admins can choose to show the AES template using the new `com.glide.creator_studio.template_deny_list` system property. **Form location removed from form creation** Defining the catalogs and topics for a form is now accomplished by modifying the form settings rather than being done during the form creation process. If you haven't defined a location for a form, you are prompted to do so before you can mark it as ready.
Data Loss Prevention Incident Response	**Create Additional Incident Data Fields** In the DLP incident table, the **Custom Fields** column has been renamed **Additional Incident Data Fields**.
Data Management	**Data Management Console** You can now access data usage on your instance by navigating to **All** > **System Data Management** > **Data Management Console**.
Data management for CSM	**Product Inventories configurations for Customer Life Cycle Management workflows** Perform the Modify, Suspend, Resume, and Disconnect operations on product inventory records directly from the Product Inventory related list on the Accounts page. **Grant write access to account relationships** Enable administrators and customer service managers to update account relationship records. **Enable write access to contact relationships** Enable administrators and customer service managers to update the contact relationship records. **Populate the Type field in relationship tables using the fix script** Migrate the account manager responsibilities from the account team member relationships to the new responsibility access configurations. The updated framework enables you to manage access settings more efficiently. **Update roles within relationship agent and relationship contributor** Modify the roles of the relationship agent and relationship contributor to include the new granular roles that can grant access by responsibilities. **Notification for case tasks at business locations**

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Application or feature	Details
	View the notifications for the case tasks that are associated with the business locations on the Business Location Service Portal (BLSP). This way, your location members can stay informed about their pending tasks. **Case resolution by location staff at other business locations** Enable your location staff, whether at company-owned or third-party-owned organizations (internal and external business locations), to handle and resolve issues from other eligible business locations. **Inbound Request Configuration table** The Inbound Queue [sn_tmt_core_inbound_queue] table is renamed to Inbound Request table. Use the **Request Configuration** field on the Inbound Request [sn_tmt_core_inbound_queue] table to reference the Inbound Request Configuration [sn_tmt_core_inbound_queue_config] table while executing synchronous or asynchronous flows.
DevOps Change Velocity	**Simplified onboarding of orchestration tools not supported in the base system** Integrate orchestration tools that aren't supported in the base system by leveraging a generic framework. **Custom fields for planning tool integration** Add custom fields into your planning tool integration to improve configurability and access business-specific information, which facilitates more informed decision-making. **Additional scans for DevOps Health Scan Content pack** Additional set of proactive checks focused on problems that tend to occur before or after an upgrade along with identifying configuration issues like plugin and version incompatibilities, or pipelines that chronically fail, have been added. **Import pull-request records for Bitbucket Server or Bitbucket Data Center** Import pull-request records for Bitbucket Server or Data Center for improved insights and efficiency. **Change request creation with errors in DevOps data retrieval for Harness pipelines** Enable change request creation even if there is an error in retrieving the DevOps data for a Harness pipeline. **Branch name filter** Search for build numbers by the branch name while associating DevOps data to a change request in the Service Operations Workspace (SOW) or Classic UI. **Test summary name in GitHub Actions**

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Application or feature	Details
	The servicenow-devops-test-report custom action in GitHub now includes an optional test-summary-name parameter to specify the test summary results name. **Token based authentication for Rally** Configure webhooks for Rally using token based authentication instead of using the integration username and password. **Renamed variables for Docker** The environmental variables in the Generic Docker actions for DevOps Change Velocity have been renamed by removing the CI prefix for better clarity. **Security scan results** Security scan results on the change record associated to a pipeline execution with a linked package are now displayed in the **Security Summaries** tab. **Source of commits in SOW** View the source of commits like pipeline execution, branch, repository, and so on for a change request in the DevOps data section of the Service Operations Workspace. **Track file changes** The **Track file changes** option is now disabled by default when a repository is configured to prevent any potential security risks. **Close code value for a change request** Two new properties have been added in DevOps Change Velocity, so that you can specify a close code value for a change request based on the change request completion state when the autoCloseChange parameter is enabled. **Support for MID Server cluster** 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**

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Application or feature	Details
	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.

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Application or feature	Details
	• 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** Change requests can now be auto-closed without requiring you to install the Change Management - State Model [Legacy] plugin.
Dispute Rules Content Pack for Visa	**Visa Resolve Online (VROL) version 25.2 updates** Updated the dispute questionnaire provided through Dispute Rules Content Pack for Visa to align with Visa Resolve Online (VROL) release 25.2 revision changes.
Document Intelligence	**Yokohama Patch 6** **Document and visual insights AI agent enhancements**

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Application or feature	Details
	Generate a summary of document and image attachments with the document and visual insights AI agent.
Document Services	**PDF generation and accessibility** Export a collection of records or a single record into a PDF format. New system property was added for better accessibility. **Workflow migration for Managed Documents** Improved usability, low code accessibility, and feature parity due to the newly configured workflows. **Subflows for Shared drives for Google Drive.** Added Spoke subflows for Shared drives in Google Drive. **Summarize button.** The **Summarize** button was changed to the **Ask Now Assist** button.
ERP Semantic Mining	Yokohama Patch 1 **Faster initialization** In addition to daily total application statistics, the SQLM and APPSTATS initial scan now also retrieves all monthly total application statistics up to the current date.
Enterprise Asset Management	**Refresh flow in OT workspace** For single and multi-model refresh orders, the OT manager can edit the replacement model even after the refresh order has been created in the OTAM workspace. Additionally, the sourcing location is also editable. **Reflow for Configurable Workspace** The configurable Enterprise Asset Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.
Event Management	**Property name changes** **Enable CMDB Correlation for Alert Aggregation (CMDB groups)** (*sa_analytics.agg.query_cmdb_correlation_enabled*) has been renamed **Enable CMDB correlation**. **Enable alert aggregation for CI-based Automated groups** (*sa_analytics.specific_patterns_enabled*) has been renamed **Enable ML based Automation correlation**. **Enable alert aggregation for Text-based groups** (*sa_analytics.text_based_group_enabled*) has been renamed **Enable Text based correlation**.

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Application or feature	Details
	Use all CMDB relations for CMDB group correlation. **This property impacts both CMDB group correlation and Alert Similarity on the Alert form** (*evt_mgmt.related_cis_get_all_relation_types*) has been renamed **Use all CMDB relations for CMDB group correlation**. **Pull connectors** Simplifying the setup for Out-of-the-Box (OOTB) event rules that come with the pull connectors that have not yet been activated, deactivated, or modified, the Apply additional matching rules option is now enabled by default. If a rule has been previously applied, you must set this option manually.
External Content Connectors	**Yokohama Patch 11** **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. **Yokohama Patch 6** **Webcrawler external content connector** The predefined web sources external content connector has been subsumed into the new Webcrawler external content connector, which allows you to specify a custom web source or select a predefined one.
Field Service Management	**SLAs in Dispatcher Workspace** The SLAs breached query on the Dispatcher Dashboard in Dispatcher Workspace has been updated to look at the SLAs that are associated with the work order tasks

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Application or feature	Details
	only instead of the work orders and work order tasks. The SLA breached counter on the task cards is also static, instead of real time. For more information on changing the SLA timer on task cards, see the Enable the **SLA timer on work order task cards** property on Configure settings for Dispatcher Workspace.
	Assignment groups and territories in Dispatcher Workspace
	You must save the default assignment groups or territories in Dispatcher Workspace to load when you open Dispatcher Workspace. If you don't have the defaults saved, then you must select the assignment groups or territories to appear every time you open Dispatcher Workspace. This change is made to improve the performance of Dispatcher Workspace. For more information on saving the default assignment groups, see the Groups section on the **General** tab on Enable Dispatcher Workspace settings. For information on saving default territories, see Select Territories in Dispatcher Workspace. Administrators can disable this by setting the *sn_fsm_disp_wrkspc.enableEmptyState* system property to false.
	Work order questionnaire
	Availability of inline choices for a question and the ability to add additional information for a question when completing a work order questionnaire through the Now Mobile Agent application.
	Role to access opportunities
	The Opportunity Writer sn_opty_mgmt_core.opportunity_writer role has been replaced with the Opportunity Contributor sn_opty_mgmt_core.opportunity_contributor role. Field service technicians can use the new Opportunity Contributor[sn_opty_mgmt_core.opportunity_contributor role to create and view opportunities.
	Google Maps APIs for Field Service Capabilities
	Upgrade to the new Places API (new) and Routes API 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 enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. Enable the new APIs from Google Console to continue using the API services without any issues.

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Application or feature	Details
	If you create a new Google API key after March 1, 2025, enable the new APIs from Google Console to use these services with the new API keys. For more information see, KB2111488, KB2112054, and Changes to Google Maps Platform automatic volume discounts, monthly credit, and services transitioning to Legacy status.
Financial Services Card Operations	**Visa Resolve Online (VROL) version 25.1 updates** Updated the following columns to align with release 25.1 revision changes: • The **is_parcelado** column has been removed from the dispute intake table. • The domain value description for the **DisputeResponseReason** column has been updated from **Copy of ATM Cash Disbursement or Load Transaction** to **Copy of ATM Cash Disbursement**.
Financial Services Operations Core	**Added fields to Claim Base table** Added the following fields to the Claim Base [sn_bom_claim_base] table: • SIU review • Claim validation decision • Claim fraud decision
Financial Services Operations Integration with Visa	**Visa Resolve Online (VROL) version 25.1 updates** Updated the following subflows to align with release 25.1 revision changes: • Submit Dispute questionnaire • Submit fraud report
Generative AI Controller	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): Any previously unconfigured

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Application or feature	Details
	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. **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. **Yokohama Patch 1** **Configure Data Privacy and Data Discovery to protect the personally identifying information (PII) of your users.** Generative AI Controller has changed to use the Data Privacy application instead of the Sensitive Data Handler to help anonymize PII. The process for choosing what gets anonymized and how has shifted to different tables and forms that your administrator must configure for your organization.
Hardware Asset Management	**Reflow for Configurable Workspace** The configurable Hardware Asset Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality.
Health Log Analytics	**Component-based alert grouping is deprecated** Starting in version 36.0.19, the adoption of a streamlined two-tier alert model, Log Analytics Group to Single Alert, has replaced component-based alert groups, which have been removed. This model aligns alert representation with the service-level anomalies identified by Health Log Analytics, rather than individual host CIs. The update improves alert visibility, simplifies correlation, and enhances overall alert management efficiency.
ITOM AIOps	**Enrich automation** Introduced a new section **And finally** that contains two radio buttons that replace the previous **Continue running automations of this type** toggle switch. • **Run other enrich alert automations** continues running automations with the same filter conditions. • **Don't run other enrich alert automations** halts additional automations after execution, except those owned by other assignment groups. **Investigate alerts using Now Assist**

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Application or feature	Details
	Investigate alerts using Now Assist, which now uses the Retrieval-Augmented Generation (RAG) process to enhance alert investigation. This enhancement enables the retrieval of highly relevant past incidents, providing accurate context and actionable insights. Now Assist also notifies users of those involved in past or present efforts to resolve similar issues, promoting collaboration and reducing duplicated efforts. **Component-based alert grouping is deprecated** Starting in version 36.0.19, component-based alert groups are removed as Health Log Analytics adopts a streamlined, two-tier alert model: Log Analytics Group to Single Alert. It aligns alert representation with the service-level anomalies identified by Health Log Analytics, rather than individual host CIs. The update improves alert visibility, simplifies correlation, and enhances overall alert management efficiency.
ITOM Cloud Accelerate	**Cloud Services Catalog Terraform Connector** Cloud Provisioning and Governance: Terraform Connector has been renamed Cloud Services Catalog Terraform Connector
ITOM Optimization	• Migration of legacy workflows to Workflow Studio flows or subflows. • Policy Rule Actions now supports Workflow Studio subflows instead of legacy workflows.
ITOM Visibility	**Name suggestions for application service candidates** Experience more accurate name suggestions for application service candidates based on Service Fingerprints in Service Mapping Plus store version 1.15.0. **Limits in Service Mapping** Limits in Service Mapping prevent the disabling or deletion of jobs scheduled for the Checkpoint Reaper or the Service Model's Blob Reaper. **Limits in tag-based Service Mapping** Starting with version 1.15.2, experience improved performance in Service Mapping. A new property limits the creation of tag-based service candidates to 200 per service family. **Name update in Service Mapping** • Application Services in the navigation menu has been renamed Service Instances. • The label for the [cmdb_ci_service_auto] table has been changed from Application Service to Service Instance.

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Application or feature	Details
	Discovery status monitoring Discovery schedules that have no status updates for over a defined number of minutes are analyzed automatically by the Discovery Status Monitor job. By default, this job applies to Discovery schedules that discover configuration items.
Identity	
Impact	**New Impact Store Application experience** The new Impact Store Application provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Configuring the Impact Store Application. Note that Impact Delivery Instance (formerly Impact Digital Experience) is still supported in this release. **Value Management name changes:** • Impact Value Journey is renamed to Impact Value • Value Blueprint is renamed to Objectives and Outcomes. • Outcomes Performance is renamed to Outcomes Insights. • Business Objectives is renamed to Objectives. • Operational Outcomes is renamed to Outcomes. • Business Value Report is renamed to Value Report. **Impact Workspace name change** Impact Workspace has been renamed as Impact. **Impact Store App user experience** Impact users who have migrated from the Impact Delivery Instance may access Quicklinks to access features that haven't been migrated to Impact Store Application yet. **Custom payload in Instance Observer alerts integration** Define and manage a custom JSON request payload for ServiceNow and third-party integrations with the Instance Observer enhancements. **Accelerator catalog** Minor updates have been incorporated into the following accelerators: • Jumpstart Your GenAI • Jumpstart Your Now Assist Skill Kit • Jumpstart Your Document Intelligence • On-Demand Value Report • LSD Maturity Assessment

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Application or feature	Details
	The following Accelerators are renamed: • Jumpstart Your Now Assist for ITSM is now Jumpstart Your AI Agents for ITSM • Jumpstart Your Now Assist for CSM is now Jumpstart Your AI Agents for CSM **Impact packages** • Add-on SKUs have been updated to provide additional flexibility for Impact customers and are available in all environments where Impact is available. • Updates to the Impact Advanced package, offered pursuant to the applicable Impact Accelerator Description available at#https://www.servicenow.com/legal/servicenow-impact.html. **Data Collection Toolkit** • Download the content packs for both regulated (GCC/NSC) and non-regulated customers. • Automatically transfer Impact Value Metrics to the centralized Impact instance to manage the value journey, including setting value baselines and targets, outcome performance reviews, and the value report with the enhanced toolkit. **Impact Delivery Instance (formerly Impact Digital Experience)** With the Yokohama release, Impact Digital Experience (IDE) has been renamed as Impact Delivery Instance (IDI).
Incident Management	**Email redirection behavior for major incident email notification links** In major incident email notifications, you can now decide where the links to a major incident record are redirected. Instead of a major incident record automatically opening in the classic UI16 interface in Major Incident Management, the record can be opened in SOW. The major incident record link in an email notification opens in SOW only if the following conditions are met: • The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`. Setting this property to true enables the email redirection behavior for all tables including major incident. • The **Redirect SOW Email notification for Major Incident Management** (*sn_major_inc_mgmt.sow_email_notification_redirect.mim* property is set to `true`. • You have the sn_sow_user role.

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Application or feature	Details
	The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior. **Email redirection behavior for incident email notification links** In incident email notifications, you can now decide where the links to an incident record are redirected. Instead of an incident record automatically opening in the classic UI16 interface in Incident Management, the record can be opened in SOW. The incident record link in an email notification opens in SOW only if you have the sn_sow_user role and any of the following conditions are met: • The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`. Setting this property to true enables the email redirection behavior for all tables including incident. • The **Redirect SOW Email notification for Incident Management** (*sow_email_notification_redirect.incident*) property is set to `true`. You can create this property if you want to enable or restrict the email redirection behavior specifically for the incident table. This property, if created and set, overrides the **Redirect SOW Email notification** (*sow_email_notification_redirect*) base system property. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior. To ensure consistency, the email notification templates for incident tasks are also updated to send the notification from Service Operations Workspace (SOW) in the same format as sent from classic UI16 interface similar to incident. Also, the template theme is updated to match the Next Experience theme. **Incident and problem workflow changes** When a problem is fixed and the **Share fix** option is triggered, the event is added to the **Work notes (Private)** field instead of the **Additional comments (Customer visible)** field for the incident associated with the problem record. This feature is available in the base system for the new customers. For existing or upgrade customers, admin must set the **Communicate problem workaround to incident worknotes** (*com.snc.incident.communicate_prb_workaround_to_inc_wor* system property to `true` to enable the feature. **Changes in the reopening incident behavior**

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Application or feature	Details
	Enable the agents with incident write access, callers, requesters, or **Opened by** end users to reopen a resolved incident. Both the caller and the requester can view and use the **Reopen** option on the incident classic UI16 form and the Portal UIs, such as Service Portal and Employee Service Center (ESC) portal. An agent can view and use the **Reopen** option on the incident classic UI16 form to reopen any incident that is assigned to them or to other agents. However, on the Portal UI, an agent can only view and use the **Reopen** option to reopen an incident if it's assigned to them. **Sorting CIs in incident forms** The search performance of the available CIs for the **Configuration item** field on an incident form is enhanced to promote a clean UI and quick loading and sorting of the CIs. The search results that list the CIs are sorted alphabetically by CI name instead of by CI class and then CI name. The **ref_ac_order_by=sys_class_name** attribute is removed from the default attributes on the **cmdb_ci** field of the Task [task] table, which increases the performance of the field. This change is applicable to new and existing users using the default attributes. You can use the **Override attributes** option to restrict this change for any required child tables that extend to the **cmdb_ci** field of the Task [task] table.
Industrial Process Manager	**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.
Instance Data Replication	**Seeding request improvements** In V2 replication sets, the number of records in a seeding request is now unlimited. **Data comparison improvements** In V2 replication sets, the number of records in comparison or reseeding counts is now unlimited. **Reseed missing attachments** Attachments are now included in data comparison requests. **Seeding performance improvements** Seeding throughput and message queue efficiency has been optimized in IDR.

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Application or feature	Details
Insurance Claims Core	**Added fields to Claim Incident table** Added the following fields to the Claim Incident [sn_ins_claim_property] table: • Injured • Insured property
Knowledge Graph	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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.
MID Server	**MID Server supports and requires a minimum JRE version 17** The MID Server is compiled using Java 17 and is incompatible with any Java version below 17 for runtime execution. The MID Server is bundled with version 17.0.12 and the minimum JRE version supported is 17.0.10. See the MID Server JRE Minimum Version Requirement Update to JRE 17 Starting from Yokohama Release [KB1704368] article in the Now Support Knowledge Base for information about required procedures before upgrading the instance. **Improvements when manually installing a MID Server on Windows**

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Application or feature	Details
	The MID Server can now be installed on Windows hosts directly as a LocalSystem or non-admin user with Start and Stop permissions.
Mobile Platform	**Input form screen enhancement and changes** Use the following enhancements added to the input form screen: • Selecting input values directly within the input form screen, either from a list or from a group of chips. Now users don't need to navigate to a separate dedicated screen for value selection, when using the inline choice chips layout. You can also define the number of input values to display on an input form screen section. • Ability to add images, plain text, and rich text within specific inputs. These added descriptive elements provide more context to your users and give a clearer idea of what is required for certain inputs. For example, an image can accompany a checklist to ensure that a piece of hardware is wired correctly. • Provide users with the ability to perform actions in relation to the displayed input parameter, while working directly on an input form screen. The available actions are: navigate to another screen, add an attachment from the gallery or camera, and add a comment to a field. Users submit these added actions either when saving their progress or completing the input form screen. • Save input form screen data before it's submitted. Users with access to the same record can see each other's changes either when saving their progress or completing the input form screen. • Interact and switch between other navigation tabs while also working on the input form screen. • Sections are no longer displayed if they don't contain any input fields. **Additional number attributes for input form screens** Use the following number attributes in your input form screens: • Use the *CustomErrorMessage* attribute to specify an error message when a UI rule condition is met. • Use the *SkipValidationWhenHidden* attribute to skip validation on hidden inputs. **Enable barcode scanning with an external scanner** Configure barcode scanning with an external scanner without denying access to the camera for the entire mobile app. **Mobile Publishing enhancements and changes**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Enabled Android deep links for multiple instances.
Enhanced validation for transparent images used in branded apps.
Support for public-facing screens in branded mobile apps. Admins can configure URLs that link to public-facing web pages. These web pages are displayed to end users without needing to log in to the mobile app.

Turn off Zero Trust Access banners in mobile app screens
In mobile client versions 19.4 and later, you can turn off Zero Trust Access banners on mobile screens. Turning off these banners can enhance usability of your mobile apps because the banner does not display each time the connection state changes so end users are not interrupted by the banner display. You can configure this behavior by setting the disableZTABanner mobile property on your ServiceNow instance.
</td></tr>
<tr><td>Next Experience</td><td>
Next Experience preferences
The new user preference panel provides a more efficient, streamlined way for you to work. Use the new search bar to locate your preferences. A wider modal displays all preference groups and when you select a group, all the individual preferences that are related to it appear in the same window.
</td></tr>
<tr><td>Next Experience Components</td><td>
Components
<table>
<tr><th>Component</th><th>Enhancement</th></tr>
<tr><td>Appointment calendar</td><td>Select multiple slots
Add customizable categories for appointment slots
Hide past and unavailable slots
Add contextual tags in appointment slots
Configure number of rows displayed in each slot in the Day and DAYMOBILE views
Configure container height adjustment</td></tr>
<tr><td>Attachments</td><td>Option to download all attachments
Revised delete attachment confirmation popup message</td></tr>
<tr><td>Avatar</td><td>Configure avatar to behave as a button or a link.</td></tr>
</table>
</td></tr>
</table>

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Application or feature	Details

Component	Enhancement
Calendar	• DST support with multiple time zones in the Calendar and Timeline views • Hide header • Multiple time zones in the Timeline view • Scroll control for the Calendar and Timeline views
Email composer	Now Assist generative AI suggestions for all email scenarios, email templates, response templates, and quick messages.
Email composer (mini)	Now Assist generative AI suggestions for all email scenarios, email templates, response templates, and quick messages.
Form	• Configuration panel updates • Form controller configuration panel updates
Form templates	• Sort templates alphabetically and by last used. • New tab for Favorites for you to add and remove templates. • Larger cards that don't truncate template name and description, and show Last used timestamp.
Highlighted value	• Medium size variant. • Custom tooltip property.
iFrame	Send messages to iframed document.
Kanban Board	• Multi-select in cards • Configure selecting dependency lines • Add secondary header
Modeless dialog	Make the dialog dynamic and automatically resize to fit the content.

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Application or feature	Details

Component	Enhancement
Node Map	• Force layout for representing graphs without structure or hierarchy • Custom popover configuration in Hierarchical, Layered, and Force layouts • Customizable nodes in non-unified layouts • Self-referencing nodes denoted with edges looping back to the node • Export maps in JPG and PNG • Aggregate or segregate multiple connections between the same nodes
Pill	Display the selected pill state which doesn't display by default.
Quick filter	• Configure section headers in typeahead dropdown • Configure footer action button • Configure placeholder text value for input field
Record lookup	• Search for contacts by name, phone, or email • Preview shortlisted results in a paginated form • Quickly link or unlink a shortlisted contact to a case • Edit details for a record without accessing the parent record • Hide record header • Configure search results • Render highlighted values in the linked card • Qualify search results using specific conditions (reference qualifiers) • Hide fields with empty values • Hide link button • Expand or collapse card

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Application or feature	Details

Component	Enhancement
Stepper	• Standardized font size (small or medium) for all steps • By default, pagination adjusts to display the current selected step

Data visualizations

Chart	Enhancement
Bar	Percent (%) information added to chart tooltips and data table below chart.
Bubble	Percent (%) information added to chart tooltips.
Geomap	Percent (%) information added to chart tooltips and data table below chart.
Heatmap	• Percent (%) information added to chart tooltips and data table below chart. • When the metric value is set to "Count," show a zero (0) when no data is available.
Pivot table	• When there's no value in the selected dataset or for the configuration, choose the display format. • Data sources limit increased from 10 to 15.

Time series	• Percent (%) information added to chart tooltips and data table below chart.
	• Support for business calendars such as Gregorian, fiscal, and any manually added calendar.
	• For all chart formats, except "column:"
	  ○ When there's no value in the selected dataset or for the configuration, choose the display format.
	  ○ For table data sources, when there's no data for a specific time on the chart, show a continuous line without gaps.
	• Show a chart and graph data table for easier screen reader access.

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<table>
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<tr><td></td><td>
<table>
<tr><th>Chart</th><th>Enhancement</th></tr>
<tr><td></td><td>

For line, spline, area, and step charts, have a marker show at each data point on the chart including where values are zero (0) or missing.
For a chart with up to 3 metrics, you can add alternative Group by's for each metric for the user to select from.
Sorting when data is grouped.
New Date range option to set the period end date to update automatically to the current date.

</td></tr>
</table>
<h3>Templates</h3>
<table>
<tr><th>Template</th><th>Description</th></tr>
<tr><td>Dashboards</td><td>

Pills at the top of the page display any categories assigned to the dashboard
User avatars at the top of the page indicate real-time editing

</td></tr>
</table>
<h3>Bundles</h3>
<table>
<tr><th>Bundle</th><th>Enhancement</th></tr>
<tr><td>Record list</td><td>

Condition builder available in the list header
If live list is enabled, infinite scrolling is enabled by default

</td></tr>
</table>
</td></tr>
<tr><td>Next Experience Developer (NED) Tools</td><td>
Time filters for events
Icons were added to each event to enable you to select a timeframe when filtering events.
Subtree filters for events
Scroll and search through a selected portion of the component tree.
Filters for traces
Filter traces with front-end filters to streamline span visualizations, specialty filters to view targeted waterfall analysis without losing overall context, and level filters to adjust the detail display in span visualizations.
</td></tr>
<tr><td>Notifications</td><td>
Advanced filters in notification preferences
</td></tr>
</table>

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Application or feature	Details
	Use notifications filters for categories, delivery channels, active or inactive notifications, subscriptions, and digest enabled notifications. **Support for assignment group** Send provider notifications for assignment groups and to users that are part of groups stored in sys_user_group table. **Advanced condition for provider framework** Use an advanced condition to send a notification that is based on the current email record, changing field values, or system properties. **Mandatory notifications for provider framework** Make critical notifications mandatory for the provider framework. **Email bounce** Prevent resending bounced emails to the addresses that are known to generate bounces.
Now Assist	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Previous Patch releases** **Configure multilingual service for Now Assist applications**

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Application or feature	Details
	Enable translation settings is now Multilingual service in Now Assist admin console. **Default email client for email recommendation skill** The Seismic email client is enabled by default on Core UI with the activation of email recommendation. This client provides the Generative AI application features for creating email responses, draft management, and template management. **Now Assist panel response** **Now Assist panel response** With the carousel experience removed, the Now Assist panel now generates a synthesized response for any user inquiry. This response includes content from Knowledge articles, flows & actions, skills, and links to those articles, instead of only the Now Assist panel skills.
Now Assist AI agents	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **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

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Application or feature	Details
	ticket, you can ask the request status AI agent follow-up questions based on previous answers from the agent. **Configuring 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. Yokohama Patch 8 **Confirm your web search tool provider data policies** If you select Google as your web search provider for web search AI agent tools, Google will use Grounding with Google Search, offered under a Global Standard deployment, and data may be routed to places outside of regions specified on your ServiceNow instance as a result. Consult your organization's data policies before enabling AI agents with web search tools that use Google as the provider. **Yokohama Patch 6** **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 from scratch. After an existing tool is added, you can make changes to suit the specific AI agent's needs. **Now Assist AI agents reference** The *sn_aia.enable_agent_tool_input_value_overrides* system property is migrated to the [sn_aia_property] agent system property. **Yokohama Patch 3** **Monitor more AI agent analytics in the AI Agent Analytics dashboard** Two new pages have been added to the AI Agent Analytics dashboard, giving administrators more indicators, visualizations, and breakdowns to track AI agent performance and usage. **Exploring Now Assist AI agents**

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Application or feature	Details
	Impersonation in Now Assist records transactions done by an AI agent in the name of the AI agent who executes the agentic workflow.
Now Assist Skill Kit	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 App Engine	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): Any previously unconfigured skill is turned on automatically (the skill was never

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Application or feature	Details
	configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **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 Collaborative Work Management	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 Configuration Management Database (CMDB)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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
	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 Yokohama Patch 11): 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. **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 Creator	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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

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Application or feature	Details
	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. **Previous Patch releases** **More easily identify changes when previewing and updating applications** When previewing an application, any requested changes made by the Now Assist for app generation skill are listed when the preview pane loads. **Edit applications without having to change the scope manually** When editing applications, the Now Assist for app generation skill now changes the scope that you're working in to the scope of the application automatically. **More easily query Analytics Generation** Analytics Generation now uses a semantic filter instead of Natural Language Query (NLQ), resulting in less rigid requirements for queries. **Yokohama Patch 1** **Improved query engine for Analytics Generation** Starting in Yokohama Patch 1, analytics generation supports GPT-4o for generating queries, to provide better accuracy in responses. These improvements include support for up to two levels of dot-walking based on user utterances.
Now Assist for Customer Service Management (CSM)	Yokohama Patch 3 **Triage cases agentic workflows enhancements** Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent. **Now Assist in Portal case form enhancement** Added the new **Ask** *Now Assist* button that opens a contextual chat window so that a requester can carry the conversation forward. If no results are found or if the requester isn't satisfied with the result, they can get further assistance by selecting the button to chat and get an answer, which helps to avoid case creation. Yokohama Early Availability **Email reply recommendations enhancements** Refined the AI-generated reply recommendation to create the best response for users by applying tone changes in

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Application or feature	Details
	the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available. **Chat reply recommendation enhancements** Added the chat reply recommendation enhancements to respond in a conversational tone and get feature parity in the Now Assist Admin console: • Refined the AI-generated reply recommendation to create the best answer for your users by applying tone changes in the Now Assist context menu. Additional tone options, including casual, formal, and sympathetic, are available. • Added parity with the chat summarization Now Assist Admin console capabilities. The Now Assist Admin console can specify the portal and channels for chat reply recommendations and assign additional support roles. **Case summarization enhancement** Detailed feedback option is now available for negative feedback in the generated case summary. Xanadu Patch 7: Extended the capabilities of the case summarization feature so it can now be used on custom tables.
Now Assist for Enterprise Architecture (EA)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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

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Application or feature	Details
	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 Field Service Management (FSM)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Yokohama Patch 6** **Removed prompt headers** The prompt headers have been removed from the work order summarization skill to support third-party Large Language Models (LLMs). You can now customize prompts via a hyperlink to the Now Assist skill.
Now Assist for Financial Services Operations (FSO)	**Yokohama Patch 11** **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 will not execute. Data access settings must also include these roles. See the documentation for the

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Application or feature	Details
	agentic workflow or AI agent for the specific roles you must add. **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 Yokohama Patch 11): 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. **Changes to Now Assist usage measurement** Starting with Yokohama 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 HR Service Delivery (HRSD)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Yokohama Patch 6**

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Application or feature	Details
	Flow name The Resolve noncritical HR cases flow has been renamed to Resolve HR cases flow.
Now Assist for Hardware Asset Management (HAM)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 IT Operations Management (ITOM)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): Any previously unconfigured skill is turned on automatically (the skill was never

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Application or feature	Details
	configured and turned on, then turned off again). Previously configured skills that were turned on, then off, remain inactive. **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. **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 as 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.
Now Assist for IT Service Management (ITSM)	Yokohama Patch 11 **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 will not 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. **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 Yokohama Patch 11): 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
	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 **Yokohama Patch 6 Removing the prompt headers from the Customize prompt screen** The prompt headers have been removed from the Customize prompt screen in the Incident summarization and Change summarization skill to support third-party Large Language Models (LLMs). **Yokohama Early AvailabilitySystem property to display knowledge article templates** Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default. **Yokohama Patch 3 IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow** The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow. The following AI agents have been added to the workflow: • Link major incident AI agent • Link incident to problem AI agent The Incident categorize AI agent has been renamed to Categorize incident AI agent.
Now Assist for Legal Service Delivery (LSD)	**Yokohama patch 11** **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 Yokohama Patch 11): 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

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Application or feature	Details
	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 will not 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.
Now Assist for Order Management	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 Sales Force Automation (SFA)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 Security Incident Response	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **Some Now Assist skills are now turned on by default** The following Now Assist skills for Now Assist for Security Incident Response and Now Assist for Vulnerability Response are activated by default. • Security incident summarization (SIR) • Resolution notes generation (SIR) • Post incident analysis (SIR) • Security incident recommended actions (SIR) • Correlation insights generation (SIR) • Security incident quality assessment (SIR) 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 Yokohama Patch 11): 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
	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 Software Asset Management (SAM)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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 will not 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.
Now Assist for Source-to-Pay Operations	**Yokohama Patch 11** **Changes to Now Assist usage measurement**

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Application or feature	Details
	Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 Strategic Portfolio Management (SPM)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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

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Application or feature	Details
	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 Telecommunications, Media and Technology (TMT)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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 Vulnerability Response	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **Some Now Assist skills are now turned on by default** 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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Application or feature	Details
	• Security Exposure Management (SEM) Insights (VR) (USEM) • SPC Setup Connector (Security Posture Control) 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 Yokohama Patch 11): 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. **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 Workplace Service Delivery (WSD)	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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

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Application or feature	Details
	an AI agent or agentic workflow can be available to all authenticated users or publicly available.
Now Assist in AI Search	**Yokohama Patch 11** **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. **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Yokohama Patch 6** **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. **Yokohama Patch 3**

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Application or feature	Details
	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. **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.
Now Assist in Contract Management	**Yokohama Patch 11** **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.

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Application or feature	Details
	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 Yokohama Patch 11): 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. **Yokohama Patch 6** **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 available in the base system. **Yokohama Patch 3** **Configuring contract metadata extraction** Create a use case and its associated fields for contract metadata extraction in the Now Assist Admin console to define the information that you want Now Assist to detect in a signed contract.

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Application or feature	Details
	Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for metadata extraction. **Configuring contract analysis** Create a use case and its associated question groups for contract analysis in the Now Assist Admin console to identify the non-standard and missing clauses in a contract. Create a clause mapping Now Assist Admin console to map question groups of a use case to active clauses in the clause library to display suggestions for non-standard clauses in a contract. Create an expected response mapping in the Now Assist Admin console to map questions of a use case to an expected response to identify the non-standard clause in a contract. Create a use case mapping in the Now Assist Admin console to map a use case to specific tables and define conditions to apply the use case for contract analysis.
Now Assist in Document Intelligence	**Yokohama Patch 13** **Document and visual insights AI agent enhancements** Tools used by the document and visual insights AI agent are consolidated to improve performance. **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. **Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Yokohama Patch 6** **Document and visual insights AI agent enhancements** Generate a summary of document and image attachments with the document and visual insights AI agent.
Now Assist in Platform Analytics	**Yokohama Patch 13** **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. **Yokohama Patch 11**

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Application or feature	Details
	Changes to Now Assist usage measurement Starting with Yokohama 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. **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 Yokohama Patch 11): 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. **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. **Query Generation skills are active by default** If the Generative AI Controller plugin is activated, the skills for Query Generation are activated by default. **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 Semantic Table Configuration table. **Yokohama Patch 7**

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Application or feature	Details
	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	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 **Yokohama Patch 6** **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.

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Application or feature	Details
	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. **Yokohama Patch 3** **Standard chat** The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat. **Yokohama Early Availability** **Dynamic Translation calls** If native translation is enabled, a Dynamic Translation call is only made if an unsupported language for native translation is used.
On-Call Scheduling	**Email redirection behavior for links in major on-call schedule email notification** In all major on-call schedule or shift email notifications, you can now decide where the links to an on-call schedule or shift record are redirected. Instead of an on-call schedule or shift record automatically opening in the classic UI16 interface in On-Call Scheduling, the record can be opened in SOW. The on-call schedule or shift record link in an email notification opens in SOW only if the following conditions are met: • The **Redirect SOW Email notification** (*sow_email_notification_redirect*) property is set to `true`. • The **Redirect SOW Email notification for On-call scheduling**

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Application or feature	Details
	(*sow_email_notification_redirect.on_call*) property is set to `true`. • You have the sn_sow_user role. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.
Operational Sustainability Management	**Result types** If you have the ESG manager [sn_esg.metric_manager] role, you can now configure either text, choice, or HTML format options for responses to qualitative metric data tasks that are related to manual metric definitions, including both initial and overridden responses. These options help you achieve more precision and detail in your data collection process. **Metric data table filters and side panel enhancements** If you have the ESG data owner [sn_esg.data_owner] role, you can now apply filters by using the filter menu and reject or approve tasks from the metric data table side panel. Data owners can now multi-submit and assign approvers to multi-approve or reject tasks, with the option to use choice and HTML response formats. **Data owner assignment types** If you have the ESG Manager [sn_esg.metric_manager] role, you can now configure the Data Owner Assignment type to be either simple or advanced for manual metric definitions. When you select the Simple option, the system assigns the specified Data Owner or Data Owner Group to the Metric Data Task. If you choose the Advanced assignment option, which is available with the GRC: Approver Configurator application, you can set custom configuration conditions, tables, or data owners to dynamically assign data owners. **Table added to the GRC: Metrics application** The following tables were added to the GRC: Metrics application: • sn_grc_metric_import_job • sn_grc_metric_data_import • sn_grc_metric_st_import_log • sn_grc_metric_st_transform_history • sn_grc_metric_import_template **Table added to the ESG content accelerator application** The sn_esg_content_issb_citation table was added to the ESG content accelerator application. **Table added to the Forecast planning analysis application**

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Application or feature	Details
	The following tables were added to the Forecast planning analysis application: • sn_grc_forecast_analysis • sn_grc_forecast_context • sn_grc_forecast_data • sn_grc_forecast_parameter_data **Database view added to the Scope 3 emissions management application** The sn_esg_scope3_asset_emissions database view was added to the Scope 3 emissions management application. **Changes made to the sn_grc_metric_data_task table** In the sn_grc_metric_data_task table, the job_submitted, job_errors, choice, overridden_choice, html, and overridden_html columns were added. The type="string" attribute was added to the state column. **Changes made to the sn_grc_metric_metric table** In the sn_grc_metric_metric table, the period_date, data_owner_type, data_owner, and data_owner_group columns were added. The type="string" attribute was added to the domain_area column. **Changes made to the sn_grc_metric_parent_data table** In the sn_grc_metric_parent_data table, the formula_operands columns, and html columns were added. **Changes made to the sn_grc_metric_base_definiton table** In the sn_grc_metric_base_definiton table, the formula_tree, result_type, choice_table, choice_field, choice_condition, data_owner_assignment_type, source columns were added. The type="string" attribute was added to the frequency column. **Changes made to the sn_grc_metric_data_by_entity table** In the sn_grc_metric_data_by_entity table, the html column was added. **Attributes modified in the sn_grc_metric_collector_data table** In the sn_grc_metric_collector_data table, the display="true" attribute was removed from the collector_definition column. **Attributes modified in the sn_grc_metric_data_process_queue table** In the sn_grc_metric_data_process_queue table, the reference_cascade_rule="delete" attribute was added to the metric_definition column. **Attributes modified in the sn_grc_metric_definition table**

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Application or feature	Details
	In the sn_grc_metric_definition table, the type="string" attribute was added to the type, method_type columns. **Changes made to the sn_esg_msoff_intg_o365_reporting_configuration_filter table** In the sn_esg_msoff_intg_o365_reporting_configuration_filter table, the related_fields column was added. The display="true" attribute was added to the field_name column in the sn_esg_msoff_intg_o365_reporting_configuration_filter table. **System properties are added to the GRC: Metrics application** The following properties were added to the GRC: Metrics application: • com.glide.event_manager.grc_metrics_queue.even.load.distribution.enabled • com.glide.event_manager.grc_metrics_queue.claim_limit
Operational Technology (OT) Manager Foundation	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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*

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Application or feature	Details
	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.
Operational Technology Manager	**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** 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

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Application or feature	Details

	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.
	OT Devices tab data
	The following data available in the **OT Devices** tab of the OT Manager dashboard has been moved to the Operational Technology Visibility dashboard.
	• New OT devices discovered
	• Inactive OT devices
	• OT Devices overview
	  ○ Total CMDB OT devices
	  ○ Unclassed OT devices
	  ○ Unassigned OT devices
	  ○ Unmapped OT devices
	• OT devices by category
	  ○ Supervisory systems
	  ○ Control systems
	  ○ Field devices
	  ○ Computers and servers
	  ○ Network Gear
	  ○ Industrial IoT
	• OT devices by Purdue level
	• OT devices by type (Top Level)
	• OT devices by manufacturer (Top Level)
	• OT devices by criticality

Operational Technology Vulnerability Response	**OT Vulnerabilities tab data** The following data that was available in the **OT Vulnerabilities** tab of the OT Manager dashboard has been moved to the OTVR (PA) dashboard: • Total OT Vulnerable Items • New OT Vulnerable Items • OT Unassigned Vulnerable Items • OT Vulnerable Items by State • OT Vulnerable Items by Risk Rating
Opportunity Marketplace	**Import Project Workspace project information to create an opportunity**

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Application or feature	Details
	Opportunity Marketplace opportunity owners can create Project Opportunity types by importing projects from the ServiceNow® Project Workspace. **Note:** Creating a project opportunity type by importing a project file is only available to users with both ServiceNow Project Workspace and Opportunity Marketplace installed. An opportunity owner must have the following roles assigned to them to create a Project type opportunity by importing project details from Project Workspace. **reource_user** **Resource management process** If you're assigned the resource_user role, you can be a resource requester. **sn_ppm_read** The sn_ppm_read role provides read-only access to the Portfolio, Program, and Timecard dashboards along with the Resources report to the assigned users. **Select multiple user criteria groups** Opportunity owners can select multiple user criteria groups from the **Who can views this opportunity?** field on the Opportunity details page. For more information, see Create opportunities in Opportunity Marketplace.
Platform Analytics experience	**Migrate more features to Platform Analytics from the Core UI** Migration scripts are improved to support more features. All migration script improvements are applied automatically on upgrade to content that was previously migrated in compatibility mode. • Data table configurations are migrated from the Core UI to Platform Analytics data visualizations. • Dashboard groups are migrated to dashboard categories. • Pareto charts are migrated. • List component border changes are migrated. • Follow/unfollow filter settings are migrated for Lists. **Use more Core UI features in Platform Analytics** Several data visualizations have been enhanced to match the capacities in Core UI reports and widgets. The migration script supports these enhancements. Each of these enhancements has an entry in the release notes with links to the product documentation.

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Application or feature	Details
	• Use the new Box plot data visualization. • Configure **Follow filters** per metric on bar or time series visualizations with multiple metrics. • Sort values by name, report range, and element order on time series visualizations of table data. • Choose an aggregate or separate view of breakdown elements on time series visualizations of indicator data. • Select dates from business calendars on time series visualizations. **Trend by Business calendars in time series data visualizations** Business calendars are a **Trend by** option for table data sources on time series visualizations. (Core UI feature gap) **Use a Fiscal calendar in date filters** If your instance has Fiscal calendars installed, you can choose relative data ranges from that calendar. **Export dashboards and data visualizations to PDF and PPT** Export dashboards and data visualizations to PDF or Microsoft PowerPoint files at will or in scheduled emails. **Show breakdown elements separately on time series visualizations of indicators** Show multiple elements in the chart separately rather than as an aggregate value by turning on the **Show filter as separate series** option. (Core UI feature gap) **Lock editing on dashboards** Ensure that only one person can have a dashboard open for editing at one time through the edit lock on dashboards. If you are locked out of editing a dashboard, you see who the current editor is. **Access indicator record or scoresheet from KPI Details** Navigate either to the record of the indicator you are exploring or its scoresheet through KPI Details. Appropriate roles are required. **Export records that underlie an indicator from KPI Details** With **Show records** activated in KPI Details, you can export the list of records in one of several formats, either as a local download or as an email attachment. **Hide axes for bar visualizations** Control the display of axes on bar charts. On horizontal bar charts, you can hide the y-axis. On vertical bar charts, you can hide the x-axis. **Cache indicator scorecard data** Indicator scorecards now support data caching. **Group by elements more efficiently in data visualizations**

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Application or feature	Details
	Specify the maximum number of elements in a Group By you want to retrieve through the **Max number of groups** option. Previously, all elements from the database were retrieved and then sorted. **Prefetch dashboard layout** If you have a dashboard component on a page in your own workspace, improve performance by using a preset to configure a data broker that pre-fetches static JavaScript, such as layout. **Call multiple visualizations together** For a technical dashboard, if you have multiple data visualizations of the same type calling the same data source, configure a data resource to make a single call for all of them. **Improvements to time-series visualizations** • Simplify identifying specific values on line, spline, area, or step charts through the **Show markers** option, which displays a symbol at each data point. • Sort by name, report range, group bucket, and element order. (Core UI feature gap) **Improvements for visualizations that show multiple metrics** • In time series visualizations, provide viewers an alternative group by, where the viewer chooses the group-by value at runtime, for up to 3 data sources. (Core UI feature gap) • Set whether individual metrics follow filter components on the page or dashboard in both bar and time series visualizations. (Core UI feature gap)
Playbooks in Workflow Studio	**Change triggers in any playbook** Edit triggers when you duplicate a playbook, in a variant, etc.
Policy and Compliance Management	**Yokohama Patch 11** **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 Yokohama Patch 11): 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. **Changes to Now Assist usage measurement**

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Application or feature	Details
	Starting with Yokohama 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.
Privacy Management	**Tagging of information object tags** Use the **Data classification** field to tag information objects instead of using the tag icon. **Initiating privacy assessment** When you initiate a privacy assessment from either an entity or a processing activity, you're no longer redirected to the **Create new privacy assessment form**, instead, a new pop-up window appears where you can specify all the assessment details.
Product Catalog Management and Pricing Management	**Product Catalog Management changes** **Multiple configurations** Define child product offerings that can have multiple configurations in configurable opportunities, quotes, and orders. Agents can clone or split a child product offering to create multiple product offering instances. Each quantity for an offering instance can then have its own unique configuration. **Transient product offerings** Define single-use product offerings, such as installation services or consulting services, as transient products that are fulfilled in ServiceNow Order Management. After orders for transient products are fulfilled, sold product or product inventory records are created but have an Inactive status. Move, Add, Change, Delete (MACD) actions aren't supported for the sold product or product inventory records of transient products. **Pricing Management changes** **Configurable pricing plan enhancements** • Apply Renewal Adjustment step: This new step determines whether a contract renewal adjustment, either a markup or markdown amount or percentage, is to be calculated and applied. For example, as a pricing admin, you might want to apply a pricing uplift of a fixed amount at contract renewal. This renewal adjustment step is enabled by default, but you can change or remove it in a custom configurable pricing plan. • Extension point updates: The ListPriceExtensionPoint, which gathers the data needed to make required adjustments, now includes the adjustment data for contract renewals.

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Application or feature	Details
	Volume-based pricing Set volume discounts for product offerings based on the product quantity.
Project Workspace	**Heatmap enhancements** The resource allocation heatmap displays the resource status, capacity, and utilization, enabling efficient planning and allocation based on availability and workload.
Public Sector Digital Services	**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 the user loads or upgrades to the Yokohama release. The dashboard migration to Next Experience enables you to visualize historical and real-time process statistics in role-based dashboards, which enable individual stakeholders to make informed decisions. The new dashboard can be accessed by navigating to **All** > **Platform Analytics** > **Library** > **Dashboards**.
RPA Hub	**Changed fields for the Unattended Robot application** In the Unattended Robot dialog box, the **RPA Hub** field name has been changed to **Instance URL**. **Embedded Task Automation in RPA Hub** Trigger attended bot processes (attended automations) from the ServiceNow forms in the Workspace experience apart from initiating them from a classic UI or the Attended Robot application. **Microsoft Software Installer (MSI) compatibility** Older MSIs that are related to Attended Robot and RPA Desktop Design Studio from the RPA Hub store release versions 7.0.3 and 9.0.0 are compatible and can be used with the current store release version (12.0.X) of RPA Hub. For Unattended Robot, the latest MSI must be installed, as it is not backward compatible. However, there are some limitations: • Any new automation components available in the latest version aren't available in the older versions. For example, the SSH connector in version 12.0 doesn't work in older versions. • Components of the same name with different parameters aren't backward compatible. If robot machines use older MSIs than the current instance version, they won't have the new features from later versions. For example, features released

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Application or feature	Details
	after version 10.0 won't work in version 10.0 MSIs. Only features from version 10.0 are available in that version. **TerminateByName component behavior change** The TerminateByName component stops processes or applications only within the current user session.
Regulatory Change Management	**Overview page of regulatory alerts** The Overview page for regulatory alerts includes a drop-down menu that enables you to track the progress of a regulatory assessment. Additionally, you can view the counts of completed, open, and overdue regulatory assessments. **Home page updates for Regulatory Change Management** On the Regulatory Change Management home page, within the Tracking section, a new drop-down menu has the Regulatory Assessments or Risk Assessments options. With these options, regulatory change managers can see the number of open and overdue assessments to help them efficiently monitor the status of their assessments. **Regulatory assessments in the Tasks pane** The Tasks pane in the Compliance Workspace now displays all the Regulatory assessments. **Yokohama Patch 11** **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 Yokohama Patch 11): 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. **Changes to Now Assist usage measurement** Starting with Yokohama 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.
Request Management	**Sorting configuration items in requested item forms** The list of configuration items (CIs) displayed for the **Configuration item** field in the Requested item form is now displayed and sorted based on the CI names in alphabetical order instead of sorting by CI class and then

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>presenting the CI names in alphabetical order within a class. This change means you can determine whether a particular CI is available more quickly.</td></tr>
<tr><td>Resource Management Workspace</td><td>New resource heatmap view
The resource allocation heatmap view provides more relevant information such as resource status, remaining capacity, and utilization of resources which helps resource managers to plan efficiently and allocate the resources based on their availability, bandwidth, and work requirements.</td></tr>
<tr><td>Security Incident Response</td><td>Security Operations
<table><tr><th>Integration name</th><th>Integration changes</th></tr><tr><td>Microsoft Teams Chat</td><td>Simplified the setup of Microsoft Teams Chat integration with Major Security Incident Management Workspace. For more information, see Integrate Major Security Incident Management with Microsoft SharePoint.</td></tr><tr><td>Microsoft SharePoint</td><td>Simplified the setup of Microsoft SharePoint integration with Major Security Incident Management Workspace. For more information, see Integrate Major Security Incident Management with Microsoft Teams.</td></tr><tr><td>Security Incident Response Integrations</td><td>Workflow was migrated to Workflow Studio. For more information, see the following:
Get Log Data Flow
Get WildFire Data Enrichment Flow
Get started with the Microsoft Exchange On-Premises integration</td></tr></table></td></tr>
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Application or feature	Details
	<table><tr><th>Integration name</th><th>Integration changes</th></tr><tr><td></td><td> - Microsoft Exchange - Perform Email Search and Deletion flow - Get AutoFocus Session Info Enrichment Flow </td></tr><tr><td>Security Incident Response Orchestration</td><td>Workflow was migrated to Workflow Studio in the section Run procdump flow.</td></tr><tr><td>Security Operations common functionality</td><td>Workflow was migrated to Workflow Studio. For more information, see the following: - Integration capabilities - Security Operations Integration- Block Request capability - Security Operations Integration- Email Search and Delete capability - Security Operations Integration- Enrich CI capability - Security Operations Integration- Enrich Observable capability - Security Operations Integration- Get Network Statistics capability - Security Operations Integration- Get Running Processes capability - Security Operations Integration- Isolate Host capability - Security Operations Integration- Publish to Watchlist capability </td></tr></table>

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<table>
<tr><th>Integration name</th><th>Integration changes</th></tr>
<tr><td></td><td>

Security Operations Integration- Sightings Search capability
Security Operations Integration - Threat Lookup capability
Change the order of flow execution

</td></tr>
</table>
Other additional Security Incident Response setup tasks
View security incidents with read access and update security incidents with write access without any defined security role.
</td></tr>
<tr><td>Self-service and omnichannel engagement for CSM</td><td>
Using the email interaction page
Manage and view customer-related information and past conversations while interacting with customers via email.
Using the Now Assist in Virtual Agent enhanced chat in self-service portals
Receive comprehensive and detailed answers with intelligent search and conversational experiences using Now Assist in Virtual Agent. The search results are synthesized from Knowledge Base articles, Virtual Agent articles, and catalog items with links to the sources. The agent retains conversation context across multi-turn questions, promoting continuity and relevance in responses.
</td></tr>
<tr><td>Service Operations Workspace for ITSM</td><td>
Incident record page changes
The Incident record page has the following changes:

The caller card is placed first on the Record information side panel for tier 1 agents.
The origin card itself is no longer clickable to reduce usability issues with the card and its clickable elements.

Reference field behavior changes in SOW
Selecting any reference field in SOW now displays only the recent selection values instead of automatic searching and displaying the results of the field values available in the system. This change increases the overall performance of the reference fields. By default, this change is enabled. To revert this change, set the Reference search on click (ref_search_on_click) UX page property to set to <code>true</code>.
</td></tr>
</table>

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Application or feature	Details
	Viewing Assign to me option Users with the incident_read role can no longer view the **Assign to me** option for an incident record. **Email component issues on SOW Incident** Email components are now accurately displayed for SOW Incident when the email is selected from the activity stream, stacked view, or email template is applied. **Resetting filter conditions** Filter conditions are now reset when switched from one related list to another related list. **Saving interaction record loads recent tasks** When a new interaction record is created and saved, the sidebar now loads record Information instead of recent Tasks. **Problem Management state transitions** Sections that are configured to be expanded now automatically expand when you transition to a new state, without requiring a page reload. **GenAI email templates for communication** Use the GenAI capabilities for composing email with GenAI email templates in all major incident communications. The GenAI email templates are visible in a separate section when the email templates field is selected and the following conditions are met: • Any GenAI variable is available in the email templates. • Now Assist for ITSM is installed and activated. • GenAI skills are enabled. • User have the required roles to execute the GenAI skills. **Close resolved incident** Close an incident in **Resolved** state using the itil_admin user role. **Resize modals on the SRP and list pages** Ensure flexibility and efficiency by enabling users to resize the modals on the SOW SRP and list pages. This helps in adjusting screen space allocation, enabling multi-tasking, and optimizing content visibility for different tasks and screen sizes.
Service Portal	**Use ECMAScript 2021 (ES12) JavaScript mode in server scripts for widgets** Use features supported in the ECMAScript 2021 (ES12) JavaScript mode in server-side scripts for widgets by selecting **Turn on ECMAScript 2021 (ES12) mode** from the widget record or Widget Editor. For information

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Application or feature	Details
	about features supported in the ECMAScript 2021 (ES12) JavaScript mode, see JavaScript engine feature support. **Define roles for page route maps** Control which users are redirected to a new page based on a page route map. Specify the user roles to apply in the Page Route Map form. **Improved redirection for single sign-on (SSO) authentication** Improved the experience of logging in to portals that use single sign-on (SSO) authentication by redirecting to the SSO Identify Provider (IdP) login page without trying to load the portal page first. **Enforce providing comments when rejecting requests** Require approvers to provide comments when rejecting a request from the Approvals widget. Administrators can enable requiring comments from the widget instance options. **Check cross-scope privileges to a table with the Form widget** Validate access to tables from which the Form widget fetches data. The Form widget checks for the necessary cross-scope privileges to a table by default.
ServiceNow AI Lens	**Yokohama Patch 11** **Changes to Now Assist usage measurement** Starting with Yokohama 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. **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 Yokohama Patch 11): 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.
ServiceNow AI Platform core feature	**Updated Access Control Lists (ACLs) for Transaction tables and Session Management tables** The ACLs for a number of Transaction Management tables and Session Management tables have been updated to enhance security using a combination of Deny and Allow ACLs. All new ACLs have a security

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Application or feature	Details
	attribute. You must have the security attribute to add to the role list of an ACL. For more information, see Configure an ACL rule, Deny-Unless ACL, and . The updated Transaction Management tables include: • syslog • syslog_ajax • syslog_email • syslog_transaction • syslog_script The updated Session Management tables include: • sys_audit • sys_security_acl • sys_user_auth • sys_user_session **Configuring plugins for the TinyMCE HTML editor** The Accessibility Checker (a11ychecker) plugin is now available in the TinyMCE HTML editor. The plugin identifies WCAG and Section 508 accessibility violations and provides an auto-repair feature where applicable. To configure the plugin, see Change the TinyMCE HTML editor plugins. Additional configurations to the accessibility rules, like changing the WCAG level and HTML versions can also be done via *`TinyMCEconfigscript`* script. **Field types supported in a configurable workspace** The following field types are now supported for use in a configurable workspace: • Documentation_field • Domain_path • HTML_Script • Long • Longint • multi_small • Order index • Radio For more information, see Field types reference. **Specify the tables that a REST API access policy restricts** Specify the tables that a Table REST API access policy applies to on the API Access Policy form. **Use ISO currency codes with the FX Currency field type**

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Application or feature	Details
	Use three-digit ISO 4217 currency codes from the **Numeric code** field on the Currency [fx_currency] table with fields of the FX Currency field type. **Sorting according to the session language** Configure whether string values in columns are sorted according to the user's session language or English. **Columnstore index type** Optimize data storage and retrieval by creating a columnstore index. This index type is available with RaptorDB Professional.
ServiceNow SDK	**Version 3.0** **Subcommands replaced with parameters on the auth command** Configure authentication credentials with the `--add`, `--delete`, `--list`, and `--use` parameters of the `now-sdk auth` command. **Dependencies command installs type definitions** Download TypeScript type definitions for Glide APIs and script includes from a ServiceNow instance based on the scripts in your application. **Build command includes --frozenKeys parameter** Validate that the auto-generated `keys.ts` file is up to date for continuous integration (CI) builds by setting the `--frozenKeys` parameter to true with the `now-sdk build` command. **Deploy command renamed install** Install or update an application on a ServiceNow instance using the `now-sdk install` command. **Automated Test Framework Test API supports two-way synchronization** Synchronize changes to Automated Test Framework tests made outside of source code into source code definitions and back to metadata. **Table API supports licensing configurations** Create a licensing configuration [ua_table_licensing_config] to track subscription counts for a table with the *`licensing_config`* object in the *`Table`* API. **Table API supports remote tables** Create a remote table with the *`scriptable_table`* property in a *`Table`* object.
ServiceNow Studio	**Modify an app's settings in ServiceNow Studio** The App settings icon in ServiceNow Studio used to open a small modal where only a few settings could be updated

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Application or feature	Details
	and the app could be deleted. In this release, the icon opens a Core UI view of all the app settings and related links for the app. **Create an application in ServiceNow Studio** As of version 27.2.4, the available options at the success page for creating an application changed from **Go to app dashboard** to **View App Details** and **Create File**.
Software Asset Management	**Reflow for Configurable Workspace** The Software Asset 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. **Publisher optimizations dashboard for Microsoft** The Publisher Optimizations dashboard for Microsoft has been updated to support additional subscriptions.
Strategic Planning	**Changes in planning item forms** The dates in the **Planned start date** and **Planned end date** fields are editable for all planning item types other than Demand and Project planning item types. Also, the **State** field is editable for EAP planning items and its child items.
Subscription Management	**Allocation charts reflect only active users** The Allocation summary and Allocation history charts on the subscription details page reflect only the subscriptions allocated to active users for each month following the upgrade. **Auditing App Engine V1 usage** The App Engine Usage dashboard has been restored. For details on auditing App Engine V1 usage, see the Auditing App Engine v1 [KB0999383] article in the Now Support Knowledge Base. **Changes to Now Assist usage measurement** Now Assist usage measurement is evolving. If your instances are below Yokohama Patch 12, update Subscription Management to version 6.0.2 or later on all instances to avoid mixed measurement types. 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.

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Application or feature	Details
System Update Sets	**Application installations** You can add specific applications or versions as an app installation and configure to track them in an update set.
Third-party Risk Management	**Pre-populate responses using questionnaires** If you have the Third-party risk assessor [sn_vdr_risk_asmt.vendor_assessor] or Third-party risk manager [sn_vdr_risk_asmt.vendor_risk_manager] role, you can enable third-party and engagement contacts to review and update responses only if necessary by pre-populating questionnaires for engagements and entities with responses from completed questionnaires that are associated with the same third party. The attachment, duration, and signature type responses are excluded. This feature also helps ensure data consistency and accuracy. **Microsoft Excel questionnaire template** Streamline the due diligence process by enabling third-party and engagement contacts to respond to questionnaires using a Microsoft Excel template by downloading the questionnaire as a template, completing it according to the included instructions, and importing the final version into the Third-party portal. This feature update enhances flexibility by enabling third-party and engagement contacts to provide information outside the third-party portal. Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] and Third-party risk managers [sn_vdr_risk_asmt.vendor_risk_manager] can access this feature and respond to questionnaires on behalf of Third-party and engagement contacts through the Vendor Management Workspace. **Codes and additional identification information for ICT third-party service providers** If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], help ensure compliance with DORA regulations by adding additional code types and a legal name to third-party and third-party engagement records in the digital resilience third-party registers within the Vendor Management Workspace. Include this information when the legal name of a third party differs from its commonly recognized name, or when you need to record multiple identification codes like a EUID, LEI, or Country code. When supply chain, assessment, or contract records are associated with a third party or third-party engagement using the EUID code type, all relevant fields will be automatically populated. **Function types for ICT third-party service providers** If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], help ensure

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Application or feature	Details
	compliance with DORA regulations by using Business capability as an additional function type for function records in the digital resilience third-party registers within the Vendor Management Workspace. **Multiple legal entities making use of the services for contracts** If you have the third-party assessor role [sn_vdr_risk_asmt.vendor_assessor], add multiple legal entities that are using services as part of a contract record in the digital resilience third-party registers within the Vendor Management Workspace. Including all entities that are using services associated with a contract is essential for maintaining transparency, helping ensure compliance, and enhancing operational resilience.
Threat Intelligence Security Center	**Courses of Action** Renamed Course of Actions to Courses of Action. **Create Inbound Data Exclusion Rules** Renamed Inbound Filtering Rules to Inbound Data Exclusion Rules.
Upgrade Center	**Upgrade Plan enhancements** Experience a seamless upgrade on your instance with the Upgrade Plan, offering the option to either include or bypass skipped records and customizations during its building.
Usage Insights	**New custom user property configuration** An easy way to configure which user-related fields are available to use as filters and in user details. Configured user properties are available for all applications. Previously created custom user properties are no longer supported and must be recreated in the new UI. **Country consent policies are set by default to No Consent Required** Default country consent policies are now set to No Consent Required. If you have previously updated your country consent policies, they will retain the custom setting. Existing users who have set their tracking preferences will retain their settings. New users will not require consent for tracking unless you update your country consent policies. **Longer user history** Detailed data for users and sessions extended to two years. **Optimized the way metrics are calculated** Percent time on app and Average duration per page calculations changed compared to the application view in Xanadu or prior releases. Percentage time on app was **Percentage time on site** in Xanadu or prior releases.

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Application or feature	Details
	Client page load and Full page load aggregated in the same visualization All performance metrics associated with Client, Network, Page Load, and Server time are aggregated together.
Virtual Agent	**Yokohama Patch 6** **Test assistant options** The **Test** button in the Virtual Agent Designer canvas directly opens up the chat widget. **Dynamic Translation calls** For Now Assist, if native translation is enabled, a Dynamic Translation call is only made if an unsupported language for native translation is used. **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.
Visa Spoke	**Visa Resolve Online (VROL) version 25.1 updates** Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.1 revision changes: • Submit Fraud Report Request Builder • Look up Fraud Report Details Response Parser • Look up Dispute Response Details Response Parser • Look up Dispute Details Response Parser • Submit Dispute Questionnaire **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

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Application or feature	Details
	• 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 Integration with Claroty CTD	**Updates made for Claroty CTD v5.1** The following updates were made to support Claroty CTD v5.1: • There's no limit now on the number of Common Vulnerabilities and Exposures (CVEs) that you can import. • The **Minimum CVSS Score** field was replaced with the **CVSS V3 Score** field.
Workspace	**Context-based suggestions with @mentions** Receive suggestions for users with access to the record when using @ mentions. **Expand all tiles in the Activity stream** Set a user preference to keep all tiles in the Activity stream expanded across cases and user sessions. **Access control security model for the Activity stream** Data filters and access rules provide role-based access control for viewing and editing tables in the Activity stream. **Multiple records added from the multi-record associator load in the background** Work on a record while the multiple records that were selected from the multi-record associator are added in the background. **Attach display text to knowledge base links in the email composer** Manage your email's appearance by attaching display text to knowledge base links. **Infinite scroll for lists** Use the Record List bundle to scroll through lists infinitely without pagination. **Live updates for lists** Use the Record List bundle to view live updates on lists without refreshing the page. **Temporary lists available in the list menu** Temporarily access personalized lists that are sent to you as links within the My Lists menu. **Filter for hierarchy in condition builder**

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Application or feature	Details
	The **is within hierarchy** field in the condition builder enables you to filter your list within a hierarchy instead of only direct reports. **AI filter assist** Convert everyday language into an encoded query with AI filter assist.
Zero Copy Connector for ERP	Yokohama Patch 3 **View Zero Copy Connector for ERP software information** From the Zero Copy Connector for ERP system form, view detailed system information including machine type, node name, supported database, and Unicode status. **Preview model entities before adding to a model** In the Model Manager, confirm you are adding the correct entity by examining and verifying read table entities before adding the entity to a model.

Removed features and products in Yokohama

Cumulative release notes summary on features that were removed from Yokohama features and products.

Some features were removed as part of Yokohama product updates.

Application or feature	Details
Change Management	Change Management workflows have been removed and replaced by flows for new customers. Existing customers that use these workflows are unaffected. The flows are available to both new and existing customers. You can use ServiceNow® Workflow Studio to customize or extend these flows. For more information, see Flow Designer.
Dynamic Translation	The spoke for IBM Watson Translator Service for IBM Cloud (com.glide.ibm_translation_spoke) is no longer available because IBM has withdrawn this translation service. For more information, see IBM Watson Language Translator Service spoke.
Field Service Management	The approval for new requests workflow was removed from the Field Service Management Business Process configuration. Existing customers that use this workflow are unaffected. New customers can use ServiceNow® Workflow Studio to build the approval for the new requests workflow. For more information on Workflow Studio, see Flow Designer.

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Application or feature	Details
ITOM Optimization	• In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Invoke Workflow** option has been removed from the Operation Type field. • In the **Resource Block** > **Operations** > **Steps**, within the **Add Operations Steps** dialog box, the **Workflow** check box has been removed from the Add Operations Steps field. • In the **Cloud Catalog Items**, under the **Operation Implementation** drop-down list, the **Workflow** option has been removed.
Impact	The Expert Connect Accelerator is no longer supported as of Yokohama.
Integration Hub	**Important:** • Starting with the Yokohama release, Microsoft Teams Spoke is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Microsoft Teams Graph Spoke provides the latest experience for this functionality. For more information, search for the term `Microsoft Teams Spoke for ServiceNow IntegrationHub` in Plugins planned for deprecation. • Starting with the Yokohama release, Gremlin Spoke is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Spoke Generator provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
MID Server	• When upgrading to the Yokohama release, 3DES will be permanently removed from#MID Server to improve security. See 3DES deprecation in SSH from Xanadu [KB1644950] for more information.
Now Assist for Creator	Yokohama Patch 12 • Spoke generation has been removed from Now Assist for Creator. See the ServiceNow Store website for additional information.
Now Assist for IT Operations Management (ITOM)	• Starting with version 2.0.1 of AI Agents for Observability, the sn_obs_aia.admin role, previously required to configure AI agents in the Analyze alert impact agentic workflow, has been removed. Users

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Application or feature	Details
	must now have the credential_admin and connection_admin roles instead. • Starting with version 2.0.1 of AI Agents for Observability, the prompt `How severe is this alert?` no longer appears in the Analyze alert impact agentic workflow.
Password Reset	Password Reset workflows are deprecated and have been replaced by flows in the base system for most users. zBoot users must still use the Password Reset flows.
Regulatory Change Management	• Related documents related list will be hidden for both the workspace and classic view for a regulatory alert. • The entity class configuration has been removed and is no longer necessary for conducting an assessment. You can select the entities now when you send the risk assessment. • Starting with the Yokohama release, all open assessments for a regulatory alert, whether they're risk assessments or regulatory assessments, aren't marked as canceled and remain open even after an alert is marked as applicable.
Service Level Management	Service Level Management workflows have been removed and replaced by flows for new customers. Existing customers that use these workflows are unaffected. The flows are available to both new and existing customers. You can use ServiceNow® Workflow Studio to customize or extend these flows. For more information, see Flow Designer.
Service Reliability Management	The **Alerts** tab has been removed from the Reliability tasks page.
ServiceNow SDK	• The `now-sdk convert` command has been removed. Use the `now-sdk init` and `now-sdk transform` commands instead. • The `now-sdk fetch` command has been removed. Use the `now-sdk transform` command instead.
Sourcing and Procurement Operations	The **All categories** option has been removed from the **Categories** tab in Shopping Hub due to low usage and its impact on system performance.
Subscription Management	The Custom tables chart has been removed from the subscription details page.
Usage Insights	• Automatic actions in the mobile app, including tap and swap. • Filtering by crashed/offline sessions in mobile applications. • Option to tag/favorite for users/sessions. • Geographic map view of sessions.

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Application or feature	Details
	• Users flow • Insights
Zero Copy Connector for ERP	The sn_erp_integration.enableJobModification property has been removed and is no longer required in order to schedule an extraction.

Deprecation information for all Yokohama features and products

Cumulative release notes summary on deprecation information for Yokohama features and products.

For information about deprecated plugins in Yokohama, refer to Plugin informationPlugin information for all features and productsPlugin information

Application or feature	Details
AI Search	Starting with the Now Assist in AI Search 8.0 release, the External Content Q&A Genius Results feature is being prepared for future deprecation. It will continue to be supported until it is deprecated. For details, see the Deprecation Process [KB0867184] 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 provide the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Case and Knowledge Management	The CTI Demo Data for HRSD (com.sn_hr_cti_demo) plugin is being deprecated. Use Workflow Studio instead.
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.
Common Core	The template data relationship table has been removed and deprecated for the Document designer application.
Configuration Management Database (CMDB)	CMDB Data manager on Core UI is now deprecated and no longer supported or available for new activation. CMDB Workspace provides the latest experience for this functionality. For more information, see CMDB Data Manager experience in CMDB Workspace.

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Application or feature	Details
Data Separation	Starting with the Yokohama release, Data Separation is being prepared for future deprecation and it will be hidden. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. Alternatively, you can define data filters along with other configurations to restrict access to sensitive data (enable data separation). For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB1772519] article in the Now SupportKnowledge Base.
Field Service Management	• Starting with the Yokohama release, Approval Workflow for FSM 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. • Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Generative AI Controller	The dependency on Sensitive Data Handler has been removed. Regular expressions that are configured with Sensitive Data Handler are applied to the Data Privacy application with a fix script when you upgrade to Yokohama.
Hardware Asset Management	The MAC address [mac_address] field in the Hardware [alm_hardware] table is deprecated. The data in this field is available in the new MAC address (mac_addr) field in the Asset [alm_asset] table.
ITOM Cloud Accelerate	• Support for Cloud Provisioning and Governance: Google Cloud Connector has been removed. If you are on a legacy release, you cannot continue to use the Google Cloud Connector but you can use the Cloud Services Catalog Terraform Connector. • Support for Cloud Migration Assessment has been removed.
ITOM Optimization	These workflows have been deprecated: • Retrieve cloud billing data • Retrieve cloud billing month • Cloud operation step workflow launcher **Note:** See to learn more about the workflow migration. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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Application or feature	Details
ITOM Visibility	**Application/Plugin Deprecation Process [KB0867184]Discovery CLI** Starting with version 3.5.0, Discovery CLI is no longer available in the Pattern Designer Enhancements Store App.
ITSM Predictive Intelligence Workbench	Starting with the Yokohama release, ITSM Predictive Intelligence Workbench is deprecated and is no longer deployed, enhanced, or supported. To get the latest experience for this functionality, you must install the Task Intelligence for ITSM application plugin (com.snc.itsm_ml_task). For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Instance Data Replication	Legacy replication sets are planned for deprecation by the Zurich release. To continue replicating data in Zurich, you must upgrade all legacy replication sets to V2. For details on upgrading legacy replication sets to V2 before the upgrade, see Upgrading legacy replication sets to V2 in Instance Data Replication.
Legacy Application Manager	Starting with Yokohama patch 11, 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.
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.
Now Assist in Virtual Agent	• In Patch 11, *sn_aia.use_agents_in_planner* system property has been removed. The system property was used for configuring AI agent discovery behavior. • In Patch 11, Now Assist skills page in the assistant admin guided setup has been removed due to the skills being turned on by default. • In Patch 6, 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. • In Patch 4, support for Now Assist in Conversational IVR was removed.
Operational Sustainability Management	Business rules were deactivated and moved to common script include methods as part of GRC Metrics. For more information, see the KB article: KB1734660.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Operational Technology Manager</td><td>

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

The OT Manager dashboard is no longer available in the Industrial Workspace.
Starting with the Yokohama release, Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

</td></tr>
<tr><td>Operational Technology Vulnerability Response</td><td>

The OT Vulnerabilities tab is no longer available on the OT Manager dashboard in the Industrial Workspace.
Starting with the Yokohama release, Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console) integration is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

</td></tr>
<tr><td>Order Management</td><td>

The Subscription start and end dates have been deprecated starting with the Q2 2025 release. Use the Contract start date and Contract end date to calculate Terms for setting subscriptions for recurring products.
The fields listed for the following tables are no longer supported.

<table>
<tr><th>Table name</th><th>Fields</th></tr>
<tr><td>Order (sn_ind_tmt_orm_order)</td><td>Total monthly recurring price, Total annual recurring price</td></tr>
<tr><td>Order line item (sn_ind_tmt_orm_order_line_item)</td><td>Cumulative monthly recurring price, Cumulative annual recurring price, Subscription start date, Subscription end date</td></tr>
<tr><td>Order line item (sn_csm_om_order_line_item)</td><td>Total recurring price</td></tr>
</table>
</td></tr>
<tr><td>Patient Support Services</td><td>Starting with the Yokohama release, Patient Support Services 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.</td></tr>
</table>

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Application or feature	Details
Playbooks in Workflow Studio	• If you have the old Create Task activity in your existing playbooks, it will continue to function. You just can't add the extra fields that are available only in the new Create Task activity. • If you have the old Checklist activity in your existing playbooks, it will continue to function. You just won't be able to update the checklist directly in Workflow Studio the way that you can with the new Checklist activity.
Policy and Compliance Management	GRC DevOps Accelerator is now deprecated and no longer supported or available for new activation. For details, see the Deprecation process [KB0867184] article in the Now Support Knowledge Base.
Pre-Visit Management	Starting with the Yokohama release, Pre-Visit Management 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.
Predictive Intelligence	With the Yokohama release, ITSM Predictive Intelligence Workbench is deprecated and no longer supported. To obtain the latest experience for this functionality, install the Task Intelligence for ITSM application (com.snc.itsm_ml_task). For more information, see ITSM Predictive Intelligence Workbench release notes.
Quote Management	The Subscription start date and Subscription end date have been deprecated starting with the Q2 2024 release. Use the Contract start date and Contract end date to calculate Terms for setting subscriptions for recurring products.
Redox Inbound Integration	Starting with the Yokohama release, Redox Inbound Integration 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.
Site Reliability Operations	Starting with the Yokohama release, Release Management v2 is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Digital Product Release provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Supplier Lifecycle Operations	**Source-to-Pay Workspace** Supplier Manager Workspace is being prepared for future deprecation. It's hidden and no longer activated on new instances. Source-to-Pay Workspace provides the latest experience for this functionality.

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Application or feature	Details
Vendor Management Workspace	Starting with Yokohama release, the following applications within Vendor Management Workspace are being prepared for future deprecation. They 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. • Performance Analytics Content Pack - Vendor Management Workspace • Vendor Management Workspace UI Components • Vendor Manager Workspace Demo Data • Service Credits • Vendor Management Mobile
Virtual Agent	Support for Now Assist in Conversational IVR was removed.

Activation information for all Yokohama features and products

Cumulative release notes summary on activation information for Yokohama 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	The AI Control Tower application is installed as part of the generative AI Controller.
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 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. Use one of the following steps to activate *AIOps LEAP*.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Activate AIOps LEAP
<table>
<tr><th>Activate from</th><th>Steps</th></tr>
<tr><td>Workspaces</td><td>1. Select Workspaces on top, select AIOps LEAP.
2. Select Now Assist Admin Workspace, select Activate.</td></tr>
<tr><td>Now Assist Admin</td><td>1. Select Admin > Now Assist Admin > Now Assist Skills
2. In the navigation pane, select ITOM.
3. Select Activate AIOps LEAP.</td></tr>
</table>
</td></tr>
<tr><td>API</td><td>
The following APIs are available by default:

Attachment
Console
Fetch
Fetch.Headers
Fetch.Request
Fetch.Response
Fetch.RequestInit
GlideDynamicAttribute
GlideDynamicAttributeStore
GlideElementDynamicAttributeStore
GlideTransientDynamicAttribute
GlideUser
openFrameAPI
PDFGenerationAPI
RESTMessageV2
ScriptableUriMatcher
SOAPMessageV2
UriMatcher
UriMatcherResponse

The following APIs require plugin activation:
</td></tr>
</table>

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Application or feature	Details

	• The *AI Asset API* requires the Asset Classes (sn_ent) plugin to be activated.
	• The *AP Invoice* API requires the Accounts Payable Invoice Processing (com.sn_ap_apm) plugin to be activated.
	• The *AWA Offer Work* API requires the Advanced Work Assignment (com.glide.awa) plugin to be activated.
	• The *IBQConfigBase* API requires the Sales and Service API Core (com.sn_tmt_core) plugin to be activated.
	• The *lead* API requires the Lead Management Data Model (sn_lead_mgmt_core) plugin to be activated.
	• The *Mobile SDK* requires the Mobile SDK Android library (NowSDK) or the Mobile SDK iOS library to be downloaded and installed.
	• The *openFrame* API requires the com.sn_openframe_store plugin to be activated.
	• The *OrderUtil* API (script include) requires the Order Management (com.sn_ind_tmt_orm) plugin to be activated.
	• The *ProcessMiningIntegrationAPI* requires the Process Mining Core (com.sn_process_optimization) plugin to be activated.
	• The *Product Order Open* and the *Product Inventory Open* APIs require Order Management (sn_ind_tmt_orm) plugin to be activated.
	• The *Sales Agreement* API requires the following plugins to be activated:
	  ○ Sales Agreement Data Model (com.sn_sales_agmt_core)
	  ○ Product Catalog Management Core (com.sn_prd_pm)
	  ○ Pricing (com.sn_csm_pricing)
	• The *Service Contract* API requires the following plugins to be activated:
	  ○ Customer Contracts and Entitlements (com.sn_pss_core)
	  ○ Customer Service Install Base Management (com.snc.install)
	  ○ Product Catalog Management Core (com.sn_prd)
	• The *v_record* API requires the Remote Tables (com.glide.script.vtable) plugin to be activated.
	• The *Verify Entitlements* API requires the Entitlement Verification (com.sn_ent_verify) plugin to be activated.

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

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Application or feature	Details
	store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Adoption Services	Adoption Services is a ServiceNow AI Platform feature that is provided with the plugins, by default. You don't need to activate this feature.
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	Advanced Work Assignment 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 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 Workspace for HR Case Management	Install Agent Workspace for HR 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.
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.

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Application or feature	Details
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.
Application Manager	Application Manager is a ServiceNow AI Platform feature that is active by default.
Application Vulnerability Response	Install Application Vulnerability Response by requesting it from the ServiceNow Store. Application Vulnerability Response is included as a part of the Vulnerability Response application. The Software Bill of Materials applications require a separate subscription. Visit the ServiceNow Store website to view all the available apps and for 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.
Benchmarks	Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Yokohama and is available from the ServiceNow Store.

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Application or feature	Details
Business Continuity Management	Install Business Continuity 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.
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 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.
Case and Knowledge Management	Case and Knowledge Management is a ServiceNow AI Platform feature that is available with activation of the Human Resources Scoped App: Core [com.sn_hr_core]. See Activate Case and Knowledge Management for more information.
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.
Cloud Account Management	Install Cloud Workspace (sn_itom_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.
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.

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Application or feature	Details
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.
Compliance Case Management	Install Compliance 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.
Configuration Compliance	Install Configuration 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.
Configuration Management Database (CMDB)	CMDB is a ServiceNow AI Platform feature that is active by default.
Container Vulnerability Response	Install Container 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.
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	Contract Management Pro is a ServiceNow AI Platform feature that is available with activation of the Contract Management Pro (sn_cm_pro). For details, see Install Contract Management Pro.
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 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 Success Management	Install Customer Success 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.
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 feature that is active by default.
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
Data management for CSM	Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. Sales Customer Relationship 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 Customer Relationship Management. Starting from the Yokohama release, the following plugins are available on ServiceNow Store for quicker and better maintenance: • 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 ServiceNow Store for quicker and better maintenance. For details, see Activate business locations.
Decision Builder 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.
DevOps Change Velocity	Activate 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.
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.

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Application or feature	Details
Digital Portfolio Management	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 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 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 Install Multi Provider Document Services 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.
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.
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 the Employee Center plugin 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.
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 (formerly Application Portfolio Management)	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 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. Leverage advanced features of Appointment Booking, such as the appointment slot recommendation, by activating the Advanced Appointment Booking (com.snc.advanced_appointment_booking) plugin.

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Application or feature	Details
	Define the task dependencies for a work order task and schedule tasks based on the dependency by activating the Field Service Task Dependencies (com.snc.fsm_task_dependency) plugin. Integrate agent efficiency metrics with Field Service Management to define and use the efficiency of agents to estimate the work duration for tasks by activating the FSM Agent Efficiency (com.snc.fsm_agent_efficiency) plugin.
Financial Services Card Operations	Install Financial Services Card 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.
Financial Services Operations Core	Install Financial Services Operations Core 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.
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 Installing Generative AI Controller and Install Now Assist plugins.
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

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Application or feature	Details
	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 Hermes Messaging Service activation.
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 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, which is available 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 out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.
ITSM Mobile Agent	Install ITSM 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.
ITSM Success Dashboard	Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available

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Application or feature	Details
	apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Identity	
Impact	Impact is available for activation with a separate subscription. Your Customer Success Manager sets entitlement information for access. • Impact Delivery Instance is accessed using your unique portal URL. Your Impact Squad sends you login information to access your IDI portal. • For the Impact Store Application, see Install the Impact Store Application from the ServiceNow Store for activation details. • Proactive Code Check can be activated in your production and non-production instances. See Configuring Proactive Code Check for details.
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.
Insurance Claims Core	Insurance Claims Core is a ServiceNow AI Platform feature that is available with activation of Financial Services Operations Core. For details, see Financial Services Operations Core release notes.
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.
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

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Application or feature	Details
	release notes information for all released apps, see the ServiceNow Store version history release notes.
Knowledge Graph	Knowledge Graph is a ServiceNow AI Platform feature that is active by default if you have downloaded the Generative AI for BU.
Knowledge Management	Knowledge Management is a ServiceNow AI Platform feature that is active by default.
Lead Management	Install Lead 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 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 cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
MID Server	MID Server is a ServiceNow AI Platform feature that is active by default.
Manager Hub	Install Manager 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.
Manufacturing Commercial Operations	Install Manufacturing applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Manufacturing Commercial Operations. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Mastercard Spoke	Install Mastercard Spoke 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	Mentoring can be installed with the activation of the Employee Connections plugin, which is part of Talent Development Core. For more information, see Talent Development Core.

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Application or feature	Details
Mobile Platform	ServiceNow mobile Mobile Platform is a ServiceNow AI Platform® feature that is active by default.
Next Experience	Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Yokohama release. If there are known problems with turning on Next Experience on an instance, an opt-out system property can be created prior to upgrade. Theme Builder comes with the Next Experience and is active by default.
Next Experience Components	Next Experience Components is a ServiceNow AI Platform feature that is active by default.
Next Experience Developer (NED) Tools	Download Next Experience Developer Tools from the Google Chrome Web Store.
Notifications	Notifications is a ServiceNow AI Platform feature that is active by default.
Notify	Notify is a ServiceNow AI Platform feature that is active by default.
Now Assist	Now Assist features are available with activation of any Now Assist plugin from ServiceNow Store. The following plugins are available: • Now Assist for Accounts Payable Operations (APO) • 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 (formerly ESG) • 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)

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Application or feature	Details
	• Now Assist for Legal Service Delivery (LSD) • Now Assist for Operational Technology Manager (OTM) • Now Assist for Order Management • Now Assist for PSDS • 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 AI agents	Now Assist in AI agents is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist, see Install Now Assist AI agents.
Now Assist Analytics	Now Assist Analytics features are available with activation of any Now Assist plugin from the ServiceNow Store. For more information, see Install Now Assist plugins.
Now Assist Skill Kit	Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available: • Now Assist for Accounts Payable Operations (APO) • 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 (formerly ESG) • 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)

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Application or feature	Details
	• 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 PSDS • 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 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 Collaborative Work Management	Install Now Assist for 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.
Now Assist for Configuration Management Database (CMDB)	Install Now Assist for CMDB 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 Creator	Install Now Assist for Creator 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 Customer Service Management (CSM)	Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

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Application or feature	Details
	Starting with Vancouver Patch 4, Now Assist for CSM is supported. Starting with Xanadu 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. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins.
Now Assist for Field Service Management (FSM)	Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see Install Now Assist plugins.
Now Assist for Financial Services Operations (FSO)	Install Now Assist for FSO 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 HR Service Delivery (HRSD)	Install Now Assist for HRSD 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 Hardware Asset Management (HAM)	Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store. **Note:** To take full advantage of the Now Assist for HAM features, you should upgrade to Yokohama Patch 6 and install the Now Assist for Hardware Asset Management (HAM) store 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.
Now Assist for IT Operations Management (ITOM)	• Install 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 Now Assist for ITOM 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 Service Management (ITSM)	Install Now Assist for 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. • **Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management. • **Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.
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 Order Management	Request the Now Assist for Order Management application from the ServiceNow Store and install it using the Application Manager. For more information, see Install a ServiceNow Store application.
Now Assist for Sales Force Automation (SFA)	Now Assist features are available with activation of com.sn.now.platform plugin. For more information, see Install Now Assist plugins.
Now Assist for Security Incident Response	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. **Note:** To take full advantage of the Now Assist for SAM features, you need to install the Now Assist for SAM store application as well as upgrade to Yokohama Patch 3. 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 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. The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. For more information, see Install Now Assist plugins.
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 Install Now Assist plugins.
Now Assist for Vulnerability Response	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 Accounts Payable Operations (APO) • 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 (formerly ESG) • 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)

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Application or feature	Details
	• Now Assist for Legal Service Delivery (LSD) • Now Assist for 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 Visit the ServiceNow Store website to view all the available apps and for 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 Contract Management	Now Assist in Contract Management is a ServiceNow AI Platform feature that is available with activation of the Now Assist in Contract Management (sn_cm_gen_ai). For details, see Configure Now Assist in Contract Management.
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 Accounts Payable Operations (APO) • 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 (formerly ESG) • 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

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Application or feature	Details
	• 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 PSDS • 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 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 Yokohama Patch 8 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:

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Application or feature	Details
	• Now Assist for Accounts Payable Operations (APO) • 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 (formerly ESG) • 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 PSDS • 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 For more information, see Configuring assistants overview.
Now Mobile	Install Now 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.

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Application or feature	Details
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.
Operational Sustainability Management	Install ESG 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.
Operational Technology (OT) Manager Foundation	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.
Operational Technology Change Management	Install Operational Technology Change 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.

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Application or feature	Details
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 ServiceNow Store.
Opportunity Marketplace	Install Opportunity Marketplace 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.
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.
Platform Analytics experience	The Platform Analytics experience is active by default. However, some additional steps might be required. • To use indicator data sources, you might need to activate Performance Analytics. • To use Process Mining with the Platform Analytics experience, you might need to activate Process Mining.

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Application or feature	Details
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 available with activation of the Predictive Intelligence plugin (com.glide.platform_ml). For details, see Install Predictive Intelligence.
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.
Problem Management	Problem Management is a ServiceNow AI Platform feature that is active by default.
Process Mining	Process Mining is available with activation of the sn_po plugin. For details, see Activating Process Mining.
Product Catalog Management and Pricing Management	The Product Catalog Management and Pricing Management features are included with each store application and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrices

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Application or feature	Details
	and the product configurator feature from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for 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.
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. Install the Now Assist for RPA Hub application to add the generative AI capability and turn on the Robotic Process Automation (RPA) bot generation skill to use generative AI to create automations. For more

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Application or feature	Details
	information about these tasks, see Configure Now Assist for RPA Hub and Turn on the RPA bot generation skill. For cumulative release notes information on RPA Hub, see RPA Hub release notes. For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes. For cumulative release notes information on Now Assist for RPA Hub, see Now Assist for RPA Hub release notes. If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**.
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.
Regulatory Change Management	Install Regulatory Change 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.
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 Core	Install Retail 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.
Retail Task Management Core	Install Retail Task Management 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.

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Application or feature	Details
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.
Security Incident Response	Install 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.
Security Posture Control	Install Security Posture Control 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.
Self-service and omnichannel engagement for CSM	Install the Engagement Messenger, Playbook for Portals, and Omnichannel 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.
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.
Service Graph Connector Integration for Claroty CTD	Install Service Graph Connector Integration for Claroty CTD 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. **Note:** Claroty CTD v5.1 is also supported for the Service Graph Connector Integration for Claroty CTD application.
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.

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Application or feature	Details
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 7.0 in Yokohama. When you upgrade from any previous release to Yokohama from the ServiceNow Store, Service Operations Workspace for ITSM 7.0 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 available apps and for 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 Add-in for Microsoft 365	Install ServiceNow Add-in for Microsoft 365 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 IDE	ServiceNow IDE is active by default starting in the Yokohama release 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

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Application or feature	Details
	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.
Sidebar	Install Sidebar 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.
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.
Software Asset Management	Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, 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 plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. In the ServiceNow AI Platform® Yokohama 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 prior to 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.

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Application or feature	Details
	To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true. 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 • IBM License Compliance for Software Asset Management • ITAM Health Check • Software Asset Management Guided Experiences
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.
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.
Strategic Portfolio Management for Telecom	Install Strategic Portfolio Management for Telecom 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.
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

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Application or feature	Details
	apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
System Update Sets	System Update Sets is a ServiceNow AI Platform feature that is active by default.
Table Builder	Table Builder is available without App Engine Studio.
Talent Development Core	Install Talent Development 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.
Talent Feedback	Install Talent Feedback 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 Telecommunications Network Inventory by requesting it from the ServiceNow Store. For details about the installation procedure, see Install Telecommunications Network Inventory.
Telecommunications Service Operations Management (TSOM)	Install Telecommunications Service Operations 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.
Theme Builder	Starting with the Yokohama release, 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 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

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Application or feature	Details
	store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Upgrade Center	Upgrade Center is a ServiceNow AI Platform feature that is active by default.
Usage Insights	User Experience Analytics is a ServiceNow AI Platform feature that is activated by default.
Virtual Agent	Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent. **Note:** The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics applications. Subsequent updates to these apps must be installed from the ServiceNow Store. ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.
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 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.
Vulnerability Response Integration with Claroty CTD	Install Vulnerability Response Integration with Claroty CTD 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.
Vulnerability Response integrations	Install 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

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
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.
Workforce Optimization for ITSM	Install the Workforce Optimization for ITSM plugin (sn_wfo_cfg_itsm) by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Workspace	Workspace is a ServiceNow AI Platform feature that is active by default.
Zero Copy Connector 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.
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 Yokohama features and products

Cumulative release notes summary on additional requirements for Yokohama features and products.

To use certain products, specific setups or third-party requirements are required.

Application or feature	Details
AIOps LEAP	You should have the following dependencies installed: • Now Assist for Platform • Now Assist for Creator (optional)

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Application or feature	Details
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.
Creator Studio	You must have the App Engine Enterprise license to use Creator Studio.
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 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.
Now Assist Skill Kit	The Next Experience UI Framework must be enabled to use the Now Assist panel.
Now Assist for App Engine	Check your entitlements to determine whether you have access to the Now Assist for App Engine application.
Now Assist for Customer Service Management (CSM)	The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.
Now Assist for Field Service Management (FSM)	The Now Assist for FSM application requires Field Service Management.
Now Assist for Financial Services Operations (FSO)	The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.
Now Assist for Hardware Asset Management (HAM)	The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.
Now Assist for IT Operations Management (ITOM)	The Now Assist for ITOM application requires an ITOM Pro Plus or Enterprise Plus license.
Now Assist for IT Service Management (ITSM)	The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Now Assist for Software Asset Management (SAM)</td><td>The Now Assist for SAM application requires the Software Asset Management Pro plus or the Enterprise plus license.</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>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).

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:</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

Operating system: Windows Server 2022.
NET framework: Windows 4.7.1 or greater.
DPI scaling setting must be deactivated.

If you are upgrading to Yokohama, verify that you have the latest robot MSI from Yokohama 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:
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>
</table>
</td></tr>
</table>

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Resource</th><th>Minimum</th><th>Recommended</th></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>Service Observability</td><td>For the best experience, an APM instance should be installed and an API Key Credential for that instance should be configured on the ServiceNow® platform. Service Observability supports Datadog, Dynatrace, or New Relic.</td></tr>
<tr><td>ServiceNow Add-in for Microsoft 365</td><td>You must have Microsoft Outlook 2019 or a later version to use ServiceNow Add-in for Microsoft 365.</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 Skills Workspace plugin (sn_skills_int_ws) must be installed to access the workspace experience.</td></tr>
<tr><td>Smart Assessment Engine</td><td>Check your entitlements to determine whether you have access to the post-assessment automations and response automation for the SAE application.</td></tr>
<tr><td>Synthetic monitoring</td><td>You must do the following before you can use synthetic monitoring:

If you have version 1.0, configure at least one proxy agent on the Agent Client Collector. These agents should be the ones you use to monitor the health and performance of the services to be monitored. For more information about proxy agents, see Using proxy agents in Agent Client Collector.

Starting with version 1.2, you can run tests from your local Glide instance instead of a proxy agent.

</td></tr>
</table>

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Application or feature	Details
	• Add CIs in the CMDB for the endpoints that you want to monitor. • If your endpoints require authentication, configure credentials in the Credentials [discovery_credentials] table.
Talent Feedback	The Skills Foundation plugin (sn_skills_int) must be installed to be able to request skill feedback on Talent Feedback.
Usage Insights	Customer must use ADC v3 to access the new User Experience Analytics experience. Customers on ADC v2 will have access to the Xanadu version of User Experience Analytics.
Zero Copy Connector for ERP	SAP ECC and S/4 HANA are currently the only available systems that integrate with Zero Copy Connector for ERP.

Browser requirements for all Yokohama features and products

Cumulative release notes summary on browser requirements for Yokohama 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 Control Tower	The AI Control Tower application supports all the browsers.
AI Search	AI Search doesn't support Internet Explorer.
Advanced Work Assignment	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.
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 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.

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Application or feature	Details
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.
Data management for CSM	Starting with the Yokohama 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 for monitoring Web applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension for monitoring web/SaaS applications.
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.
Next Experience	The Yokohama 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 Microsoft Internet Explorer.
Now Assist AI agents	Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn't supported in Internet Explorer.
Now Assist Analytics	Now Assist Analytics supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

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Application or feature	Details
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 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	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
Policy and Compliance Management	GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • 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.
Self-service and omnichannel engagement for CSM	Internet Explorer isn't supported.
Service Portal	The Yokohama release doesn't support Internet Explorer 11. The iOS version of Firefox doesn't support Service Portal pages. For more information about Service Portal browser support, see Browser support.
Table Builder	Internet Explorer isn't supported.

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Application or feature	Details
Virtual Agent	Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.
Workspace	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.

Accessibility information for all Yokohama features and products

Cumulative release notes summary on accessibility information for Yokohama 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	The AI Control Tower application supports all the platform accessibility features.
Audit Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **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 Reflow for Configurable Workspace.
Business Continuity Management	Various accessibility issues in the Crisis map application have been resolved with the implementation of the Geomap [sn_geo_map] component, which has replaced the FAM Map [sn-fam-map] component.

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Application or feature	Details
Cloud Account Management	Implemented zoom functionality in all screens offering zoom levels of 110%, 125%, 150%, 175%, 200%, 250%, 300%, and 400%.
Collaborative Work Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **Reflow** The CWM 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 Reflow for Configurable Workspace for details.
Compliance Case Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **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 Reflow for Configurable Workspace for details.
Configuration Management Database (CMDB)	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports Web

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Application or feature	Details
	Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. **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 the monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for the details.
Document Services	Added accessibility support for PDF document generation. PDF accessibility tags are now available to help users who rely on screen readers to navigate, understand, and interact with these generated PDF documents. For more information, see PDF generation and accessibility.
Enterprise Asset Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **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 Reflow for Configurable Workspace for details.
Flows, subflows, and actions in Workflow Studio	**ARIA label improvements** Added and updated ARIA labels to support screen readers. **Keyboard navigation improvements**

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Application or feature	Details
	Improved keyboard navigation with working with actions, flows, and subflows in Workflow Studio. **Reflow improvements of canvas headers and footers** Added support for the reflow of canvas headers and footer content in Workflow Studio actions, flows, and subflows. These components can be zoomed up to 400% through your browser settings without loss of content or functionality. 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.
Hardware Asset Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **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 Reflow for Configurable Workspace for details.
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 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 Reflow for Configurable Workspace for details.

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Application or feature	Details
Knowledge Management	Accessibility checker in the TinyMCE toolbar enables you to identify and resolve accessibility related issues when creating a Knowledge article. See Accessibility checker in the toolbar for more information.
Mobile Platform	The following accessibility updates are available in Mobile Card Builder: • Updated alternative text on key images to better support users who rely on screen readers. • Enhanced the focus indicator on the Mobile Card Builder home page to improve navigation for users relying on keyboards or Assistive Technology (AT). • Improved accessible names to provide clear and descriptive labels for interactive elements to support screen readers and other AT.
Next Experience	**Customize Next Experience keyboard shortcuts** Create your own keyboard shortcuts for frequently used actions. **Next Experience keyboard shortcuts** **Keyboard shortcuts categorized**: Keyboard shortcuts for each page are now organized into categories: Page Action, Page Navigation, Global Navigation, and General. **New keyboard shortcuts**: Two new Next Experience keyboard shortcuts are available, one shortcut to open and close the Now Assist panel and another to enable voice input for Now Assist. **Accessibility improvements for keyboard interactions**: Use the right and left arrow keys to expand and collapse rows. **Configure Next Experience accessibility preferences** **Voice input for Now Assist** A new user preference activates voice-to-text input in the Now Assist panel. With this feature, you can use your voice to access Now Assist skills in the Now Assist panel in any supported language. This preference appears only if your system administrator has enabled the voice input for the Now Assist feature for your instance. For more information, see Enable voice input for the Now Assist panel. Once your system administrator has enabled voice input for your instance, the "Enable voice input for the Now Assist panel" user preference is displayed.
Next Experience Components	For Next Experience Components accessibility conformance, refer to the ServiceNow Horizon site Components section.

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Application or feature	Details
Now Assist	**Voice Input for Now Assist** 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. Once enabled, the Enable voice input for the Now Assist panel option are 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 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. Once 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 Skill Kit	Admins can enable an optional Voice Input setting for the Now Assist panel that enables users to interact with the panel using their voice or in voice assist mode.
Platform Analytics experience	Dashboard overview and Filter components now support Reflow at 400% zoom.
RPA Hub	**Accessibility improvements** Accessibility improvements were completed to support WCAG 2.1 Level AA conformance.

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Application or feature	Details
Service Catalog	Accessibility checker in the TinyMCE toolbar enables you to identify and resolve accessibility related issues when creating a catalog item in Service Catalog. See Accessibility checker in the toolbar for more information.
Smart Assessment Engine	**Accessibility improvements** Accessibility improvements were done to create a configurable workspace that supports WCAG 2.1 Level AA conformance.
Software Asset Management	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **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 Reflow for Configurable Workspace for details.
Theme Builder	**Adjust the Unified Navigation component to meet accessibility standards** The Accessibility Inspector, which detects and guides you through fixing contrast issues in your theme, now includes accessibility errors for the Unified Navigation component and subcomponents.
Usage Insights	User Experience Analytics supports the Web Content Accessibility Guidelines (WCAG) 2.1 AA accessibility standard except for these aspects: • Voiceover for navigation paths • Color patterns for time series and pie visualizations • Data table for time series and pie visualizations
Workforce Optimization for Customer Service CSM	Screen reader support has been extended to ARIA labels for buttons in CSM Workforce Optimization for Customer Service. The support provides users who rely on assistive technology with an explanation of button actions, such as the toggle button.

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Application or feature	Details
Workspace	**Screen Summarization** Screen Summarization is a feature that supports visually impaired and low-vision users by providing AI-generated summaries of workspace pages and their sections. The summaries can be read aloud with a screen reader to help reduce navigation and comprehension time. Install Screen Summarization by requesting it from the ServiceNow® Store. Visit the ServiceNow® Store to view all the available apps and information about submitting requests to the store.

Product localization information in Yokohama

Cumulative release notes summary on new Yokohama features and products.

Some products may have specific localization requirements or behavior in Yokohama.

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. 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.
Cloud Account Management	Localization is applicable to CAM 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.
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.
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 Yokohama.
Now Assist AI agents	Now Assist AI agents is built on the GPT-4o-based framework and supports localization according to the GPT-4o model.

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Application or feature	Details
Now Assist Skill Kit	Now Assist supports Dynamic Translation for Yokohama.
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 Virtual Agent	Dynamic Translation is supported for non-streaming Now Assist Virtual Agent conversations. For details, see Configure multilingual service for Now Assist applications and .
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 Studio	As of version 27.2.4, there is Right-to-Left language support for ServiceNow Studio.
Virtual Agent	The ServiceNow® Localization Framework is integrated in Virtual Agent.

Changes to plugins in the Yokohama release

This table lists the existing plugins that were deprecated, planned for deprecation, renamed, or changed in some way.

- 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 Yokohama and Xanadu that weren't previously listed as planned for deprecation.

Plugin	Status	Description	Details
Cloud Provisioning and Governance: Google Cloud Connector [sn_cmp_gcp]	Deprecated in Yokohama	Integrate Cloud Management Google Cloud Connector scoped	Install the Cloud Provisioning and Governance: Terraform

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Plugin	Status	Description	Details
		application with CMP	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.
Column Level Encryption [com.glide.encryption]	Deprecated in Yokohama	Enables support for encryption of fields and attachments.	Use either Field Encryption Starter or Field Encryption Enterprise under the new entitlement structure. For more information, see Activate Field Encryption Enterprise.
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.
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

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Plugin	Status	Description	Details
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 (Configurable) 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].
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.
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.
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 Security Center.

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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.
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 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.
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.
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

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Plugin	Status	Description	Details
			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.
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.
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

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Plugin	Status	Description	Details
			entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers.
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 to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application.
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.
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.	
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.	—
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 is owned by ExtraHop.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
Customer Service CTI Demo Data [com.snc.customerservice_cti_demo]	Planned for deprecation in the A release	Load demo data for CTI Softphone.	Install the ServiceNow Voice with Amazon Connect application and all its dependencies from the ServiceNow Store and review the Integrate ServiceNow Voice with Amazon Connect documentation.
Data Filtration [com.glide.data_filtration]	Planned for deprecation in the A release	Controls the access to tables and records based on subject attributes when performing read queries.	Migrate to the Security Data Filter plugin, which is active by default on all instances on the Yokohama release or later.
Data Separation [sn_ds]	Planned for deprecation in the A release	The ServiceNow Data Separation application helps	Use Data Filters and access control lists (ACLs) to

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Plugin	Status	Description	Details
		organizations restrict access to sensitive data based on a lens hierarchy and its leaf node.	configure data separation for your use cases. For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB0558290] article in the Now Support Knowledge Base.
Gremlin Spoke [sn_gremlin_spoke]	Planned for deprecation December 2030 or contract term end date (whichever is earlier)	Simulate outages and manage attacks using Gremlin instance from your instance.	Install the Spoke Generator application from the ServiceNow Store, import API documentation for Gremlin, and use it to create actions/ custom spokes.
Legal Simple Contracts [sn_lg_contracts]	Planned for deprecation in the B release	Enables employees to submit legal requests for getting legal support and guidance for contracts.	Install the Contract Management Pro application from the ServiceNow Store.
Microsoft Teams Spoke for ServiceNow IntegrationHub [sn.ms_teams.ah]	Planned for deprecation May 2031 or contract term end date (whichever is earlier)	Configure the actions that a process analyst can use when creating configurations to automate sending messages about alerts to a Microsoft Teams channel.	Install the Microsoft Teams Graph Spoke application from the ServiceNow Store and review the Migration Guide: Microsoft Teams Spoke for ServiceNow Integration Hub to Microsoft Teams Graph Spoke [KB1650148] article in the Now Support Knowledge Base.
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	Install the Password Reset integration

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Plugin	Status	Description	Details
		of ServiceNow Orchestration. Includes support for Active Directory and remote SOAP-based credential systems.	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.
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.
Performance Analytics Content Pack - Vendor Management Workspace [com.snc.sn_itsm_vendor_pa]	Planned for deprecation in the A release	Contains performance analytics indicators used by the Vendor Management Workspace.	There is no replacement for this application.
Pre-Visit Management [sn_previsit]	Planned for deprecation October 2029 or contract term end	Streamlines the scheduling process of procedure	There is no replacement for this application.

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Plugin	Status	Description	Details
	date (whichever is earlier)	requests for patients and increases visibility to pre-authorization approvals prior to scheduled procedures.	
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 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 Credits [com.sn_service_credits]	Planned for deprecation in the A release	Track and manage the compensation that your vendors owe your organization when they breach the service agreement you have with them.	There is no replacement for this application.
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	There is no replacement for this application.

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Plugin	Status	Description	Details
		Technology Manager application to automate import of sensor appliances, OT devices, and network connections.	
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.
Vendor Management Mobile [com.sn_vendor_mobile]	Planned for deprecation in the A release	Provides a mobile interface for vendor managers to view relevant information filtered by the vendors they are responsible for, as well as all other vendors.	There is no replacement for this application.
Vendor Management Workspace UI Components [com.app_itsm_vendor_components]	Planned for deprecation in the A release	Contains a set of shared UI components used by Vendor Management products.	There is no replacement for this application.
Vendor Manager Workspace Demo Data [com.snc.vmw.demo]	Planned for deprecation in the A release	Provides demo data for Vendor Manager Workspace.	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 Yokohama or Xanadu.

Plugin	Status	Description	Details
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]
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.	Renamed to Enterprise Architecture Core [com.snc.apm_core]
Read only roles for Application Portfolio Management [com.snc.apm_read_roles]	Renamed in Xanadu	The plugin provides read-only roles for Enterprise Architecture.	Renamed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles]
Application Portfolio Management - TRM [com.snc.apm_trm]	Renamed in Xanadu	This plugin includes TRM lifecycles for Enterprise Architecture.	Renamed to Enterprise Architecture - TRM [com.snc.apm_trm]
Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm]	Renamed in Xanadu	Enterprise Architecture dashboards developed using	Renamed to Performance Analytics - Content Pack - Enterprise

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Plugin	Status	Description	Details
		Performance analytics premium.	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.	Renamed 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 performance analytics dashboards of business applications.	Renamed to Performance Analytics - Content Pack - Enterprise Architecture and Problem Management [com.snc.pa.apm.problem]
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.	Renamed to Digital Integration Management plugin [com.snc.apm_di]
Application Portfolio Management - Predictive Intelligence [com.snc.apm.predictive_intelligence]	Renamed in Xanadu	This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data.	Renamed to Enterprise Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc
Application Portfolio Management - ATF Tests [com.snc.apm.atf]	Renamed in Xanadu	The plugin provides ATF test cases and test suites that can be	Renamed to Enterprise Architecture - ATF Tests [com.snc.apm.atf]

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Plugin	Status	Description	Details
		run on Enterprise Architecture.	
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.	Renamed to Enterprise Architecture [com.snc.apm]

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	—

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Plugin	Status	Description	Details
		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 [com.csm_workspace_components]	Maintenance mode only.	—	—
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only.	Enables single user move functionality as	Transition to Workplace Service Delivery.

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Plugin	Status	Description	Details
	Planned for deprecation in March 2025 or subscription term end.	well as Enterprise Move and 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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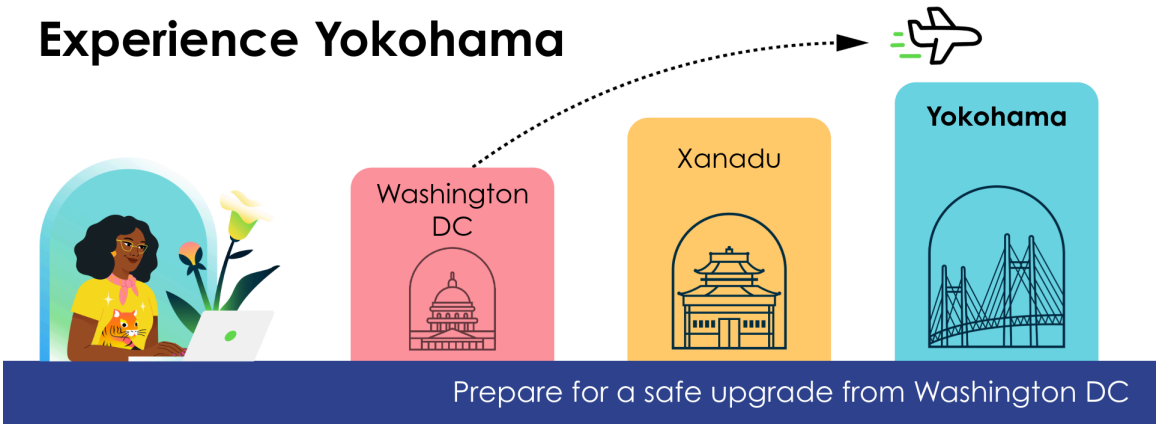
Upgrading from Washington DC to Yokohama



Combined product release notes

Detailed information on new products and features from Washington DC to Yokohama

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 Yokohama

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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Yokohama highlights

High-level overview of products and features in Yokohama

Combined product release notes for upgrades from Washington DC to Yokohama

To help you upgrade from Washington DC to Yokohama, 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 Yokohama

The table below has a list of all products available between Washington DC and Yokohama. 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
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

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Product	Combined release notes
Agent Client Collector	Link
Agent experience for CSM	Link
Agentic Contact Center for Banking	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Agent Advisor	Link
AI Control Tower	Link
AI Desktop Actions	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

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Product	Combined release notes
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Automation Discovery	Link
Benchmarks	Link
Build Agent	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

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Product	Combined release notes
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
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

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Product	Combined release notes
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 Business Suite	Link
Core ServiceNow AI Platform	Link
CPQ	Link
CPQ Configurator	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales Customer Relationship Management	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Catalog	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link

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Product	Combined release notes
Data management for CSM	Link
Data Privacy	Link
Data products	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
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

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Product	Combined release notes
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
Employee Slate	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Enterprise Service Management Foundation	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

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Product	Combined release notes
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Verifi	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flows, Subflows, and Actions	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
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

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Product	Combined release notes
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
Industrial Standards	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link

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Product	Combined release notes
Interview management	Link
Investment Funding	Link
ITOM AIOps	Link
ITOM Cloud Accelerate	Link
ITOM Optimization	Link
ITOM Visibility	Link
IT Service Management	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
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

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Product	Combined release notes
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
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

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Product	Combined release notes
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 Center	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
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

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Product	Combined release notes
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 Management	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 CRM for Telecommunications	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 Setup	Link
Now Assist for Software Asset Management (SAM)	Link

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Product	Combined release notes
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 for Zero Copy Connector	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
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)	Link

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Product	Combined release notes
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology (OT) Manager Foundation	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
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

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Product	Combined release notes
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
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

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Product	Combined release notes
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
RPA Hub	Link
Sales Agreement Management	Link
Sales CRM for Telecommunications	Link
Sales Forecasting	Link
Sales Territory Management	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link

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Product	Combined release notes
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
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	Link
ServiceNow CLI	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link

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Product	Combined release notes
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
Source-to-Pay Operations Integrations	Link
Sourcing and Procurement Operations	Link
SQL API	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link

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Product	Combined release notes
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
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Unified Security Exposure Management	Link

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Product	Combined release notes
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
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for CSM	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for Customer Service CSM	Link

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Product	Combined release notes
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zero Copy Connector Hub	Link
Zero Copy Connectors	Link
Zing text indexing and search engine	Link

Changes to plugins from Washington DC to Yokohama

Before you upgrade from Washington DC to Yokohama, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Xanadu and Washington DC plugin changes

See Xanadu plugin changes for more information.

See Washington DC plugin changes for more information.

Deprecated plugins from Washington DC to Yokohama

This table lists the existing plugins that were deprecated in Washington DC, Xanadu, or Yokohama.

Plugin	Status	Description	Details
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	Install Cloud Operations Workspace (COW)

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Plugin	Status	Description	Details
		performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	on the ServiceNow Store.
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for 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.
Column Level Encryption [com.glide.encryption]	Deprecated in Yokohama	Enables support for encryption of fields and attachments.	Use either Field Encryption Starter or Field Encryption Enterprise under the new entitlement structure. For more information, see Activate Field Encryption Enterprise.
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	Install the CSM Configurable Workspace

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Plugin	Status	Description	Details
		to integrate Customer Service Management with other applications.	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.
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 [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

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Plugin	Status	Description	Details
			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 (Configurable) 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.

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Plugin	Status	Description	Details
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 .
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	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo

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Plugin	Status	Description	Details
		process to ensure consistency of usage.	
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 using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
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-	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from

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Plugin	Status	Description	Details
metric, com.sn_log_viewer com.cmdb-workspace]			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 between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
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.

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Plugin	Status	Description	Details
			• Reach out to your Service Bridge Provider to coordinate the migration to the new 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

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Plugin	Status	Description	Details
			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 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
Customer Service CTI Demo Data [com.snc.customerservice_cti_demo]	Planned for deprecation in the A release	Load demo data for CTI Softphone.	Install the ServiceNow Voice with Amazon Connect application and all its dependencies from the ServiceNow Store and review the Integrate ServiceNow Voice with Amazon Connect documentation.
Data Filtration [com.glide.data_filtration]	Planned for deprecation in the A release	Controls the access to tables and records based on subject attributes when performing read queries.	Migrate to the Security Data Filter plugin, which is active by default on all instances on the Yokohama release or later.

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Plugin	Status	Description	Details
Data Separation [sn_ds]	Planned for deprecation in the A release	The ServiceNow Data Separation application helps organizations restrict access to sensitive data based on a lens hierarchy and its leaf node.	Use Data Filters and access control lists (ACLs) to configure data separation for your use cases. For details on how to enable data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB0558290] article in the Now Support Knowledge Base.
Gremlin Spoke [sn_gremlin_spoke]	Planned for deprecation December 2030 or contract term end date (whichever is earlier)	Simulate outages and manage attacks using Gremlin instance from your instance.	Install the Spoke Generator application from the ServiceNow Store, import API documentation for Gremlin, and use it to create actions/ custom spokes.
Legal Simple Contracts [sn_lg_contracts]	Planned for deprecation in the B release	Enables employees to submit legal requests for getting legal support and guidance for contracts.	Install the Contract Management Pro application from the ServiceNow Store.
Microsoft Teams Spoke for ServiceNow IntegrationHub [sn.ms_teams.ah]	Planned for deprecation May 2031 or contract term end date (whichever is earlier)	Configure the actions that a process analyst can use when creating configurations to automate sending messages about alerts to a Microsoft Teams channel.	Install the Microsoft Teams Graph Spoke application from the ServiceNow Store and review the Migration Guide: Microsoft Teams Spoke for ServiceNow Integration Hub to Microsoft Teams Graph Spoke [KB1650148] article in the Now Support Knowledge Base.

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Plugin	Status	Description	Details
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.
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.
Performance Analytics Content Pack - Vendor Management Workspace [com.snc.sn_itsm_vendor_pa]	Planned for deprecation in the A release	Contains performance analytics indicators used by the Vendor Management Workspace.	There is no replacement for this application.

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Plugin	Status	Description	Details
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 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 Credits [com.sn_service_credits]	Planned for deprecation in the A release	Track and manage the compensation that your vendors owe your organization when they breach the service agreement you have with them.	There is no replacement for this application.
Service Graph Connector for Microsoft Defender for IoT	Planned for deprecation in the A release	Integrate Microsoft Defender for IoT (On-premises	There is no replacement for this application.

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Plugin	Status	Description	Details
(On-premises Management Console) [sn_msftd4iotsgc]		Management Console) with the ServiceNow Operational Technology Manager application to automate import of sensor appliances, OT devices, and network connections.	
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.
Vendor Management Mobile [com.sn_vendor_mobile]	Planned for deprecation in the A release	Provides a mobile interface for vendor managers to view relevant information filtered by the vendors they are responsible for, as well as all other vendors.	There is no replacement for this application.
Vendor Management Workspace UI Components [com.app_itsm_vendor_components]	Planned for deprecation in the A release	Contains a set of shared UI components used by Vendor Management products.	There is no replacement for this application.
Vendor Manager Workspace Demo Data [com.snc.vmw.demo]	Planned for deprecation in the A release	Provides demo data for Vendor Manager Workspace.	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	There is no replacement for this application.

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Plugin	Status	Description	Details
		Management Console) application to track, prioritize, and resolve vulnerabilities on devices used in the production process.	

Renamed and changed plugins from Washington DC to Yokohama

This table lists the existing plugins that were renamed or changed in Washington DC, Xanadu, or Yokohama.

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]

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Plugin	Status	Description	Details
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 - Predictive Intelligence [com.snc.apm.predictive_intelligence]	Renamed in Xanadu	This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data.	The plugin name is changed to Enterprise 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	Renamed in Xanadu	Provides integration of Enterprise Architecture	The plugin name is changed to Performance Analytics - Content

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Plugin	Status	Description	Details
and Change Management [com.snc.pa.apm.change_request]		with Change Management, which includes performance analytics dashboards of business applications associated with Change requests.	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 performance analytics dashboards of business applications.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Problem 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]
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	Maintenance mode only.	Activating Customer Service	—

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Plugin	Status	Description	Details
[com.sn_csm.awa]		(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 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.	—	—

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Plugin	Status	Description	Details
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 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	Maintenance mode only.	—	—

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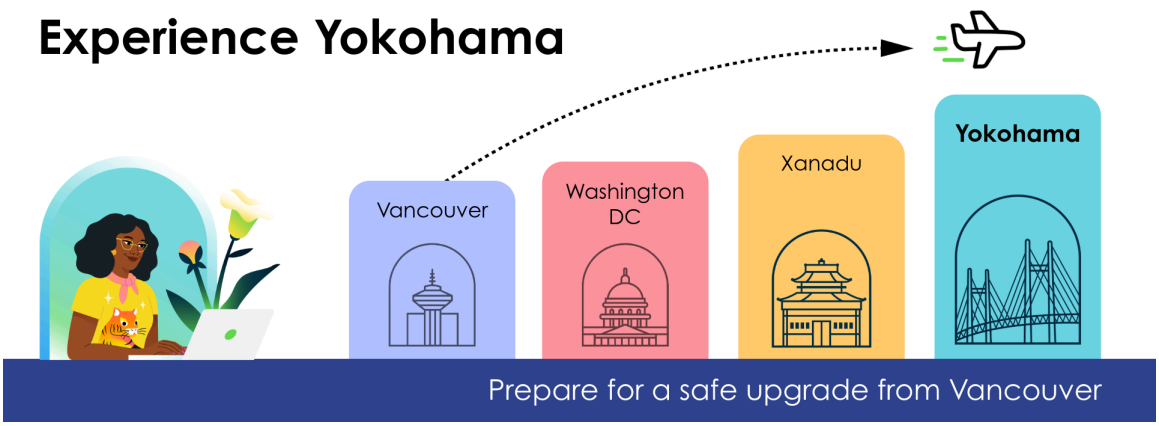
Plugin	Status	Description	Details
[com.snc.sn_lookup_and_verify_config]			
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	—

Release notes for upgrading from Vancouver

When you upgrade from the Vancouver 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 Vancouver to Yokohama



Combined product release notes

Detailed information on new products and features from Vancouver to Yokohama

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Vancouver to Yokohama

List of new, changed, renamed, and deprecated plugins

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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

Yokohama highlights

High-level overview of products and features in Yokohama

Combined product release notes for upgrades from Vancouver to Yokohama

To help you upgrade from Vancouver to Yokohama, 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 Vancouver to Yokohama

The table below has a list of all products available between Vancouver and Yokohama. 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
Admin Center	Link

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Product	Combined release notes
Adoption Services	Link
Advanced AI Search Management Tools	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
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

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Product	Combined release notes
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
Card data security	Link
Career Assessment	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
Case and Knowledge Management	Link

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Product	Combined release notes
Case management for CSM	Link
Change Management	Link
Classic Workflow	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Cloud Exposure View	Link
Coaching	Link
Code Signing	Link
Collaborative Work Management	Link
Commercial Lines Claims	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link
Configurable Workspace	Link
Configuration Compliance	Link

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Product	Combined release notes
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	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 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 Management (CSM)	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link

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Product	Combined release notes
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
DevOps Config	Link
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

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Product	Combined release notes
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
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link

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Product	Combined release notes
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 Guidewire	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
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link

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Product	Combined release notes
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 Magnit	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Process Manager	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link

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Product	Combined release notes
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
ITSM Virtual Agent	Link
Journey designer	Link
Knowledge Center	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning	Link

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Product	Combined release notes
Learning Posts	Link
Legacy Application Manager	Link
Legacy Studio	Link
Legal Hold Notification	Link
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
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	Link
Mobile Platform	Link
Model Risk Management	Link
Natural Language Query	Link
Natural Language Understanding	Link

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Product	Combined release notes
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
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Creator	Link
Now Assist for CSM	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Environmental, Social, and Governance (ESG) Management	Link

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Product	Combined release notes
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 Technology Manager (OTM)	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 and Order Management (SOM)	Link
Now Assist for Security Incident Response and Now Assist for Vulnerability Response	Link
Now Assist for Security Incident Response (SIR) and Now Assist for Vulnerability Response (VR)	Link
Now Assist for Security Operations	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link

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Product	Combined release notes
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 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
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Request Management	Link

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Product	Combined release notes
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
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Personal Lines Claims	Link
Platform Analytics experience	Link
Platform Analytics Workspace	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link

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Product	Combined release notes
Proactive Service Experience Workflows	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Purchase Order Management	Link
Quote Management	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

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Product	Combined release notes
Retail applications	Link
Retail Core	Link
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 Bridge	Link
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Exchange	Link

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Product	Combined release notes
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
ServiceNow AI Lens	Link
ServiceNow AI Platform core feature	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 Network Inventory	Link
Telecommunications Service Operations Management	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
Upgrade Center	Link
Upgrade Console	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

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Product	Combined release notes
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 Customer Service	Link
Workforce Optimization for Customer Service CSM	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zing text indexing and search engine	Link

Changes to plugins from Vancouver to Yokohama

Before you upgrade from Vancouver to Yokohama, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Vancouver, Washington DC, and Xanadu plugin changes

See Vancouver plugin changes for more information.

See Washington DC plugin changes for more information.

See Xanadu plugin changes for more information.

Deprecated plugins from Vancouver to Yokohama

This table lists the existing plugins that were deprecated in Vancouver, Washington DC, Xanadu, or Yokohama.

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Plugin	Status	Description	Details
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 Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the 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.
Column Level Encryption [com.glide.encryption]	Deprecated in Yokohama	Enables support for encryption of fields and attachments.	Use either Field Encryption Starter or Field Encryption Enterprise under the new entitlement structure. For more information, see Activate Field Encryption Enterprise.
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace	Install the CSM Configurable

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Plugin	Status	Description	Details
		enables you to integrate Customer Service Management with other applications.	Workspace application from the ServiceNow Store.
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.
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.
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

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Plugin	Status	Description	Details
			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 (Configurable) 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 parental leaves of absence (LOAs) in an HR organization. Parental LOAs include maternity, paternity, or adoption leave.	—
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Deprecated in Xanadu	Monitors the compliance level of instance security controls, view	Install ServiceNow Security Center on the ServiceNow

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Plugin	Status	Description	Details
		security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	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 using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
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	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version

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Plugin	Status	Description	Details
		mentors can access the plans from the Employee Center (EC).	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 between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
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

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Plugin	Status	Description	Details
			"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 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

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Plugin	Status	Description	Details
			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 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.
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated

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Plugin	Status	Description	Details
			functionality, support for the 'Conversational Integration with Google Assistant' store application also is end.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace

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Plugin	Status	Description	Details
			application on the ServiceNow Store.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer

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Plugin	Status	Description	Details
		and efficiency of their customer service teams and enhance team satisfaction.	Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
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.
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	Deprecated in Yokohama	Enables you to package your content into a	There is no replacement for this application. If

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Plugin	Status	Description	Details
[sn_fb_wp_campaigns]		campaign and publish the content to groups on Workplace from Facebook.	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
Customer Service CTI Demo Data [com.snc.customerservice_cti_demo]	Planned for deprecation in the A release	Load demo data for CTI Softphone.	Install the ServiceNow Voice with Amazon Connect application and all its dependencies from the ServiceNow Store and review the Integrate ServiceNow Voice with Amazon Connect documentation.
Data Filtration [com.glide.data_filtration]	Planned for deprecation in the A release	Controls the access to tables and records based on subject attributes when performing read queries.	Migrate to the Security Data Filter plugin, which is active by default on all instances on the Yokohama release or later.
Data Separation [sn_ds]	Planned for deprecation in the A release	The ServiceNow Data Separation application helps organizations restrict access to sensitive data based on a lens	Use Data Filters and access control lists (ACLs) to configure data separation for your use cases. For details on how to enable

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Plugin	Status	Description	Details
		hierarchy and its leaf node.	data separation for different use cases using data filters and ACLs, see the Managing data separation using data filters and ACLs [KB0558290] article in the Now Support Knowledge Base.
Gremlin Spoke [sn_gremlin_spoke]	Planned for deprecation December 2030 or contract term end date (whichever is earlier)	Simulate outages and manage attacks using Gremlin instance from your instance.	Install the Spoke Generator application from the ServiceNow Store, import API documentation for Gremlin, and use it to create actions/ custom spokes.
Legal Simple Contracts [sn_lg_contracts]	Planned for deprecation in the B release	Enables employees to submit legal requests for getting legal support and guidance for contracts.	Install the Contract Management Pro application from the ServiceNow Store.
Microsoft Teams Spoke for ServiceNow IntegrationHub [sn.ms_teams.ah]	Planned for deprecation May 2031 or contract term end date (whichever is earlier)	Configure the actions that a process analyst can use when creating configurations to automate sending messages about alerts to a Microsoft Teams channel.	Install the Microsoft Teams Graph Spoke application from the ServiceNow Store and review the Migration Guide: Microsoft Teams Spoke for ServiceNow Integration Hub to Microsoft Teams Graph Spoke [KB1650148] article in the Now Support Knowledge Base.
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-	Install the Password Reset integration for Microsoft Active Directory application from the ServiceNow Store and review

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Plugin	Status	Description	Details
		based credential systems.	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.
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.
Performance Analytics Content Pack - Vendor Management Workspace [com.snc.sn_itsm_vendor_pa]	Planned for deprecation in the A release	Contains performance analytics indicators used by the Vendor Management Workspace.	There is no replacement for this application.
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	There is no replacement for this application.

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Plugin	Status	Description	Details
		approvals prior to scheduled procedures.	
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 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 Credits [com.sn_service_credits]	Planned for deprecation in the A release	Track and manage the compensation that your vendors owe your organization when they breach the service agreement you have with them.	There is no replacement for this application.
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,	There is no replacement for this application.

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Plugin	Status	Description	Details
		OT devices, and network connections.	
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.
Vendor Management Mobile [com.sn_vendor_mobile]	Planned for deprecation in the A release	Provides a mobile interface for vendor managers to view relevant information filtered by the vendors they are responsible for, as well as all other vendors.	There is no replacement for this application.
Vendor Management Workspace UI Components [com.app_itsm_vendor_components]	Planned for deprecation in the A release	Contains a set of shared UI components used by Vendor Management products.	There is no replacement for this application.
Vendor Manager Workspace Demo Data [com.snc.vmw.demo]	Planned for deprecation in the A release	Provides demo data for Vendor Manager Workspace.	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	There is no replacement for this application.

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Plugin	Status	Description	Details
		the production process.	

Renamed and changed plugins from Vancouver to Yokohama

This table lists the existing plugins that were renamed or changed in Vancouver, Washington DC, Xanadu, or Yokohama.

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]

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Plugin	Status	Description	Details
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 - Predictive Intelligence [com.snc.apm.predictive_intelligence]	Renamed in Xanadu	This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data.	The plugin name is changed to Enterprise 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.
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Performance Analytics - Content Pack - Application	Renamed in Xanadu	Enterprise Architecture dashboards	The plugin name is changed to Performance

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Plugin	Status	Description	Details
Portfolio Management [com.snc.pa.apm]		developed using Performance analytics premium.	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 performance analytics dashboards of business applications.	The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Problem Management [com.snc.pa.apm.problem]
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.
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]
Smart Assessment Connected [sn_smart_assessment_connected]	Renamed in Yokohama	Connected component for assessment instance.	Renamed to Smart Assessment Connected [sn_smart_assessment_conn]

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Plugin	Status	Description	Details
Smart Assessment Designer [sn-smart-assessment-builder]	Renamed in Yokohama	Connected component for assessment designer.	Renamed to Smart Assessment Designer [sn_smart_asmt_desg]
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
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.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

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 Management applications.	—

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Plugin	Status	Description	Details
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 March 2025 or	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.

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Plugin	Status	Description	Details
	subscription term end.		
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.	—

Personalized PRB release notes for upgrades to Yokohama

If you are thinking about upgrading to the Yokohama family, problem (PRB) fixes can be an important factor in your upgrade plans. Compare the lists of fixed problems across various Yokohama 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

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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 Yokohama

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

Available patches and hotfixes

The Yokohama 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.

Q2 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 7a	Zurich
Yokohama	Yokohama Patch 12 Hotfix 1a	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
Yokohama Patch 12 Hotfix 2	Hotfix	2026/02/25	Unavailable
Yokohama Patch 12 Hotfix 1a	Security patch	2026/04/16	Available
Yokohama Patch 12 Hotfix 1a	Security patch	2026/04/16	Available
Yokohama Patch 12 Hotfix 1	Hotfix	2026/02/12	Available
Yokohama Patch 12 Yokohama Patch 12 security fixes	Patch	2026/02/06	Unavailable
Yokohama Patch 11 Hotfix 2	Hotfix	2026/03/09	Unavailable
Yokohama Patch 11 Hotfix 1	Hotfix	2026/01/29	Unavailable
Yokohama Patch 11 Yokohama Patch 11 security fixes	Patch	2026/01/08	Unavailable
Yokohama Patch 10 Hotfix 2b	Hotfix	2026/02/24	Unavailable
Yokohama Patch 10 Hotfix 2a	Hotfix	2026/02/13	Unavailable
Yokohama Patch 10 Hotfix 1b	Security patch	2026/02/18	Unavailable
Yokohama Patch 10 Hotfix 1a	Security patch	2026/01/16	Unavailable
Yokohama Patch 10 Hotfix 1	Hotfix	2025/12/29	Unavailable
Yokohama Patch 10 Yokohama Patch 10 security fixes	Patch	2025/12/9	Unavailable
Yokohama Patch 9 Hotfix 2	Hotfix	2025/11/26	Unavailable
Yokohama Patch 9 Hotfix 1	Hotfix	2025/11/21	Unavailable
Yokohama Patch 9 Yokohama Patch 9 security fixes	Patch	2025/11/06	Unavailable
Yokohama Patch 8 Hotfix 4	Hotfix	2026/01/29	Unavailable
Yokohama Patch 8 Hotfix 3	Hotfix	2025/12/08	Unavailable
Yokohama Patch 8 Hotfix 2	Hotfix	2025/11/05	Unavailable
Yokohama Patch 8 Hotfix 1	Hotfix	2025/10/29	Unavailable
Yokohama Patch 8 Yokohama Patch 8 security fixes	Patch	2025/10/14	Unavailable
Yokohama Patch 7 Hotfix 6	Hotfix	2025/12/06	Unavailable
Yokohama Patch 7 Hotfix 5	Hotfix	2025/11/20	Unavailable
Yokohama Patch 7 Hotfix 4	Hotfix	2025/10/15	Unavailable

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Release version	Release type	Released on	Availability
Yokohama Patch 7 Hotfix 3b	Hotfix	2025/12/23	Unavailable
Yokohama Patch 7 Hotfix 3	Hotfix	2025/10/01	Unavailable
Yokohama Patch 7 Hotfix 2b	Security patch	2025/11/18	Unavailable
Yokohama Patch 7 Hotfix 2a	Security patch	2025/10/15	Unavailable
Yokohama Patch 7 Hotfix 2	Hotfix	2025/09/24	Unavailable
Yokohama Patch 7 Hotfix 1	Hotfix	2025/09/17	Unavailable
Yokohama Patch 7 Yokohama Patch 7 security fixes	Patch	2025/08/28	Unavailable
Yokohama Patch 6 Hotfix 2	Hotfix	2025/08/25	Unavailable
Yokohama Patch 6 Hotfix 1	Hotfix	2025/08/07	Unavailable
Yokohama Patch 6 Yokohama Patch 6 security fixes	Patch	2025/07/31	Unavailable
Yokohama Patch 5 Hotfix 3	Hotfix	2025/08/05	Unavailable
Yokohama Patch 5 Hotfix 2	Hotfix	2025/07/15	Unavailable
Yokohama Patch 5 Hotfix 1	Hotfix	2025/07/04	Unavailable
Yokohama Patch 5 Yokohama Patch 5 security fixes	Patch	2025/06/27	Unavailable
Yokohama Patch 4 Hotfix 2	Hotfix	2025/07/10	Unavailable
Yokohama Patch 4 Hotfix 1	Hotfix	2025/07/02	Unavailable
Yokohama Patch 4b	Security patch	2025/08/19	Unavailable
Yokohama Patch 4a	Security patch	2025/07/22	Unavailable
Yokohama Patch 4 Yokohama Patch 4 security fixes	Patch	2025/06/06	Unavailable
Yokohama Patch 3 Hotfix 5	Hotfix	2025/10/30	Unavailable
Yokohama Patch 3 Hotfix 4	Hotfix	2025/07/02	Unavailable
Yokohama Patch 3 Hotfix 3	Hotfix	2025/06/17	Unavailable
Yokohama Patch 3 Hotfix 2	Hotfix	2025/05/28	Unavailable
Yokohama Patch 3 Hotfix 1	Hotfix	2025/05/15	Unavailable
Yokohama Patch 3 Yokohama Patch 3 security fixes	Patch	2025/05/01	Unavailable

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Release version	Release type	Released on	Availability
Yokohama Patch 2 Hotfix 3	Hotfix	2025/06/05	Unavailable
Yokohama Patch 2 Hotfix 2	Hotfix	2025/04/21	Unavailable
Yokohama Patch 2 Hotfix 1	Hotfix	2025/04/14	Unavailable
Yokohama Patch 2 Yokohama Patch 2 security fixes	Patch	2025/04/04	Unavailable
Yokohama Patch 1b Hotfix 1	Hotfix	2025/05/27	Unavailable
Yokohama Patch 1b	Security patch	2025/05/20	Unavailable
Yokohama Patch 1a	Security patch	2025/04/15	Unavailable
Yokohama Patch 1 Yokohama Patch 1 security fixes	Patch	2025/03/12	Unavailable
Yokohama EA Hotfix 1	Hotfix	2025/02/20	Unavailable
Yokohama security and notable fixes All other Yokohama fixes	Feature Early Availability	2025/01/30	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.

Yokohama Patch 12 Hotfix 2

The Yokohama Patch 12 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 02-22-2026_2045

Build tag: glide-yokohama-12-18-2024__patch12-hotfix2-02-13-2026

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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
AI Search (Glide) PRB1971388	IngestableDocument.getObjectSize isn't counting fEmbeddedDocuments	Indexing the document/table causes out of memory errors	
AI Search (Glide) PRB1990134	If all KBBs from one doc are removed from KB late binding, the post process stops and all following docs are returned	If ACL filtering removes all the embedded documents from a knowledge base article (and there's no embedded match), the code stops processing all subsequent documents.	1. Ensure the KB is using ACL instead of UC 'glide.knowman.search .apply_acls'=true. 2. Create two KB articles: ○ For KB1, the user has ACL access, but cannot access any of the KBB. ○ 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.

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.

- Yokohama Patch 12 Hotfix 1
- Yokohama Patch 11
- Yokohama Patch 10
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7

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- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 12 Hotfix 1

The Yokohama Patch 12 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 02-09-2026_2259

Build tag: glide-yokohama-12-18-2024__patch12-hotfix1-02-06-2026

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
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 propagate to archive tables, such as 'Discovery and Service Mapping Patterns.' Observe what happens during archive table synchronization. Expected behavior: The synchronization shouldn't be vulnerable to caches that take a long time to build.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The synchronization could become vulnerable to caches that take a long time to build.
Application Manager PRB1986694	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'.	**1.** Log in as an admin user on an instance (TD1). **2.** Navigate to **My Company Application**. Notice that as soon as the user lands on this page, it will automatically start the sync. **3.** Wait for the sync to complete. **4.** Search for the application to install, such as 'Test MyCompany App1'. Notice that 'Test MyCompany App1' shows up with available versions. **5.** From another instance (TD2) publish a new version of 'Test MyCompany App1'. **6.** As an admin user on instance TD1, navigate to **My Company Application**. **7.** Wait for the sync to complete. **8.** Search for the application 'Test MyCompany App1'. Notice that the new version of the application is not showing under 'My Company Application'. Expected behavior: The new version of the app is visible. Actual behavior: The new version of the app is not showing up.
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.

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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.

- Yokohama Patch 12
- Yokohama Patch 11
- Yokohama Patch 10
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 12

The Yokohama Patch 12 release contains important problem fixes.

Yokohama Patch 12 was released on February 06, 2026.

- Build date: 02-03-2026_1624
- Build tag: glide-yokohama-12-18-2024__patch12-01-20-2026

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.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Yokohama Patch 12 includes 139 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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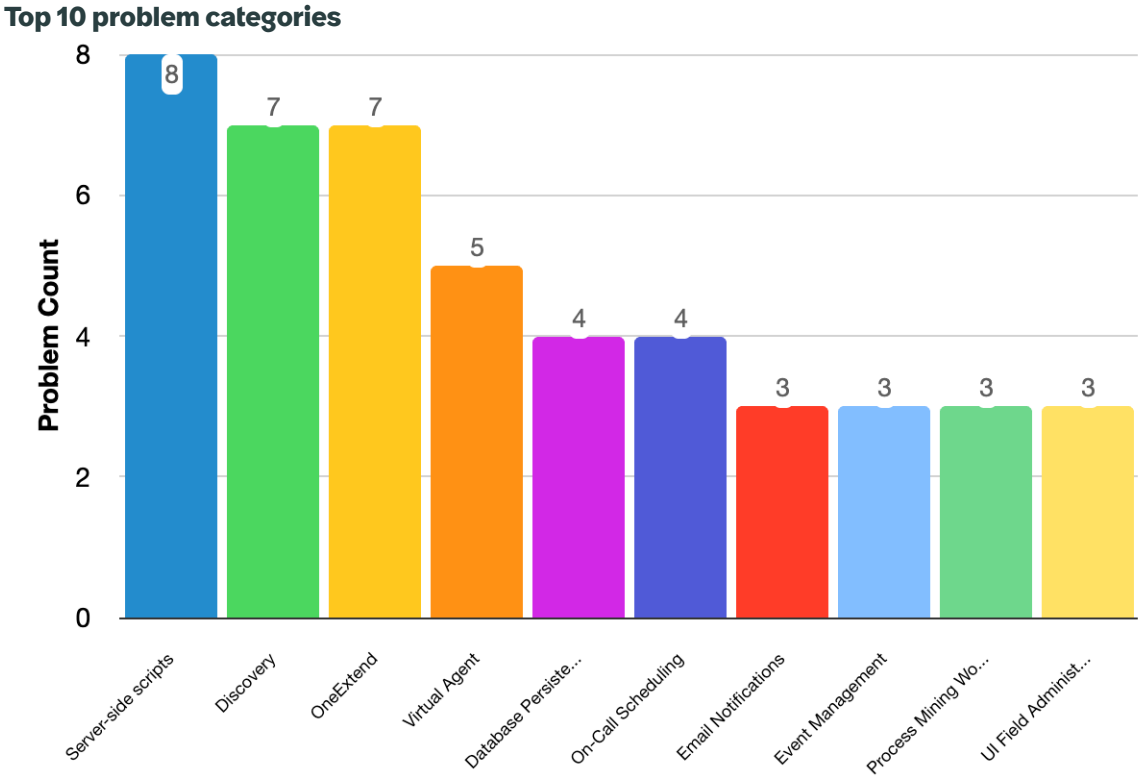

Security-related fixes

Yokohama Patch 12 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 Yokohama Patch 12, refer to KB2720387.

Changes in Yokohama Patch 12

Now Assist and agentic AI release notes

For Now Assist new features and changes, see Now Assist and agentic AI release notes.

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
Activity Stream PRB1973244	Texts do not clear out from **Journal** fields, such as comments/ work notes, after selecting **Save** in workspaces	When inserting a text in the **Journal** fields and going to save the records, the journal entry is created but the text remains in the box. This happens only when using the **Save** button, but works	**1.** Open any active case, problem, incident in CSM/FSM or Service Operations Workspace (SOW). **2.** Insert text into the Internal Info (work notes) and Comments. **3.** Select **Save**.

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Problem	Short description	Description	Steps to reproduce
		correctly when using the **Post** button.	Expected behavior: The text disappears after the user saves it. Actual behavior: The text remains in text box after the user saves it.
Application Manager PRB1981044 KB2719949	The latest version in the sys_store_app table is updated to the installed version after an install, which causes the **Upgrade** button to be unavailable in App Manager	Two functions (_fixLatestVersionForWithdrawnInstalledApps, _fixLatestVersionForWithdrawnInstalledCustomizations) 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_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.	Refer to the listed KB article for details.
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 issue isn't consistently reproducible but there's a problematic API call made.	
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.	
Email Notifications PRB1952527	An email template isn't applied when users select **Apply template** in the mini/full composer	The template isn't applied.	1. Log in as an admin user. 2. Navigate to CSM/SOW workspace and open an incident/case record. 3. Navigate to the email tab in the activity stream. 4. Select the **Apply templates** icon.

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Problem	Short description	Description	Steps to reproduce
			5. Select a template. **6.** Select **Apply**. Expected behavior: The template should be applied. Actual behavior: The template isn't applied.
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.
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.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Advanced Work Assignment PRB1982818	After removing a service channel, the current universal capacity of the agent isn't decreased	After removing a service channel from the 'Available' presence state, the universal capacity for the existing documents related to that channel shouldn't be considered.	**1.** Create a service channel ('Chat-test'). **2.** Add it to the 'Available' presence state in awa_presence_state. **3.** Create related queues and assignment eligibility pools. **4.** Create a universal capacity record for the agent ('Beth Anglin'). **5.** Make the agent 'Available'. **6.** Create documents for that and let those be assigned to the agent.

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Problem	Short description	Description	Steps to reproduce
			Observe that the current universal capacity of the agent is increased. 7. Remove the service channel from the 'Available" presence state in awa_presence_state. Observe that the current universal capacity of the agent stays the same. In Xanadu and Zurich, the current universal capacity gets decreased.
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) PRB1970081	Agent/ Workflow Access not working for elevated roles	Although the user is shown to have the elevated roles, the user appears to be blocked from accessing the agent after testing the Agent Access.	1. Create an instance with the latest track or znowassist. 2. Run the December deployment plan. 3. Create an agent. 4. Restrict the access and roles to couple of elevated roles. 5. Create a user. 6. Assign these elevated roles to the user. 7. Test the Agent Access from the Agent Studio against the user. Observe that the initial screen shows the user has these elevated roles. However, after running the test, the results show that the user is blocked from accessing the agent. However, the ACL check fails, but the role masking still passes.
AI Agents (Glide Family) PRB1972747	Ten assists for catalog execution in the fully agentic should be charged		
AI Search (Glide)	E5 encoding does not work when a non-	The issue occurs because E5 model config references	

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Problem	Short description	Description	Steps to reproduce
PRB1926964	base instance English (EN) record is created in the sys_language table	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.	
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. 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.

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1973402	Genius results are stacked vertically instead of horizontally in Service Portal	This issue occurs in Yokohama and Washington DC.	
Appointment Booking PRB1940645	If users load an appointment booking on a portal home page and then use the Service Portal (SP) date picker in a different portal page, the datepicker isn't selectable 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 the user Ruaa Kuecken. 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 31).
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)	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		related calls, and the '/oauth_token.do' call falls outside of integration calls.	
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 user'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 PRB1821909	RecordReferenceGQL query is seen on createCase flow, which wasn't the case in Xanadu	Connected	1. Open any instance on main or track/ perfintegrations where CSM is installed with demo data. 2. Impersonate any user with the sn_customerservice_agent role. 3. Navigate to the CSM workspace. 4. Navigate to the case list view. 5. Select **New** to create a case. 6. Enter a random string in the short description. 7. Set the value of the **Account** field. 8. Set the **Short Description** field a random string. 9. Select **Save**. Expected behavior: The user doesn't see the call to snRecordReferenceConnected.

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Problem	Short description	Description	Steps to reproduce
			Actual result: The user sees a GQL call to snRecordReferenceConnected.
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 a risk assessment is opened (where in theory the user completes 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 the 'sysevent' table).
CMDB Data Manager PRB1943938	The Data Manager policy jobs experience 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.	
Communities PRB1952833	Blog posts within Community forums have all been reformatted	The HTML code not showing properly on blog in community portal.	
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.	

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Problem	Short description	Description	Steps to reproduce
Data Archiving to Object Store 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.
Data Archiving to Object Store PRB1893485	If a related record hasn't finished offloading, 'Restore from Tier 2' can cause unpredictable results	This is hard to reproduce without a large backlog to offload.	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 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. Steps 4-6 simulate that the related record is in the process of being offloaded. 7. 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.
Database Persistence - Data Access	Show Matching a list and order by **ref_** fields throws 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.

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Problem	Short description	Description	Steps to reproduce
PRB1924708			**4.** Save. **5.** Add watch list to the view. **6.** Populate the watch list of some records. **7.** Show Match 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 PRB1944597	Multiple applications under the same sys_scope create an invalid GraphMetadata Object	An error occurs.	**1.** Install CCOE-Global custom application or any application that is within a global scope. **2.** Create a new knowledge graph under CCOE-Global. **3.** Perform new sn_db.GraphMetadata ('global.graph_name').get();. Notice the error, 'No graph named global.graph_name was found.'
Database Persistence - Data Access PRB1968109	When glide.db.aggregate.groupby_display_optimize is true, group by reference fields display value is a sys_id		
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.

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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 must 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.
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 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 thousands of times, reading the entire table.	
Discovery PRB1969791	The Discovery Pattern logs say Warning CI Pattern is	Even though the classification is successful, if the pattern fails to get the	Run an SNMP Discovery.

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	completed, even though the pattern failed completely	basic identification details such as name, serial number, etc., the pattern fails completely. However, the Discovery Pattern logs say that the Warning CI Pattern was completed but failed some post-processing steps.	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 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**, it 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.
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**.

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			5. Change CPU throttling in the 'Network' tab to 4*slower/6*slower. **6.** Type continuously. Expected behavior: Drafting an email shouldn't encounter unexpected cursor placement to the end. Actual behavior: The cursor jumps to the end while typing.
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 label is 'Network Traffic', but the column name is 'text', so there's no separated flag for network traffic.	
Event Management PRB1954172 KB2615509	Automated group is created even if some of the alerts don't match the aggregated alerts filter	Defined alert aggregation filter sa_agg_alert_filter isn't working and alerts are still grouped.	Refer to the listed KB article for details.
Event Management PRB1978591	PRC list contains new and outdated change requests that should be filtered out		**1.** Set sa_analytics.rca_use _legacy_query to true. **2.** Create a change request on a CI and leave it in a 'new' state. **3.** Create another change request on the same CI with an implementation date set to one week ago. **4.** Generate an alert on the same CI. **5.** Verify the Probable Root Cause list. Expected behavior: Both CRs should be filtered out (one for being in 'new' state, one for being outdated). Actual behavior: Both CRs appear in the PRC list.
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**.

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			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.
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**. Observe that the P95 response time exceeds SLA of 4 seconds.
Horizon Image Component PRB1803287	The 'Fit' property doesn't work with max-width attribute	The now-image tag calculates to new resize events, but the 'img' tag remains the full width despite the values is in the 'Fit' property.	**1.** Open a UI Builder page. **2.** Place a carousel component. **3.** Add 2 to 3 now-images components with some default photos within the carousel content slot. **4.** Navigate to**Navigation and interaction** > **Carousel configuration**. **5.** Set 'Number of items in view' to 'Single content item'. **6.** Attempt to resize the window. Observe that the now-image tag has max-width dynamically calculated to new values on resize events, but the 'img' tag inside now-image still keeps the full width despite the options specified in now-image's 'Fit' property.
HTTP Client PRB1959206	Introduce Mechanism to Set Connection Pool Timeout on the Instance to Prevent Semaphore Exhaustion	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
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. This results in queries of tables containing over 2 million records being continuously executed.	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 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 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 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 that the translation exists). 8. Change the English value to a translation for the variable that wasn't translated yet.

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			9. As sys_admin, check on the sys_translated table directly. Observe that the change is instantly reverted after trying to save it and isn't saved. 10. 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.
Language and Translations PRB1978639	Translations merge for Yokohama to fix an issue introduced in a previous patch	This is a GenAI translation update.	
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.	

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Problem	Short description	Description	Steps to reproduce
Next Experience Unified Navigation PRB1975305	AI Engagement Experience (AIEX) upgrade issue	When a user upgrade Yokohama, they won't get any of the new AIEL changes. This occurs when upgrading from version 27.0.29, which has UXR components, to version 27.0.28-aiex.13.	
Now Assist for Software Asset Management (SAM) PRB1951872	The user resolution rule is created in a global domain instead specific domain	The user resolution rule is created in the global domain instead of the child domain 'A1'.	**1.** Created a parent domain 'A'. **2.** Create child domains 'A1' and 'A2'. **3.** Create an integration profile in domain A1. **4.** Create a custom field as **Work Email** in the sys_user table in domain A1. **5.** Run the scheduled job to pull the subscriptions in domain A1. Notice that the user resolution rule creation schedule job is triggered, and rule is getting created. Expected behavior: The user resolution rule is created in domain A1. Actual behavior: The user resolution rule is created in the global domain.
Now Assist Panel PRB1985088	Link in NASS doesn't open in a new tab		**1.** Navigate to full page. **2.** Search 'What is spam?'. **3.** Select the source link for the KB. Expected behavior: The KB link opens in a new tab. Actual behavior: The KB link doesn't open at all.
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	**1.** Execute cmn_rota.list. **2.** Confirm that 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.

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Problem	Short description	Description	Steps to reproduce
		meaningful message on the page when no shifts are available.	
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 used 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 execution is terminated with the error 'Access Denied'.	
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 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	

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		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		
OneExtend PRB1978709	Now Assist panel 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 Now Assist panel 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 Java proxy to construct outbound URLs, but the proxy doesn't append the project ID. As a result, 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. Because Now Assist panel and AI Agents bypass Flow Designer and instead use the Java proxy that omits the project ID,	

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Problem	Short description	Description	Steps to reproduce
		their outbound calls fail consistently.	
OneExtend PRB1981515	Add enhanced debug logging around async client call	Debug logs need to be 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.	
Platform Analytics Migration API PRB1797363	Scheduled reports are migrated even if they aren't active		1. On track/dataanalytics, change the 'com.glide.par.unified_analytics.enabled' property to false to trigger migration. 2. Open a report. 3. Schedule a report. 4. Open the scheduled report. 5. Set the active field to false so the scheduled report isn't sent automatically. 6. Run migration from the migration center. 7. After migration is complete, activate migration. 8. Navigate to the 'Scheduled Export' library. Expected behavior: The scheduled report isn't migrated. Actual behavior: The inactive scheduled job is migrated as active.
Platform Analytics Migration API PRB1962944	Duplicate records are created in the analytics_category_m2m table when using UnloadDashboard before and after Platform Analytics migration	In the Zurich release, when a Core UI dashboard is exported from a source instance using UnloadDashboard before a Platform Analytics migration, and then the same dashboard is migrated to a Platform Analytics dashboard and exported again using UnloadDashboard after	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. 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.

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Problem	Short description	Description	Steps to reproduce
		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.	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. Observe that duplicate records are created in the analytics_category_m2m table.
Platform Licensing PRB1980200	True-up of SM and LE 6.0.2	This is a product update.	
Process Mining Workspace PRB1916916	When datetime is selected as Activity Definition, the grouping of activities isn't working		
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 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.

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Problem	Short description	Description	Steps to reproduce
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.
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 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.
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.
Server-side scripts PRB1974676	Guest sandbox logging can potentially overwhelm system logs		
Server-side scripts PRB1974683	Rules for static analysis feature are locked behind no_db_override		

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1982503	In Yokohama, the **Continue** button doesn't work and the **Preview** button is missing in the canvas view of t2c- 6.0.7		**1.** Open a Yokohama instance with NAFC 27.6.1. **2.** Enable the T2C skill. **3.** Navigate to Catalog Builder. **4.** Select **Build with Now Assist**. **5.** Enter any utterance. Observe that the **Preview** button is missing and the **Continue** button doesn't work.
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. Observe the facets on the right side. **2.** 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.
Software Asset Management PRB1968916	Fetch transactionId by failed job name and profile Sys ID		
Software Asset Management PRB1974875	Job failure troubleshooting for family releases	This is a product update.	
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	

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Problem	Short description	Description	Steps to reproduce
		mutex locks and impact performance.	
Software Asset Management Publisher Pack for SAP PRB1887429	Automatic software model isn't created	An automatic software model isn't created for the Default Named User Type in the Default Price List as specified in the SAP connection.	**1.** Set the 'com.snc.samp.automaticsmrcreation' system property to true. **2.** Create a SAP Connection and SAP Client. **3.** Create different types of SAP System Users. **4.** Verify that the discovered user records were created. **5.** Run recon. **6.** Verify that only SAP system users of user type 'Dialog' are reconciled. Observe that an automatic software model isn't created for the Default Named User Type in the Default Price List as specified in the SAP connection.
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.	
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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		CalculateTotalCost .getTimeSpan(), which should, but doesn't yield consistent results. This issue impacts the visibility of accurate cost information in software asset workspace.	
Source-to-Pay Operations (Glide) PRB1978443	Integer to decimal changes, Java level changes		
UI Field Administration PRB1881510	The category under 'change request values' on the standard change template isn't reflected in Service Operations Workspace	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. 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.
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. 6. Select **Create incident**.

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Problem	Short description	Description	Steps to reproduce
			Notice in the incident workspace view under the assignment section that the **Configuration item** field and **Service** field are missing.
UI Field Administration PRB1945077	Click-to-call ignores the E.164 country code and defaults to +1	The 'Click-to-call' feature is incorrectly dialing US numbers instead of international numbers like the UK or India, regardless of the country code. Dialing from the contact card works correctly, but using the **Click-to-call** icon always defaults to US numbers.	**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. An outbound call is placed, and an interaction record is created.
UI Form Administration PRB1953177	now-stylized-text is not supported in Yokohama so the tagline component is not rendered in workspace	This issue occurs in Yokohama.	**1.** Log in to a ynowassist instance with GenAI setup. **2.** Open UI Builder. **3.** Select any of the configuration workspaces (example: CSM/SOW). **4.** Open an SRP record page. **5.** Add a tagline component. **6.** Generate a record with a GenAI agent or attached background script. **7.** Open the same record in the configuration workspace. Expected behavior: The tagline component is displayed in the workspace. Actual behavior: The now-stylized-text isn't supported in Yokohama so the tagline component isn't rendered in the workspace.
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.	**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.

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Problem	Short description	Description	Steps to reproduce
		This restores smooth navigation between menu items.	Check that there's an error for tracking consent and the page is freezing.
Virtual Agent PRB1768573	Profanity filter keyword issues	Profanity filter keyword mode flags non-profane words that contain otherwise profane words.	
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. 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 earlier steps). 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. Observe that the test panel opens, and the values of 'Allow web search', 'Allow response streaming', and 'Allow

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Problem	Short description	Description	Steps to reproduce
			document uploads' are shown as 'Active'. 15. From the 'Select assistant' drop-down list, select **Now Assist in Virtual Agent (default) assistant**. 16. Select the **Test assistant** button. 17. 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'.
Virtual Agent PRB1975617	Failing to send an agent joined message		
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 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 that the Enhanced Chat bot is added to the portal by navigating 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.

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Problem	Short description	Description	Steps to reproduce
			Observe that the **+** button for starting a new chat is disabled. **5.** Leave the chat open until the abandon timeout occurs, or manually trigger the timeout. 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 PRB1974007	Synthesized responses disappear on Now Assist Virtual Agent (NAVA), Now Assist panel, Dynamic Window (DW)	Responses disappear after they're produced.	
Virtual Agent Web Client PRB1981024	Markdown link [label] (url) renders an incorrect URL when the URL contains a dollar sign ($)		
Walk-Up Experience PRB1965546	In 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.

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Problem	Short description	Description	Steps to reproduce
Web UX Runtime PRB1968992	There's a blank page in the custom workspace when users log in for the first time, or after they clear the cache	This issue occurs after upgrading Yokohama. The user notices that the Verify Guided Upgrade take a while to load when it's the first time logging in to the instance.	1. Navigate to **Admin Menu** > **Upgrade Management**. 2. Select **Get started** from the Overview page. Notice that the Verify Guided Upgrade takes a long time to load when it's the user's first time logging into the instance.
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.
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.

- Yokohama Patch 11
- Yokohama Patch 10 Hotfix 1a
- Yokohama Patch 10 Hotfix 1
- Yokohama Patch 10
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7 Hotfix 3b
- Yokohama Patch 7

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- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 11 Hotfix 2

The Yokohama Patch 11 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 03-08-2026_0147

Build tag: glide-yokohama-12-18-2024__patch11-hotfix2-03-05-2026

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
OneExtend PRB1998199	NAVA gets stuck intermittently		**1.** Ensure Response Streaming is enabled. **2.** Open NAVA. **3.** Enter 'Creator.' Notice that NAVA will get stuck intermittently.

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.

- Yokohama Patch 11 Hotfix 1
- Yokohama Patch 10

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- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 11 Hotfix 1

The Yokohama Patch 11 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 01-23-2026_0900

Build tag: glide-yokohama-12-18-2024__patch11-hotfix1-01-22-2026

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
Virtual Agent Web Client PRB1981024	Markdown link [label] (url) renders an incorrect URL when the URL contains a dollar sign ($)		
Service Catalog Builder PRB1982503	In Yokohama, the continue button doesn't work and the preview button is missing in		1. Open a Yokohama instance with NAFC 27.6.1. 2. Enable the T2C skill. 3. Navigate to Catalog Builder.

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Problem	Short description	Description	Steps to reproduce
	the canvas view of t2c-6.0.7		**4.** Select **Build with Now Assist**. **5.** Enter any utterance. Observe that the preview button is missing and the continue button doesn't work.

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.

- Yokohama Patch 11
- Yokohama Patch 10
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 11

The Yokohama Patch 11 release contains important problem fixes.

Yokohama Patch 11 was released on January 08, 2026.

- Build date: 01-04-2026_2103
- Build tag: glide-yokohama-12-18-2024__patch11-12-16-2025

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.

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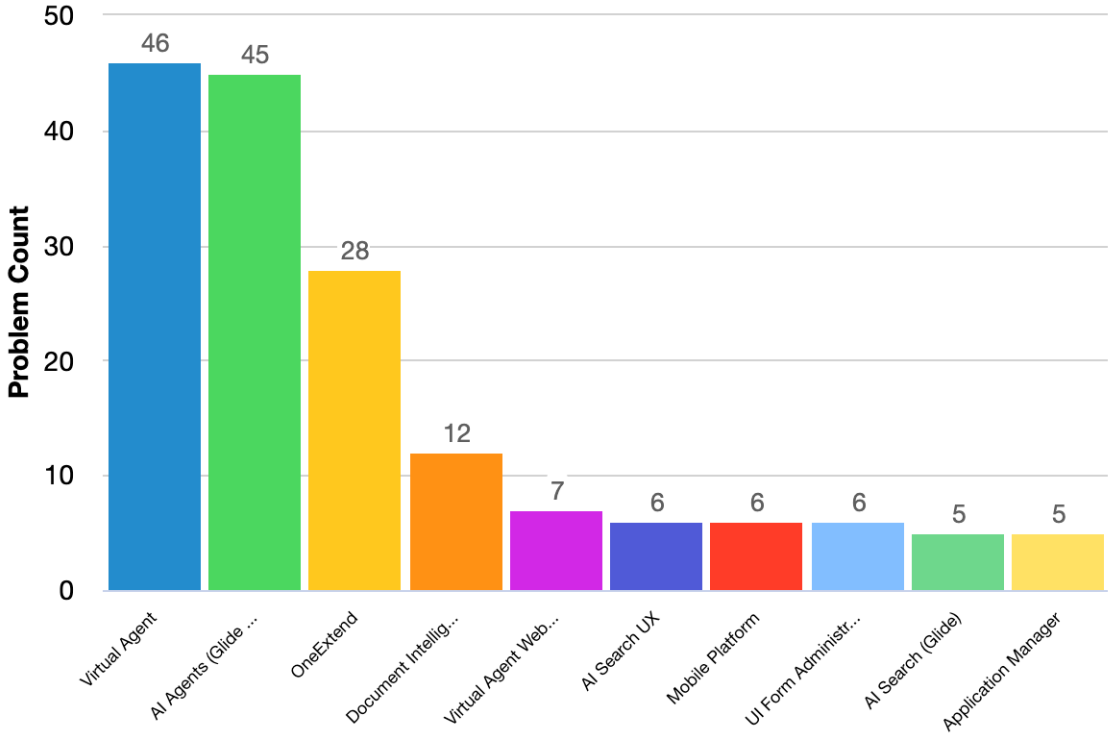
For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Yokohama Patch 11 includes 350 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

Yokohama Patch 11 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 Yokohama Patch 11, refer to KB2684607.

Changes in Yokohama Patch 11

Now Assist and agentic AI release notes

For Now Assist new features and changes, see Now Assist and agentic AI release notes.

Application Manager

Getting started with Application Manager

Exploring Application Manager

and filter

, products,

This includes applications, products, and plugins that haven't been licensed yet.

View applications, products, and plugins

an

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Application Manager available for you tab

The **Available for you** tab displays all applications, products, and plugins.

The applications and products in **Available for you** include the ones available for purchase from the ServiceNow Store and the ones that are already licensed. For more information about procuring applications and products from the ServiceNow Store, see .

The plugins in this section include those that are licensed and ready to install and those that need to be requested. For more information about requesting plugins, see .

Filtering applications: You can use the search bar and apply filtering options to find applications, products, or plugins that meet your organization's needs.

Free

Applications that are available at no additional cost.

Paid

Applications that require a paid license.

Licensed

Paid applications that you already have a license for. These applications can be installed.

Compatible

Application versions that are compatible with your instance of the ServiceNow AI Platform.

Upcoming Renewals

Applications with subscriptions that need to be renewed soon.

Trial Started

Applications that are currently in a trial period.

Application Manager application details

Application state indicators, if applicable

The application details page for Now Assist applications includes a Now Assist suite version selector instead of an application version selector. For more information about Now Assist suites, see .

Dependencies

Application details include information about required dependencies, including whether each dependency is installed, available to install, or not yet licensed.

Select the dependency and review any application state indicators for additional details.

For more information about application state indicators, see .

Managing Now Assist applications through Now Assist suites

Starting with Yokohama patch 11, the Application Manager helps ensure that Now Assist applications that you install or update remain compatible with any other Now Assist applications on your ServiceNow AI Platform instance.

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Now Assist suite versions in the Application Manager

The Application Manager uses Now Assist suite versions to verify compatibility between multiple Now Assist applications in one instance.

Example: Now Assist suite versions in the Application Manager

Some Now Assist applications are part of multiple Now Assist suites because they're compatible with multiple other Now Assist application versions.

Install a Now Assist application with the Application Manager

When you install a new Now Assist application, the Application Manager uses Now Assist suites to verify compatibility with any other Now Assist applications in your instance.

Update a Now Assist application with the Application Manager

When you update a Now Assist application to a new version, the Application Manager uses Now Assist suites to verify compatibility with any other Now Assist applications in your instance.

Application Manager reference

Reference topics provide information to help understand Application Manager status indicators.

Application state indicators in Application Manager

Application detail page headers display indicators with additional information about the state of that application. Indicators tell you about any specific requirements, limitations, or blockers related to installing the application.

Internationalization support

Brazilian Portuguese, Dutch, French, French - Canada, Italian, Polish, and Spanish

German, Norwegian (Bokmål), and Swedish

Authentication factors

Authentication factors help identify and verify callers, allowing only authorized users to access AI voice agents on the ServiceNow AI Platform.

Time-based one-time password (TOTP) authentication

Push notification - Okta Verify

Configure push notification (Okta Verify)

SoftPIN authentication

Configure Soft PIN

SMS One-time passcode (OTP) authentication

Knowledge-based authentication (Security Questions)

Receiving hardware and consumable assets at stockrooms

You can receive assets from a purchase order line starting from the Zurich release, as well as Yokohama Patch 11 and Xanadu Patch 10 or later.

Getting apps and trials from the ServiceNow Store

Application state indicators can help you determine whether an application must be procured from the ServiceNow Store before it can be installed. Any applicable

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application state indicators are shown as part of application details page in the Application Manager. For more information about application state indicators, see .

and the app details page in the Application Manager shows the "Trial Available" state indicator.

Get a free application, **Buy a ServiceNow application**, **and Buy a partner application**

If the application displays the "App Terms Not Accepted" state indicator in the Application Manager, accept the custom terms and conditions from the ServiceNow Store

For more information about application state indicators, see ServiceNow Store.

1. From the application listing details in the ServiceNow Store, select **Accept Terms**.
2. Download and review the custom terms and conditions.
3. Select the option to agree to the terms and conditions.
4. Select **Accept**.

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
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.
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.
Database Persistence	CONTAINS query		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1922171 KB2617119	interferes with the RLQUERY in hybrid table		
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: 'DEBUG: DASHBOARD_SERVICE: Dashboard with sys_id is Dirty. Need to update DashboardsService DEBUG: DASHBOARD_SERVICE: Dashboard updated true DashboardsService SEVERE *** ERROR *** DASHBOARD_SERVICE: An error happened editing the layout. DashboardsResource SEVERE *** ERROR *** DASHBOARD_API: Edit API - Widget Collision WidgetCollisionException - Colliding Widgets are.'	
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-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.

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Problem	Short description	Description	Steps to reproduce
			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 = sys_id.
Virtual Agent third-party integrations PRB1956730 KB2683059	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'.	Refer to the listed KB article for details.

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.	
Access Control PRB1836275	ScriptClassifier.isScriptUsingCurrent() returns true despite the passed in string not being current		
Activity Stream PRB1973244	Texts do not clear out from **Journal** fields, such as comments/ work notes, after selecting **Save** in workspaces	When inserting a text in the **Journal** fields and going to **Save the records**, the journal entry is created but the text remains in the box. This happens only when using the **Save** button, but works correctly when using the **Post** button.	1. Open any active case, problem, incident in CSM/FSM or Service Operations Workspace (SOW). 2. Insert text into the Internal Info (work notes) and Comments. 3. Select **Save**. Expected behavior: The text disappears after the user saves it. Actual behavior: The text remains in text box after the user saves it.

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Problem	Short description	Description	Steps to reproduce
Advanced Work Assignment PRB1970818	Add support for AI Agents in AWA	This is a product update.	
Agent Chat PRB1970504	Skip read-only states that are not the current state	This is a product update.	
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. Notice that the Java tool execution doesn't send the is_abort flag.
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 result: 'Lookup' queries and shows up successfully. 'Create' creates a record as per user inputs. Actual Result: '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. **2.** Tag it as a use case (sn_aia_use_case). **3.** Trigger the agent with the task 'Get details of workflow Classify tasks'. Notice that Global Graph is not working and returns the error: 'Requested information not found.' The following error also occurs 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 update.	
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 update.	
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 agent memory it keeps the past guardrail failure.
AI Agents (Glide Family) PRB1970081	Agent/ Workflow Access not working for elevated roles	Although the user is shown to have the elevated roles, the user appears to be blocked from accessing the	1. Create an instance with the latest track or znowassist. 2. Run the December deployment plan. 3. Create an agent.

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Problem	Short description	Description	Steps to reproduce
		agent after testing the Agent Access.	**4.** Restrict the access and roles to couple of elevated roles. **5.** Create a user. **6.** Assign these elevated roles to the user. **7.** Test the Agent Access from the Agent Studio against the user. Observe that the initial screen shows the user has these elevated roles. However, after running the test, the results show that the user is blocked from accessing the agent. However, the ACL check fails, but the role masking still passes.
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 Agents (Glide Family) PRB1972682	Role masking is not being honored when running agents and workflows from a background channel		Execute the script. Expected behavior: Access should be blocked. Actual behavior: Access is not blocked.
AI Gateway - Security PRB1960673	AI Gateway (also known as the Agentic Workflow Hub) feature backport	This is a product update.	
AI Search (Glide)	E5 encoding does not work when a non-	The issue occurs because E5 model config references	

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Problem	Short description	Description	Steps to reproduce
PRB1926964	base instance English (EN) record is created in the sys_language table	sys_language records for supported languages. It saves sys_id of the record. However, if the user's instance has a non-OOB language record, it will not work with E5.	
AI Search (Glide) PRB1932287	Null Pointer Exception occurs during catalog variable indexing when the **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) 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) PRB1954965	The Query Timeout property doesn't configure application level timeout		1. Adjust glide.ais.query.timeout higher than 10 seconds. 2. Issue a query that runs longer than 10 seconds, but shorter than what was configured for glide.ais.query.timeout. Notice that a timeout response is returned

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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 UX PRB1912867	Unable to style search result title highlighting	The title (now-text-link) highlighting isn't altered.	
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 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 GR Match card is hidden and an alert is shown.	
AI Search UX PRB1971350	When Hybrid Search is enabled, the total count is missing	With Hybrid Search on, only facet count should not be shown.	1. Enable DW or Hybrid Search on /sp on any nowassist 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		1. On a Yokohama or Zurich instance, disable Synthesized GRs for SP. 2. Search for a term with which there is more than 1 GRs.

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Problem	Short description	Description	Steps to reproduce
	GRs (although functionally everything works as expected)		Observe errors in the console such as 'Failed to load @devsnc/sn-search-genius-card-assist'.
AI Search UX PRB1973402	Genius results are stacked vertically instead of horizontally in Service Portal	This issue occurs in Yokohama and Washington DC.	
Analytics Data API PRB1875077	The semi-donut visualization displays data incorrectly, ignoring the applied interactive filter	The semi-donut visualization when applied as filter showing data of irrelevant to the interactive filter that applied.	**1.** Log in to an instance. **2.** Navigate to **Platform Analytics** > **Dashboards** > **Create new**. **3.** Select the visualization type as 'semi-donut'. **4.** Add any data source. For example, add 'incident' as the source and group by 'active' and keep the chart interaction as 'Apply as filter'. **5.** Create an interactive filter with the following configurations: ○ Filter type: Single select ○ Filter source: Incident.urgency ○ Data to filter: Incident.urgency **6.** Select any 'Priority 1- high' to see the data of the selection. **7.** Select the semi-donut. Notice that it will be applied as a filter and the interactive filter that was previously applied is removed. The value show is irrelevant to the filter applied.
Analytics Data API PRB1937286	When a visualization acts as filter, another visualization is not filtered for the first time		**1.** Create a dashboard. **2.** Add 2 visualization: ○ 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 editing mode. **5.** Select on a bar (true) on the bar visualization.

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Problem	Short description	Description	Steps to reproduce
			6. Notice that the single score does not reflect with the changes. **7.** Select another bar (false). Notice that the single score reflects the changes.
Application Install Engine PRB1956758	Add support for needs of Golden Configuration in Install Engine	This is a product update.	
Application Manager PRB1868345	A date format with blank spaces causes the search functionality to fail on the new Application Manager		**1.** Log in to an instance. **2.** Navigate to **All** > **Plugins**. **3.** Search for any plugin. Notice that it shows no results.
Application Manager PRB1949751	There is a version mismatch/ discrepancy between the list view and app page in the new Application Manager for Service Operations Workspace ITOM Apps	The version 26.9.0 appears in 'See Installed and Latest Versions' instead of 26.1.6.	**1.** Navigate to an instance. **2.** Open the Filter Navigator. **3.** Navigate to **System Definition** > **Plugins**. **4.** Search for 'Service Operations Workspace ITOM Apps' in the search bar. **5.** Select the 'Installed' tab. **6.** Notice that the Service Operations Workspace ITOM Apps version appears in the list as 'Installed version 26.1.6.' **7.** Select the tile to open the app record/ page. Notice that 'See Installed and Latest Versions' shows version 26.9.0 instead of 26.1.6.
Application Manager PRB1956757	App manager changes in Golden Configuration	This is a product update.	
Application Manager	An app manager install pop-up	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1956759	should display instructions to sign new company-level terms and conditions in Store		
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.
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.	
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**. 8. 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'. 9. Open the sys_restricted_caller_access table.

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Problem	Short description	Description	Steps to reproduce
			10. Search for a record that needs to be approved for the above flow to pass. 11. Manually approve the record. Observe that the KB creation is successful for the HR knowledge base.
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 text area.	
Case and Knowledge Management for HR Service Delivery PRB1964899	Proof of grade and proof of payment are text boxes rather than attachments		1. Navigate to HR cases table (Workspace/ UI16) as an HR agent. 2. Select **New**. 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.
Case and Knowledge Management for HR Service Delivery PRB1969574	Create Task Form relies on an API that is not available in Yokohama		1. Install HR Core, LE, LE Ent, JA, UI Lib, and JD on Yokohama. 2. Enable team tasks for the onboarding configuration. 3. Create an onboarding journey. 4. Attempt to create a catalog task. Notice that the catalog item drop-down list will be broken or the ref qual won't work.
Cloud Provisioning and Governance PRB1843246 KB1775838	A cloud discovery schedule created to run with a MID cluster picks an MID server other than that of the MID cluster when all the MIDs in the cluster	Cloud discovery schedule created to run with a MID cluster is picking a different MID server when all the MIDs in the cluster are down or paused. The schedule should be cancelled instead.	1. Check the cloud discovery schedule below. 2. Ensure the MID selection method is 'Specific MID Cluster' and that it's on a specific cluster. 3. Pause the MID server in the cluster. 4. Run the schedule. Notice that it will create an ECC to the dummy MID servers

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Problem	Short description	Description	Steps to reproduce
	are down or paused		mid.server.SNCTest001 and mid.server.SNCTest002.
CMDB Data Manager PRB1964689	CMDBRetirementScriptableAPI 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.	
Content Publishing PRB1963246	Issue with content template duration calculation with a different date format	If the user changes the date format in sys_property, content template duration calculation is ignored since calculation looks 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 cancelled 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 cancelled 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 5 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 Scale PRB1928008	Upgrade to Yokohama hangs	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 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.

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Problem	Short description	Description	Steps to reproduce
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.	
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 PRB1719480	When the MID Server Type option is set to 'Automatic MID Server Selection', Cloud Discovery is automatically cancelled	The discovery status is cancelled with the 'Error: Discovery canceled on previously started schedule [schedule_name] due to mid not available', even though a valid MID is available on the instance.	
Discovery PRB1833795 KB1825538	The credential alias doesn't work for applicative credentials		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 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 Configuration can't be updated on DocQnA use cases	Attempting to update the Document Configuration results in an error.	1. Ensure a task with status 'Done' exists in a DocQnA use case. 2. Attempt to update the Document Configuration. Notice the error, 'Can't update document configuration as there are pending document task trainings, Please update once everything is complete.'
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 27.1	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.	
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 'name' are 'invoice_number' (or maybe 'invoicenumber').

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Problem	Short description	Description	Steps to reproduce
			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–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.	
Document Intelligence Unified Backend	Code changes for a document splitting on Java-level Glide changes	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1959473			
Document Intelligence Unified Backend PRB1959475	Java API to rescale the image doc-type before sending to a LLM call	This is a product update.	
Dynamic Scheduling PRB1925058	Dynamic scheduling issues from case tasks	An issue found in scenario 2 is that certain FSM work order tasks are not scheduled right after the last job.	Scenario 1: **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 2: **1.** Enable 'Auto assign' with interval immediate. **2.** Create work order task1. **3.** Assign task1 to agent1, with an estimated end time of '1'. **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.

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Problem	Short description	Description	Steps to reproduce
			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.
Email Notifications PRB1960664	Create an email/email draft record creation script to include 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.
Field Service Scheduling PRB1949408	Incorrect Google travel duration when number of locations exceed matrix_size	The GoogleMapRestConstants.STANDARD_MATRIX_SIZE = 10 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 10 src and destination locations. **4.** With a premium account, create more than 25 src and dest locations. **5.** 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 PRB1950344	Capability metrics are executed in a Skill Role Masking session	Auto evaluation breaks with the application of role masking on 'Evaluate API'.	

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Problem	Short description	Description	Steps to reproduce
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.
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) PRB1957611	Capability response is not parsable	This is for Glide only.	
Flows (Family Channel) PRB1921327	LLM one-extend secure changes	This is a product update.	
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) 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.

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Problem	Short description	Description	Steps to reproduce
			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) 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.
Flows PRB1970310	Remove the now.assist.creator 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.

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Problem	Short description	Description	Steps to reproduce
			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.
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. 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.	
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.	
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	**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. **5.** Notice that the **Problem** field is read-only.

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Problem	Short description	Description	Steps to reproduce
		the writing of the record. This is not the case in UI16, as it uses a different script include.	6. Return to tab with a problem open. 7. In the 'Incidents' related list of the problem record, select **Add**. 8. Find and add the previous incident. 9. Navigate back to the tab with the incident open. 10. Notice that the **Problem** field has updated. 11. 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.
Instance Data Replication (IDR) PRB1859982	Producer encountered an error while seeding	This issue occurred while doing scheduled seeding test.	
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	A support server sends event step	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1959514	executions on MID server		
Integration Hub PRB1960313	True up changes for the WDF Tokenization Dashboard		
JVM at Scale PRB1959253	Java 21 upgrade to runtime	This is a product update.	
JVM at Scale PRB1959261	Java 21 upgrade for Runtime	This is a product update.	
Key Management Framework (KMF) PRB1923432	ScopedKMFModuleKeyImportAjax API should be in global scope	The Key import AJAX Function createRequest is not supported in 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 Customer 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	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.

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Problem	Short description	Description	Steps to reproduce
	Manager and ITIL role		**4.** Select the **Known Error** article template in the second column. **5.** Observe the preview panel. 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 OOM issue related to the unconfirmed users 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 PRB1913012	Creating a case of any journey config doesn't show the **Journey number** field in the case details	The issue occurs due to changes that modify the form when GenAI is installed. Rather than adding the fields in a 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.	
List Administration PRB1959354	Implement filter assist in Yokohama	This is a product update.	
List Administration PRB1959510	Backport the filter overview to Yokohama	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
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.	
Next Experience Unified Navigation PRB1975305	AI Engagement Experience (AIEX) upgrade issue	When a user upgrade Yokohama, they won't get any of the new AIEL changes. This occurs when upgrading from version 27.0.29, which has UXR components, to version 27.0.28-aiex.13.	
Now Assist for Software Asset Management (SAM) PRB1951872	The user resolution rule is created in a global domain instead specific domain	The user resolution rule is created in the global domain instead of the child domain 'A1'.	**1.** Created a parent domain 'A'. **2.** Create child domains 'A1' and 'A2'. **3.** Create an integration profile in domain A1 **4.** Create a custom field as **Work Email** in the sys_user table in domain A1.

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Problem	Short description	Description	Steps to reproduce
			5. Run the scheduled job to pull the subscriptions in domain A1. **6.** Notice that the user resolution rule creation schedule job is triggered, and rule is getting created. Expected behavior: The user resolution rule is created in domain A1. Actual behavior: The user resolution rule is created in the global domain.
Now Assist Panel PRB1959755	NAP greeting topic is changed to Now Assist - MidTopic AIS Fallback	This is a product update.	
Now Assist Panel PRB1965617	Legacy NAP doesn't load upon upgrade		
Now Assist Panel PRB1971138	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 displayed even when the data exists.	
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.

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1925348	Sys_gen_ai_providers and sys_gen_ai_routing_actions are not cached	There are records are also not cached. AI Agent uses GenerativeAIUtility.getSupportedProviders which internally queries the table.	
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 PRB1959140	IHUB Spoke Util Pack (com.snc.ihub_spoke_util_pack) plugin breaks after upgrading Yokohama	IHUB Spoke Util Pack (com.snc.ihub_spoke_util_pack) plugin breaks after upgrade to YP8	1. Open Employee Center Portal. 2. Initiate a Virtual Agent chat. 3. Upload a PDF document to the chat interface. Notice the error, 'Something went wrong. I'm not able to process the uploaded document right now.'
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	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	the cache check		
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 PRB1959497	One Extend set Guardian settings in Meta	This is a product update.	
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.	

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1959505	Performance improvement in OneExtend with respect to cache warmup	This is a product update.	
OneExtend PRB1959506	Make configuring whitelist more user friendly	This is a product update.	
OneExtend PRB1959508	Open GenAI Log text columns to admins while protecting HR records for only HR admins	This is a product update.	
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 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 PRB1972976	One Extend capability is unable to pass the variable value from one capability to another capability in	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 the following exception message: 'conn=112946863) Could

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Problem	Short description	Description	Steps to reproduce
	Capabilities chaining		not send query: query size is >=; to max_allowed_packet (33554432) : com.glide.db.DBIError.wrapAndThrow(DBIError.java:178) com.glide.db.DBIError.handleException(DBIError.java:111)'. Also notice that the size of Output column value will be equal to or greater than '9001502' in the one_api_service_plan_feature_invocation table record for RAG Retriever capability after executing the script.
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		
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	

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Problem	Short description	Description	Steps to reproduce
		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 (e.g Incident Management) in the first tab. 6. Notice that the DASHBOARD_LAYOUT cache only increases by 1 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.
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 1) is added as an element and the visualization is also added to the dashboard B. Visualization 1 in dashboard A has been unlinked from the library and the same visualization has been added as new element (visualization 2) to dashboard A. When a change is made to the visualization in dashboard B and the changes are saved to library, the changes	

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Problem	Short description	Description	Steps to reproduce
		are not reflected in the visualization 2 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. 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. Assign below roles to the new user: ○ snc_external gets assigned as part of the inheritance ○ sn_customerservice.case_viewer ○ sn_customerservice.customer ○ 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 the 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 is duplicated when first opening if	The dashboard is duplicated when is duplicated in another domain with the	

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Problem	Short description	Description	Steps to reproduce
Dashboard API PRB1954949	the user is in different domain	domain separation plugin.	
Platform Analytics Dashboard API PRB1970055	Remove 'formVizDesigner' parameter from PARVisDesigner	This is a product update. VisualizationQuery	
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.
Playbooks (Family Channel) PRB1953241	Activities skipped due to decision activities are being considered 'In progress' for stage state	The UI Builder page used by Adoption Services Guided Setup is calling the playbook data broker to fetch the status of activities and lanes.	1. Create a playbook with the following activities: a. Create a questionnaire. b. Create a decision which depends on answer from questionnaire in previous step. 2. Create a few activities on a new branch. 3. Leave the first branch as empty. Notice that if playbook goes to the first branch, the skipped activities are not being considered completed and playbook data broker is returning an 'In progress' status for the stage. In the other branch while running the playbook in Adoption Services Guided Setup, then stage remains in progress.
Playbooks (Family Channel) PRB1960675	Remove the now.assist.creator role for a playbook recommendation skill	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Playbooks (Family Channel) PRB1965465 KB2674332	Snapshot clean up job doesn't work when there are restricted caller access requests		Refer to the listed KB article for details.
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 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 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 1, editing the 'Resource rate' and 'Rate override' for the parent RA, it is not reflecting to child RA. In scenario 2, 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	

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Problem	Short description	Description	Steps to reproduce
		icon keeps showing. In scenario 3, changing the date prior to the task start date shows error message in the platform but not in the RMW grid inline edit.	
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 A accesses a table from scope B, the tool in scope A is unable to access the scope of the table in scope B.	
Roles PRB1953479	Deleting agent/ workflow should also delete its record in the sys_agent_access_role_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.	
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 PRB1968292	Tasks are not assigned even though ML Predictor results say that a task should be assigned		

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Problem	Short description	Description	Steps to reproduce
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.	
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 can potentially overwhelm system logs		
Server-side scripts PRB1974683	Rules for static analysis feature are locked behind no_db_override		
Service Catalog PRB1962108	Support for Service Portal	This is a product update.	
Service Portal PRB1893333	After the first login MFA authentication, the user is redirected to the Platform UI page instead of the Portal page	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. **2.** Notice that after a successful login, the user will be redirected to setup MFA. **3.** Complete the MFA setup. Expected behavior: The user is expected to land back on the Service Portal page. Actual behavior: The user lands on to the platform page.

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Service Portal PRB1960135	Approval configurations for widgets and AI Agent	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 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.
Software Asset Management Content Service PRB1966116	On-prem export does not have the capability to export content payloads filtered by content version		
Software Asset Management PRB1960131	Inactivate user resolution rules with non-indexed fields	This is a product update.	
System Export Sets PRB1926120	Node errors due to messages sent when Hermes/Kafka is unavailable or slow	When Hermes/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	

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		queue in place, these repeated attempts can eventually push the node into an error state.	
UI Actions PRB1959513	Include in-product trigger for Agentic workflows	This is a product update.	
UI Field Administration PRB1941078	related_list_edit_helper 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 +1	The 'Click-to-call' feature is incorrectly dialing US numbers instead of international numbers like the UK or India, regardless of the country code. Dialing from the contact card works correctly, but using the **Click-to-call** icon always defaults to US numbers.	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 An outbound call is placed, and an interaction record is created.
UI Field Administration PRB1959349	Controls work for AI indicator and Task Intelligence for AI in-product experience	This is a product update.	
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 full screen, 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. 5. Observe that the document viewer opens full screen and hides the NAP.

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			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 full screen and with high z-index, hiding the NAP.
UI Form Administration PRB1953177	now-stylized-text is not supported in Yokohama so the tagline component is not rendered in workspace	This issue occurs in Yokohama.	1. Log in to a ynowassist instance with GenAI setup. 2. Open UI Builder. 3. Select any of the configuration workspaces (example: CSM/SOW). 4. Open an SRP record page. 5. Add a tagline component. 6. Generate a record with a GenAI agent or attached background script. 7. Open the same record in the configuration workspace. Expected behavior: The tagline component is displayed in the workspace. Actual behavior: The now-stylized-text isn't supported in Yokohama so the tagline component is not rendered in the workspace.
UI Form Administration PRB1959339	Glide dependencies to support Agentic Processes sidebar in UI16	This is a product update.	
UI Form Administration PRB1959344	Glide dependencies for addingline components and notifications on UI16 when a record is created by AI	This is a product update.	
UI Form Administration	Forms break when glide.ui.escape_text is set to false	An error occurs reading, 'The entity name must immediately follow	

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PRB1968060		the '&' in the entity reference' and a blank page loads.	
Upgrade Center PRB1889948	The popup **Edit box** UI is mispositioned when trying to edit a field by double clicking on 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. **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 flushes 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 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.	

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Problem	Short description	Description	Steps to reproduce
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 PRB1938160	Card output node error if Virtual Agent can't find valid record	If the card output node with specific conditions can't find the valid record, the following error messages are displayed: 'Sorry, there was a problem on my side trying to complete this request. Try asking again later.' and 'There are no agents available at the moment. Please try again later.'	
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 PRB1891918	The Now Assist panel shows misleading notifications indicator	The Now Assist chat window shows incorrect unread history. The count should be 0 when all closed chats are read. It also looks like the Now Assist panel isn't showing all the chat history records for the user, even though the icon shows there are active chats.	**1.** Impersonate the user System Admin on an instance. **2.** Open the Now Assist panel from the header bar. **3.** Select the **All Chats** button. **4.** Notice that many closed chats show the blue 'new' indicator, even though they are multiple weeks old. **5.** Select an old chat with a blue indicator.

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			Observe that the count doesn't decrease even after reading the older chat. Selecting the **Close all chats** button also doesn't seem to do anything.
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 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 PRB1923329	Populate sn_aia_message 'type = error' with relevant error messages		**1.** Navigate to **sn_aia_message**. **2.** Use filter 'type = error'. Observe no errors show.
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 2 sessions. **5.** Impersonate an agent. **6.** Set the agent as 'Available' in the workspace. **7.** Initiate chat in /sp.

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			8. As end user type, enter ''www.badword.com'. **9.** As agent type, enter 'www.badword.com'. Notice that from the agent side, the word is not masked when in URL.
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 the '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.
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.	

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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'. 4. Notice the guardian response displayed and sys_generative_ai_log_list has the guardrail error code. Expected behavior: The conversation continues. Actual behavior: The conversation ended.
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 the 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.	
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. Actual behavior: The **Web search** icon on the web client is not visible.
Virtual Agent PRB1946248	ACL check response doesn't give a proper response		
Virtual Agent	Dynamic Translation for the Output	When using the latest AIA app, output refiner DT does not work.	

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PRB1946781	Refiner Capability doesn't work in the Java path		
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 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 PRB1950173	Make Memory Scope and Child Agents only accessible by users with	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.

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	elevated privileges		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 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 PRB1951101	DynamicLoaderProgressMessages have status 'UNKNOWN'	The last step in the dynamic loader should have a 'COMPLETED' status, because the last step is 'Generated the response' and a synthesized response was successfully generated. However, it has an 'UNKNOWN' status instead. This issue isn't seen on the web because of a workaround; any status that isn't completed or has an error when a step loader finishes is marked as completed.	1. Connect to a mobiletrackznowassiststable instance with an admin user. 2. Open VA. 3. Ask 'What is a cookie?'. 4. Once the step loader completes, check for payloads from the server. Expected behavior: The last step in the dynamic loader has a 'COMPLETED' status. This is because the last step is 'Generated the response' and a synthesized response was successfully generated. Actual behavior: The last step in the dynamic loader has an 'UNKNOWN' status.
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.
Virtual Agent PRB1951991	Virtual agent dynamic messages aren't working properly	The dynamic message says 'Acting on user input. Acting on user input.' After the message is updated to a completed state,	1. Log in to an instance. 2. Create an LLM topic. 3. Ensure that there's a script called 'start' to send a dynamic message: 'vaSystem.sendDynamicProgressMessage('Acting

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		it says 'View AI Steps. Acting on user input.'	on user input', 'Completed', 'Processing...');'. 4. Invoke some capability in order to notice the above dynamic message. 5. Ensure that there's a script block called 'end' to update the message to a completed state: vaSystem.updateDynamicProgressMessage('COMPLET Expected behavior. The dynamic message says 'Processing...Acting on user input'. After the end script block, the message is updated to say 'Completed. Acting on user input'. Actual behavior: The dynamic message after start says 'Acting on user input. Acting on user input.' After end, it says 'View AI Steps. Acting on user input.'
Virtual Agent PRB1952103	Remove showNoSkillsConfigured options passed when requesting the skill picker control in NAP	Previously, a message was displayed to the end user if no applicable skills were configured for the logged-in user in NAP. Now that NAP also supports QnA, users will still be able to search knowledge articles, so this message is no longer required.	1. Make sure no skills are configured for the current user. 2. Launch NAP. Observe a message reading: 'Looks like no skills are configured' and the conversation ends.
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 PRB1956188	Translation issue on 'View AI Steps'		

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1956231	vaVars or vaInputs variables set in a script include from an LLM input script area aren't unwrapped	The value should be unwrapped and stored as base type (i.e. java.lang.String) in task context. Instead, the value is sent as NativeJavaObject, which leads to an xstream serialization exception.	1. Create a script include that takes vaVars as a variable. 2. In that script include, set a variable on vaVars: vaVars.time = global.VAClickMetrics.getCurrentTime(); from an LLM input node script area (like Dynamic Choice Picker). 3. Create an instance of this object. Expected behavior: The value is unwrapped and stored as base type (i.e. java.lang.String) in task context. Actual behavior: The value is sent as NativeJavaObject, which leads to an xstream serialization exception.
Virtual Agent PRB1959258	Required information in _meta of a main skill capability request must be passed to all tools of a skill when capability chaining is involved	This is a product update.	
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 PRB1959260	Add support of throttling per batch run	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.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1959266	End-to-end editing of skills in NASK	This is a product update.	
Virtual Agent PRB1959267	Update schedule job logic to cancel a pending batch run task	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 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	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.

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Problem	Short description	Description	Steps to reproduce
	variable while submitting a catalog item		**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 PRB1960129	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled	The conversation ends after the survey is complete.	**1.** Enable pre-chat survey. **2.** Navigate to **Teams**. **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 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**. Notice that there's an empty message.
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 2 and not hard coded fallback message	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
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. Expected behavior: Interaction state - 'Closed complete', Assigned to - '[Offline user]' Actual behavior: Interaction state - 'Closed abandoned', Assigned to - 'Virtual Agent'
Virtual Agent PRB1965999	QnAproxy chat history shows 'New Message' and 'Show all my options'	This issue is caused by api sn_vad_genai.NowAssistAIAAutoEval().getTranscript() eg.	
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 PRB1969087	&para is getting converted to the paragraph symbol in sys_cs_conversation		

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Problem	Short description	Description	Steps to reproduce
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 PRB1971595	Click metrics and deflection log		1. Ensure **Citation** can be selected in the Synthesized Results. 2. Update the output type. 3. Track the previous clicks 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' doesn't equal '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 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 navigating 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. 5. After timeout, observe that the **+** button remains disabled. Expected behavior: The **+** button is enabled after a chat times out, allowing

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Problem	Short description	Description	Steps to reproduce
			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 Patch 5 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.
Virtual Agent Web Client PRB1953555	Now Assist panel (NAP)/ Now Assist Virtual Agent (NAVA) Client does not load		
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.

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Problem	Short description	Description	Steps to reproduce
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 PRB1974007	Synthesized responses disappear on Now Assist Virtual Agent (NAVA), Now Assist panel (NAP), Dynamic Window (DW)	Responses disappear after they are produced.	
Visual Task Boards PRB1955767	The 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 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	The Walk up 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.
Web UX Runtime PRB1968992	There is a blank page in the custom workspace when users log in for the first time, or after they clear the cache	This issue occurs after upgrading Yokohama. The user notices that the Verify Guided Upgrade take a while to load when it's the first time logging into the instance.	1. Navigate to **Admin Menu** > **Upgrade Management**. 2. Select **Get started** from the Overview page. Notice that the Verify Guided Upgrade takes a long time to load when it's the user's first time logging into the instance.
Work Order Management	The Dispatcher Workspace Agents calendar shows	When the system property sn_fsm.use_wm_weekly_ is set to true and the work schedule	resource_p

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Problem	Short description	Description	Steps to reproduce
PRB1964615	availability on holidays	is connected to the holidays schedule through a child schedule, the holidays do not appear correctly on the DWS calendar.	

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.

- Yokohama Patch 10
- Yokohama Patch 9
- Yokohama Patch 8 Hotfix 3
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 10 Hotfix 2b

The Yokohama Patch 10 Hotfix 2b release contains fixes to these problems.

Build information:

Build date: 02-20-2026_1842

Build tag: glide-yokohama-12-18-2024__patch10-hotfix2b-02-20-2026

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.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1965617 KB2768233	Legacy Now Assist Portal doesn't load upon upgrade	The Now Assist panel bubble opens when selected, but the panel doesn't fully load. The interface remains stuck in a loading state, and no content is displayed to the user.	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.

- Yokohama Patch 10 Hotfix 2a
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 10 Hotfix 2a

The Yokohama Patch 10 Hotfix 2a release contains fixes to these problems.

Build information:

Build date: 02-10-2026_1846

Build tag: glide-yokohama-12-18-2024__patch10-hotfix2a-02-08-2026

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1965617	Legacy Now Assist Portal doesn't load upon upgrade	The Now Assist panel bubble opens when selected, but the panel doesn't fully load. The interface remains stuck in a loading state, and no content is displayed to the user.	

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.

- Yokohama Patch 10 Hotfix 1a
- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 10

The Yokohama Patch 10 release contains important problem fixes.

Yokohama Patch 10 was released on December 09, 2025.

- Build date: 12-04-2025_1911
- Build tag: glide-yokohama-12-18-2024__patch10-11-20-2025

Important:
For more information about how to upgrade an instance, see ServiceNow upgrades.

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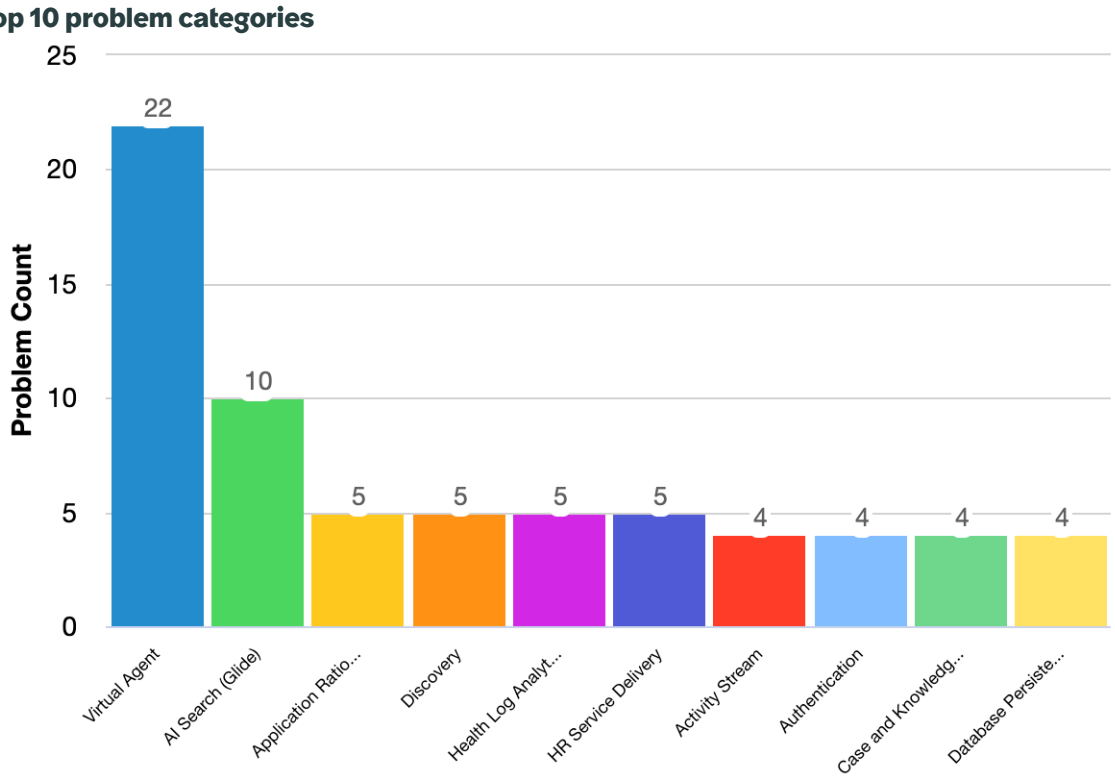
For more information about the release cycle, see the ServiceNow Release Cycle.

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.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Yokohama Patch 10 includes 174 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama Patch 10 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 Yokohama Patch 10, refer to KB2631466.

Changes in Yokohama Patch 10

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.

Exploring Federated ID

By using the `roles` of the user across the instances, the Federated ID is created and displayed in the **sys_user_role** table.

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Note:

- Role is required for generating Federated IDs in the **sys_user_role** table.
- The Federated IDs in the **sys_user_role** table can be used to the over usages of the roles.
- Updating ID fields and Regenerate Federated IDs options are not available for Role type. There's a scheduled job that runs periodically to generate ID for roles in case its empty.

TRM Category form

Data certification in the Enterprise Architecture Workspace

Data certification is a governance process that ensures the accuracy, completeness, and reliability of critical data within an organization. It is essential for data integrity, compliance, decision-making, and risk reduction. Ensures accurate data for application portfolio decisions. Certified data strengthens enterprise modeling and visualization.

Working with data certification

Create a certification policy

Edit a certification policy

View certification policy

Publish a certification policy

Run certification for a policy

Track progress of a certification policy

Activate a certification policy

Deactivate a certification policy

Delete a certification policy

Export business portfolio data to Excel or CSV

Rationalization of business applications

[Target <fig> was unhandled by content reference generator.]

[Target <fig> was unhandled by content reference generator.]

Bubble chart view of application rationalization

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Analyze applications using the bubble chart

Create a demand using the bubble chart

Select **Bubble chart**.

Select the bubble for the relevant application that you want to create a demand for perform the following.

Set the planned disposition of a business application

Add business application lifecycle data using the bubble chart

Select **Bubble chart**.

Select the bubble for the relevant application that you want to add business application life-cycle data for and perform the following.

Edit business application details in bubble chart view

You can make updates to the business application record directly from the list, without leaving the bubble chart view.

List view of application rationalization

Create a demand using the list view

Add business application lifecycle data using the list view

Edit business application details in list view

Edit a demand associated with a business application

Edit a project associated with a business application

Export application rationalization data to Excel or CSV

Export the application rationalization list view data to Microsoft Excel or CSV so that you can use the data to obtain insights, share with stakeholders, and prepare for analysis.

Apply filters on the Application Rationalization page

You can apply filters on the Application Rationalization page in the Enterprise Architecture Workspace. Based on the applied filters, the bubble chart and list view are updated so that you can view data for a specific business application. Your filter preferences are saved and applied the next time you visit the page.

Managing the Technology Reference Model in Enterprise Architecture Workspace

Export Technology Reference Model product category data to Excel or CSV

Managing the Technology Portfolio Management (TPM) in Enterprise Architecture Workspace

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Update TPM data for a business application or application service

Run a scheduled job to populate Technology Portfolio Management lifecycle record identifier

Add AI systems to business applications

Remove AI systems associated with business applications

Exploring the AI Portfolio

- **AI System Digital Asset**: AI system digital asset represents a software artifact that integrates one or more AI models and datasets. It answers the question, 'Where is the AI system running and how is it configured?'.
- **AI Model Digital Asset**: AI model digital asset represents the metadata and configurations of an AI model used by an AI system to generate its output. It answers the question, 'Where is this model running and how is it configured?'.
- **AI Dataset Digital Asset**: AI dataset digital asset represents the actual collection of data that is used to train and validate particular AI models. It answers the question, 'Where is this dataset running and how is it configured?'.
- **AI Prompt Digital Asset**: AI prompt digital asset represents the structured input instruction provided to an AI model to elicit a specific response or behavior. It answers the question, 'Where is this prompt running and how is it configured?'.
- **AI System Product Models**: AI system product model represents the system that delivers the AI outcomes. It orchestrates models, data, runtime service, and interfaces to deliver AI functionality. It answers the question, 'Which AI system do you use and why?'.
- **AI Model Product Models**: AI model product model represents a structured record that catalogs an AI model's specifications and lifecycle details. It enables traceability between the AI model and the AI system that consumes it, as well as associated datasets and prompts. It answers the question, 'Which model do you use and why?'.
- **AI Dataset Product Models**: AI dataset product model represents the overall datasets that are available to train and evaluate AI models and systems. It answers the question, 'Which dataset do you use and why?'.
- **AI Prompt Product Models**: AI prompt product model represents the structured record that catalogs governed prompt templates used by AI models and systems and its intended use and conformance state. It answers the question, 'What prompts do you use and why?'.

View all AI System Product Models

View all AI Model Product Models

View all AI Dataset Product Models

View all AI Prompt Product Models

Add or edit a TRM category

[Target <context> was unhandled by content reference generator.]

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General information form

Learn about the fields of the General information form. Use this form to provide details for the new policy.

Options form

The options that appear depends on whether they are relevant to the selected policy type. Therefore, some of the following options don't appear on your form.

Schedule form

Learn about the fields of the Schedule form. Use this form to define the timing and frequency for executing the certification task.

Data filter form

Learn about the fields of the Data filter form. Use this form to define which records need certification.

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.

Exploring Federated ID

Federated ID for Roles

By using the `roles` of the user across the instances, the Federated ID is created and displayed in the **sys_user_role** table.

Note:

- Role is required for generating Federated IDs in the **sys_user_role** table.
- The Federated IDs in the **sys_user_role** table can be used to the over usages of the roles.
- Updating ID fields and Regenerate Federated IDs options are not available for Role type. There's a scheduled job that runs periodically to generate ID for roles in case its empty.

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
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.

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Problem	Short description	Description	Steps to reproduce
Authentication PRB1947882	After upgrading within Yokohama, the email MFA option is missing and only TOTP is shown	After upgrading, users are no longer able to see the email multi-factor authentication option during login. Only the Authenticator App (TOTP) is displayed, even after selecting 'Try another way to verify.'	1. Make sure both email and the Authenticator App (TOTP) are configured. 2. Log in. 3. Observe that only the TOTP appears as a multi-factor authentication option. 4. Select **Try another way to verify**. Observe that only TOTP appears. The email option is still missing.
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.
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	

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Problem	Short description	Description	Steps to reproduce
		specific iteration). All other references to it out side the loop aren't available.	
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.	
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.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1902133	Draft text is lost after switching tabs in the Service Operations Workspace	The draft text entered in the activity stream in an Overview tab is lost after switching tabs in the Service Operations Workspace.	1. Navigate to the Service Operations Workspace 2. Open any incident reco the Incident List. 3. Enter text in a field, suc Work Notes or Addition Comments. 4. Use the global search t up a keyword like 'serve 'Linux'. 5. Open any record from t search results. 6. Observe that it opens i SOW tab. 7. Return to the original in record tab. Expected behavior: Text i retained after switching ta SOW. Actual behavior: The prev entered draft text is no lo

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Problem	Short description	Description	Steps to reproduce
			present. Text disappears switching tabs in SOW.
Activity Stream PRB1928872	The CanReadRepo class encounters a ConcurrentModification Exception	This concurrency issue arises because the class uses a HashMap, which is not thread-safe. The HashMap should be replaced with a ConcurrentHashMap to help ensure thread-safe operations and prevent the exception.	
Activity Stream PRB1938976	ACLs prevent system administrators from running 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 artic details.
Advanced Work Assignment PRB1955936	The user is unable to route chats landing on external queues if agents are available on a different domain	The requester gets a 'No agents available' message even though there's an agent available.	
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're still pending for acceptance.	**1.** Log in to one browser a agent. **2.** Have multiple sessions requester. **3.** Start chatting with the a **4.** In the agent browser, o the multiple work items pending for accept in th inbox. **5.** Navigate to the awa_wo table. **6.** Update one of the pend accept work items. Expect behavior: The age receives an AMB messag the updated work item, bu the pending accept work remain the same.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: All the o work items disappear fro inbox even though they're pending for acceptance. the one that was just upd remains in the inbox.
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) PRB1953003	The **Enable hybrid search** field is editable on list view, but it should be read-only		**1.** Open a Yokohama or Z instance. **2.** Open SAC in list view. **3.** Add the **Enable hybrid** field to list view. Observe that the field is e
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 G instance. **2.** Use External Content Connector for SharePo Online. **3.** Restrict crawling to a Sharepoint URL. **4.** Start a Full document c **5.** Start a User-mapping c **6.** Wait for the completion crawls. Expected behavior: The a user can find all documen the site, but the deactivat can find no documents fr site and hasn't been map Actual behavior: The dea user isn't mapped, but se

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Problem	Short description	Description	Steps to reproduce
			as that user returns docu that shouldn't be returned
AI Search (Glide) PRB1954113	In RegressionSolutionStore, add support for enabling/ disabling deprecation and setting minimum records required	RegressionSolutionStore currently uses a sys property to manage deprecation and minimum records required for training. Support should be added for enabling or disabling deprecation, as well as setting minimum records required for training without relying on a sys property.	
AI Search (Glide) PRB1954989	activateDatasource() fails to create entries into the sys_update_xml table		**1.** In any store app, create source configuration ar semantic index configu inactive state. **2.** Write a fix script to activate the index sour using sn_ais.AisUtil. activateDatasource(). **3.** Make sure the post-ins index source is active and there's no entry in sys_update_xml for the updates done via API. **4.** Reinstall the store app. Observe that the indexed sources are marked as in
AI Search PRB1949749	AI search doesn't return results on latest znowassist instances	AI search doesn't return any results because the following properties aren't set to true: gs.setProperty ('sn_ais_assist. dpr_ingestion_completed', 'true'); and gs.setProperty ('sn_ais_assist. passage_format _ingestion_completed', 'true');.	**1.** Enable AI search on a r Zurich instance. **2.** Try to fetch any results. Expected behavior: AI se returns results properly. Actual behavior: AI searc doesn't return any results because the following properties aren't set to tru gs.setProperty ('sn_ais_a dpr_ingestion_completed 'true'); and gs.setProperty ('sn_ais_assist. passage_ _ingestion_completed', 'tr
AI Search UX PRB1952630	Malformed URLs in the streaming chunks for a synthesized response cause the UI to hang	The URL renders standalone and sometimes isn't clickable.	

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Problem	Short description	Description	Steps to reproduce
AI Search UX PRB1963505	URLs towards the end of the streaming are rendered as plain text		**1.** Open an instance wher synthesized answers ar working. **2.** Search a query that wo have a URL towards the the answer. Observe that the URL is r 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 10 or more citations, streaming sometimes gets stuck. It indirectly pushes component into halt and doesn't show feedback options.	**1.** Provision an instance w Synth GR. **2.** Search for a term that w result in 10 or more cita Observe that the streami intermittently stuck, indire pushing component into not showing feedback op
Analytics Data API PRB1920837	Platform Analytics dashboard displays 'No data available' when 'Enable Data Cache' is enabled for Indicator Scorecard visualizations	After an upgrade, dashboards widgets of type 'Indicator Scorecard' aren't loading as expected. The error message says 'No Data Available. No content available for the selected criteria'. This issue occurs for both new visualizations and saved visualizations.	
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 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 Workspa Portfolio** > **Business pr Digital integration/Dig interface/TRM Produc** **3.** Add an architectural ar **4.** Select and remove the Expected behavior: The li artifact is removed. Actual behavior: The linke artifact isn't removed.

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Problem	Short description	Description	Steps to reproduce
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 incident indicator. Expected behavior: The expected score is 10 bec there are no incidents for business application for t given fiscal period and th incident indicator is mini Actual behavior: It genera
Application Rationalization PRB1942817	Issues with Dependency View in Enterprise Architecture Workspace	In the Enterprise Architecture Workspace, the action **Open Dependency View** doesn't respond. No modal/tab opens, there's no redirection, and no error message is displayed. The page remains unchanged.	1. Navigate to the Enterpr Architecture Workspac 2. In the left menu, naviga to **Portfolio** > **Business Architecture** > **Busines Process**. 3. Open any Business Pro record. 4. In the form, select **Ope Dependency View** und **More Actions (#)** icon. Observe that nothing hap Nothing loads and there's message.
Application Rationalization PRB1945947	Deletion of TRM product doesn't delete the associate life-cycle record		1. Navigate to the life-cyc product table (sn_apm_ standards_product). 2. Create a record and po the mandatory fields. 3. Use the related list TRM Product Lifecycle (sn_apm_trm_ standards_product_life 4. Select **New**. 5. Populate the mandator 6. Submit. 7. Open the sn_apm_trm_ standards_product rec was created. 8. Use the **Delete UI** actio

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Problem	Short description	Description	Steps to reproduce
			9. Navigate to the sn_apm standards_product_life table. 10. Search for the record th was originally associate with the sn_apm_trm_ standards_product tha deleted. Observe that the record i there, but its **TRM Produc** (mandatory) is empty.
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 false). 2. Select the **Info** icon. 3. Observe that attendanc management BA is sho on the side panel, whic expected. 4. Apply an indicator scor (overscore is empty). 5. Select the **Info** icon. 6. Observe that attendanc management BA is still shown on side panel, a first record in the grid is expected. 7. Select a BA bubble in th Bubbles page. 8. Open the side panel. 9. Navigate to the List pag 10. Return to the Bubbles p 11. Observe that the side p information disappears the Bubbles page. 12. Scroll inside the Info pa 13. Select another BA. Observe that the Info par opens at the previously s position instead of resetti the top.
Asset Management	In Yokohama, update the base instance app version for the Asset Management		

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PRB1957067	common app to address slowness		
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 **3.** Set the token format to **4.** Get the access token o the token using authz P **5.** Send the refresh_toker request. Notice that it's 401, when should be 200.
Automated Test Framework (ATF) PRB1941169	ATF reusable test input/ output variables don't 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.	
Case and Knowledge Management for HR Service Delivery PRB1951520	RCAs to support the 'HR case' table as input in NASK		
Case and Knowledge Management for HR Service Delivery PRB1955464	Sentiment analysis isn't determined for ER cases		**1.** Navigate to **All** > **Now A Admin** > **Skills** > **Emplo HRSD**. **2.** Open the 'Sentiment A for HR Case' skill and a it. **3.** Open 'HR Agent Works **4.** Open any ER case. Expected behavior: Senti determined.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Sentime determined.
Case and Knowledge Management for HR Service Delivery PRB1956191	RCA records for attachment summarization		Ship RCA records for atta summarization after new changes.
CMDB Identification and Reconciliation PRB1955881	sn_cmdb.__rel_type_cache holds a lot of memory		
Condition Builder PRB1860666	The **condition value** field inside the condition builder doesn't take input when the user selects **Run** without removing the focus	A conditional builder feature should be implemented to filter the list based on the condition formed.	**1.** Create a TD on track/ dataanalytics. **2.** Navigate to Indicators f All menu. **3.** Observe that the indica management page is displayed **4.** Open the condition builder from the list vie (the list is coming from DB view - pa_indicator_ management_db_view) **5.** Apply some condition v 'is one of' operator. **6.** After entering text in th select **Run**. Observe that the **input** fie doesn't shift focus and th doesn't take the input val
Database Persistence - Data Access PRB1871451	Query business rules aren't honored in GraphQueryExecutors	Knowledge Graph queries don't execute query business rules associated with a table. A query through Now Assist about incidents assigned to the user includes resolved incidents, whereas a query on incident assigned to the user through list view doesn't show resolved incidents.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1922171	CONTAINS query interferes with with the RLQUERY in hybrid table		**1.** Provision a RaptorDB in with the following plugi installed with demo dat ○ Human Resources Sc App: Core Human ○ Resources Scoped A Lifecycle Events **2.** Log in as an admin use **3.** Navigate to HR Case Management > All HR C All. Open a record. **4.** Select Add Task in Rela Links. **5.** Change the state to 'Re **6.** Assign to a user. **7.** Enter something in the description. **8.** Select Submit. **9.** Impersonate the assign user. **10.** Navigate to /esc? id=hrm_todos_page. **11.** Observe the task you ju created. **12.** Check if the HR Task table 'sn_hr_core_task' sys_db_object.list has t Extension Model field v 'Table per class'. **13.** If the HR Task table is T impersonate as the use again and navigate to / id=hrm_todos_page. Expected Behavior: The H is visible under 'My tasks Actual Behavior: The HR T isn't visible.
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 a **date-time** field return null pointer exception for matching records that have a null order field value.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1930031	The user doesn't get results from a child table (sn_lg_cnt_repository) of Parent (ast_contract)		
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 Scale PRB1845793	Queries with query rewrites and force index hints run into syntax errors	Post RaptorDB migration, queries with query rewrites and force index hints run into syntax errors for the production instance.	1. Migrate the Xanadu ins from MariaDB to Postgr which has active query rewrites enabled. 2. Try to execute the SQL with query rewrite hints force index).
Database Persistence - Data Scale PRB1942175	Thread goes into an infinite loop on DBQueryExecutor. executeStatement for broken queries that were rewritten	When the broken query is executed, StackOverflowException is thrown and com.glide.db.DBQueryExecutor. executeStatement goes into an infinite loop. Instead, SQLException should be thrown.	1. Create the table u_test u_test_column. 2. Create any valid query for the 'select u_test_co from u_test' query. 3. Drop the column u_test_column. 4. Execute the query 'sele u_test_column from u_t DBQuery, or use a scrip GlideRecord equivalen Expected behavior: SQLException is thrown a com.glide.db.DBQueryEx doesn't go into an infinite Actual behavior: StackOverflowException is thrown and com.glide.db.DBQueryEx goes into an infinite loop.
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.	
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	The files 'ct_cpuq.sh' and 'db_queries_ to_csv.sql' are removed as part of the 'Target Cleanup' process, while 'db_queries_ to_csv_11g.sql' is ignored. This causes 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-execution' to OnTheFlyCheck	Currently, the system looks for 3 plugins (pattern-execution, pattern-execution-mapping, pattern-execution-content) 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 3.	
Discovery PRB1848353 KB2260579	If HTTP calls on a pattern fail, all subsequent steps in the pattern are executed by MID Server instead of ACC Agent	When executing a pattern using an agent, if there's a pattern making HTTPs calls and the calls fail, all subsequent steps in the pattern are executed by MID Server instead of ACC Agent. For the WindowsHttpCommand, if the response returned is null or an exception is thrown, the agent_id parameter isn't inserted back.	Refer to the listed KB artic details.
Discovery PRB1901498	The sysevent script action 'Update application CIs install_status' is no longer firing business rules	When the 'Update application CIs install_status' sysevent script action is executed, 'Delete entities for absent/ retired appl' isn't fired. Marking the install status as 'Absent' on cmdb_ci_appl records should delete the associated software install records.	
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 th 'Extract information fro documents' skill. 2. Add a target table and integration for the crea 3. Open the integration in designer. Observe that the created case isn't listed in the 'Ta Definition' drop-down list

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Problem	Short description	Description	Steps to reproduce
			'DocIntel - Create a Docu Task' action.
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 company record. **3.** Grant access to multipl (This is an optional step Observe that users are u to delete the users/assoc from a scoped app via se scripts.
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 isn't reassigned.	Scenario 1: **1.** Enable the following fe **a.** Dynamic Scheduling **b.** Workforce Optimizati (WFO) **c.** Territory Managemer **2.** Create a task with a sh time window that's eligi assignment to two age **3.** Create entries in wm_agent_schedule _attribute_plan for both **4.** Ensure that each agent has distinct start and e locations. **5.** Generate schedules fo agents. **6.** Make sure that each ag able to do the following the defined schedule w **a.** Travel to the task loca from start location. **b.** Complete the task. **c.** Return to their respe end locations. **7.** Run dynamic schedulin Expected behavior: The d scheduling report shows workblocks and a respon

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Problem	Short description	Description	Steps to reproduce
			section with workblocks f agents. Actual behavior: Only one agent's workblock appea both the sorted and respo sections. Scenario 2: **1.** Repeat steps 1 through Scenario 1. **2.** Assign a second task to the agents that overlap the original task's time **3.** Run dynamic schedulin Expected behavior: The p dispatch task is assigned other agent. Actual behavior: The task reassigned.
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 embed help. **2.** Add the roles, except a and have the role_nam an uppercase characte **3.** Check on the page. Observe that the content displaying in the 'Help ce panel.
Enterprise Architecture PRB1768310	Inconsistent behavior when the user tries to send assessments	Sometimes it sends assessments, and other times it throws the error 'Select a User Group that has users, move a few users to the selected list, and send assessments'.	**1.** Navigate to the apm_m table. **2.** Select any assessment indicator. **3.** Select **Generate asses** **4.** Add a user. **5.** Check the preview. **6.** Select **Send assessme** Observe that sometimes assessments, and other t it throws the error 'Select Group that has users, mo users to the selected list, send assessments'.

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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 business applica (cmdb_ci_business_app) Observe that the model_ 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 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 PRB1939564	If there's 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 **2.** Add a change request **3.** Make S1 a configuration the CR. **4.** Add S1 as an impacted of the CR. **5.** Send an alert to S1.
Event Management PRB1941171	Slow query in Event Management - Process Events	At the time observed of the slow query, the runtime was 27 ms on average. A replacement query is averaging 2.3 seconds or around 85x slower.	
Fenix (Family) PRB1934205	In the Fenix plugin, scope accessibility issue in getJobStatuses ByDeployments	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 scope. **2.** Create a batch manifes scope. **3.** Execute it a few times s that there are records i fenix_job_status table. **4.** Run a script to get the job_statuses, but be su execute the script from new scope. See that it generates the following error: 'script execution error: Script Identifier: null.null.script, Description: invalid return type: org.json.JSONArray Script ES Level: 200 Evaluator.evaluateString()

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Problem	Short description	Description	Steps to reproduce
			problem: java.lang.RuntimeExcepti invalid return type: org.json.JSONArray: com.glide.script.fencing. ScopedFunction ObjectTypeHandler .coer (ScopedFunction ObjectTypeHandler .java:
Field Service Task Bundling PRB1952595	Scheduling subtasks takes longer than expected	Scheduling subtasks and updating the Scheduled Start field on subtasks takes longer than expected.	**1.** Create a bundle a task least 500 subtasks. **2.** Notice that the bundle in a pending dispatch s **3.** Assign the created bun to an agent. **4.** Notice that the bundle assignment takes a lot **5.** Check the subtask sch start date and the time it took to update the su schedule start date info Notice that the UI is stuck takes a long time (5 to 6 m
Flow Engine PRB1936210	High Priority events aren't cached to the same node due to Yield Check	An event isn't 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 artic details.
Flows (Family Channel) PRB1960705	Create a scriptable API and global script includes for getting execution data	This is a product update.	
Form Controller PRB1862546	Form with a single field of the type 'HTML' can't be aligned with the title because it has margin that can't be removed	The form component doesn't align with the stylized text component.	**1.** Create a page in UI Bui **2.** Add a stylized text com

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Problem	Short description	Description	Steps to reproduce
			3. Add a form component pointing to a table + vie shows only one field of type 'HTML'. Expected behavior: The f component left aligns wit previous component. Actual behavior: The form component doesn't align.
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 ite **2.** Using a catalog item, cr request item. **3.** Run a filter on sc_req_i table with the filter on a variable with either of th filters: **a.** 'is empty' **b.** 'is not empty' **c.** 'greater' **d.** 'less than' Expected behavior: The c sc_req_item is returned. Actual behavior: The proc silently fails and doesn't r any data.
Hermes (Family) PRB1881376	BytesOut is inaccurate		**1.** Set up a Kafka produce local machine using Ka APIs. **2.** Produce a single, large of messages. **3.** Wait until the hourly aggregation job runs to populate hermes_usage_metrics **4.** Check in the correspon value 'Total MB Value P
Hermes (Family) PRB1888169	Unnecessary logging in syslog by KafkaConsumerRegistry and GlideHermes TopicManager	There are unnecessary 'Information' type logs in the syslog table by the com.glide.hermes. KafkaConsumerRegistry, com.glide.hermes. TopicSynchronizer	

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Problem	Short description	Description	Steps to reproduce
		and com.glide.hermes. GlideHermes TopicManager packages.	
Hermes (Family) PRB1905820	Dashboard accuracy issues	There are two issues with the Application ID 'All' filter: 1. The 'Total Megabytes In' value is doubled with the 'All' filter. 2. 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.	
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 c writer user. **2.** Select the **Summarize** on the 'ER case' form p **3.** Select the **Summarize** button on the ER case NAP. Expected behavior: RCAs shouldn't be generated. Actual behavior: RCAs ar generated.
HR Service Delivery PRB1942339	Use case chaining isn't happening in case of prediction failure		**1.** Create a case. **2.** Notice that the Predicti Transfer agent is called prediction fails. Expected behavior: Anot case is triggered. Actual behavior: Chainin 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	**1.** Navigate to the COE Configuration module. **2.** Navigate to the HR Cas view. **3.** Create a case based o of these COEs (for exa Compensation HR Cas

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Problem	Short description	Description	Steps to reproduce
		the source of the Script Include called SentimentAnalysisProcessor.	On the newly created HR Case page, observe that **Sentiment** and **Sentimen** fields are missing and the error at the top of the pag
HR Service Delivery PRB1956115	AIA can't 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.	
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.	
Integration Authentication PRB1960124	Verbose JWT logs use opaque tokens when AuthLog is enabled	There should be helpful logs that trace token validation. Instead, there's a misleading log that says 'AuthLog SEVERE *** ERROR *** Auth: [OAuthJWTTokenService] Failed to parse JWT token for ServiceNow check'.	**1.** Create a client with token_format as opaqu **2.** Enable the 'glide.auth.debug.enab property. **3.** Generate a token from client. **4.** Send an /api request u that token. **5.** Get the logs. Expected behavior: There helpful logs that trace tok validation. Actual behavior: There's a misleading log that says ' SEVERE *** ERROR *** Au [OAuthJWTTokenService Failed to parse JWT token ServiceNow check'.
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.	

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Problem	Short description	Description	Steps to reproduce
Knowledge Management PRB1948377	KBversioning() script isn't accessible from another scope		
Licensing Entitlement Engine PRB1952965	Long-term fix for the Licensing Engine Job OOM issue related to the unconfirmed users logic		**1.** Provision an instance w over 500,000 user_has records and over 100 sys_group_has_role rec **2.** Run the LE job.
Lifecycle Events PRB1955284	Bulk Task approvals aren't being generated	BulkTaskMgmtRejectUIIT fails when run in the Zurich branch.	
List Administration PRB1844590	Fixed queries don't work on 'My list' in workspace	When the user creates 'My List' and adds a condition, the list results don't change and the fixed filter isn't visible. It's working on backend view.	**1.** Navigate to SOW or HR workspace. **2.** Navigate to the 'My List **3.** Add a new list. **4.** Use 'Start from existing 'Create your own' to cre List' without conditions **5.** After 'My List' is created navigate to the 'sys_ux_ table. **6.** Open the list. **7.** Add the 'Fixed query' c 'Active=True' (or any oth condition). Expected behavior: The li fixed filters and filtered re Actual behavior: The list r don't change and the fixe isn't visible (but it's workin backend view).
List Administration PRB1911269	SHOW_ALL event is dispatched on every context action click		**1.** Create an experience. **2.** Add the record list bun **3.** Open the page. **4.** Select the **Row edit** ico Expected behavior: The SHOW_ALL event isn't dispatched.

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			Actual behavior: The SHO event is dispatched.
MID Server PRB1944968	'ReferenceError: 'RP' is not defined.' error appears when the MID Server form is used in any workspace	When the user opens a page containing the MID Server form in UI builder, error alerts appear with the message: 'ReferenceError: 'RP' is not defined'. This is because RP is only supported in legacy UI.	
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 instanc **2.** Impersonate a user. **3.** Navigate to the portal. **4.** In the global search, se the keyword 'lays'. **5.** Notice that the results a displayed. **6.** Navigate to the 'News' t view the results. **7.** Open the Now mobile a **8.** Log in to the mobile ap **9.** Impersonate Abel Tuter mobile. **10.** Search for 'lays' in glob search. Notice that no results are under the 'News' tab.
Now Assist Panel PRB1867538	Copy for synthesized responses (auto-start) on Now Assist panel (NAP) doesn't work and copies 'undefined'	When using the Now Assist panel (NAP) and entering 'Summarize a record', the **Copy** icon on the auto-started synthesized response doesn't copy the content, and instead, 'undefined' is copied. When 'Undefined' is copied instead of the content and the synthesized response isn't auto-started, there's no **Copy** icon and **Like/dislike** is shown instead.	
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.	

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Problem	Short description	Description	Steps to reproduce
		Analysis suggests that excessive cache flushes can create significant memory and performance pressure on the system.	
Now Assist Panel PRB1959167	Support copy action for synthesized response in legacy NAP	Currently there's no copy option for SR.	
OneExtend PRB1955917	Implement cache for sys_generative_ai _request_validator	Cache is missing for sys_generative_ai _request_validator.	
Platform Analytics Dashboard API PRB1948407	Error message appears when duplicating a Platform Analytics dashboard	When duplicating a Platform Analytics dashboard, the error message 'Duplicating dashboard failed. Please try again' appears, even if the dashboard is actually duplicated. This happens when par_dashboard_user_metadata .cache_expiration_time is set to -1.	1. In a Yokohama instance create a Platform Analy dashboard. 2. Navigate to the par_dashbaord_user_m table. 3. Update the column cache_expiration_time 4. Duplicate the dashboa Observe that the error me 'Duplicating dashboard fa Please try again.' is shown even though the dashboa duplicated.
Process Mining PRB1951278	Uppercase sys_ids for cases break the log collection	This is a product update.	
Procurement PRB1962139 KB2625821	Enable stockroom receiving for assets which are part of PO	The script include POReceiveManager is essential for receiving Purchase Orders (PO), but in pre-Zurich releases, it's restricted to global scope. Due to this limitation, assets associated with a PO can't be received using the Stockroom Receiving feature. When attempting to receive assets, the following error is displayed: 'Unable to receive the asset. Use the Procurement module or update to the Zurich release or later to continue.'	1. On a Xanadu or Yokoha instance, provision an i with the following appli installed: a. Hardware Asset Management 13.0 b. Asset Management Common 13.0 2. Create a PO for a hardw model. 3. Import the assets using 4. Attempt to receive the a using one of the followi actions on the stockroo

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Problem	Short description	Description	Steps to reproduce
			a. Receive assets **b.** Import assets Expected behavior: Asse received successfully. Actual behavior: The erro message appears, and th can't be received.
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 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.	
Service Catalog PRB1910117	Multi-select default values don't populate a field in the right way	When the UI component is associated with a sys_id, the display value isn't being fetched and set to the field. When a preview of the item is opened, the value is available in the UI.	
Software Asset Data Import PRB1930648	The **excel row** field isn't populated for standard import	The **excel_row** field should be populated with information from the row in an imported file corresponding to that import error, but it's empty.	**1.** Import a standard impo document from the samp_bulk_import tabl **2.** Open an import error re generated from the imp **3.** Check the **excel_row** fi the XML. Expected behavior: The **excel_row** field should be populated with informatio from the row in the impor corresponding to that imp error. Actual behavior: The **exc** field is empty.

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Software Asset Management PRB1957179	Enhancement of the DocuSign integration	This enhancement supports subscription and envelope consumption data retrieval at the organization level using the Data feed API, addressing demands for aggregated metrics across multiple subaccounts. As a result, DocuSign now has two integration options: account level (existing integration) and organization level.	
Software Asset Management Workspace (Glide) PRB1945089	Filter out installs requiring action if they have an insufficient rights unlicensed reason and vice versa		**1.** Create per user entitler with insufficient rights. **2.** Create per core entitler **3.** Create some installs wi missing CI infrastructur details, like core count. **4.** Run recon. Observe that installs get counted.
Software Asset Management Workspace (Glide) PRB1945093	Unlicensed install progress indicators don't show records on the parent product result	Unlicensed installs, installs requiring action, and ignored installs filter by the current product result. However, when running recon with grouping, the parent product result isn't stamped on any install directly. Installs should be linked with all child product results when selecting from the top parent product result indicators.	**1.** Provision an instance w SAMP and workspace installed. **2.** Load demo data. **3.** Run recon with groupin company. **4.** Navigate to the parent result level in the LWB Expected behavior: All ins from child product results shown on the top level. Actual behavior: There ar installs in 'Unlicensed ins When you select it, no rec show. The same is true fo 'installs requiring action' a 'ignored installs' for any t product result.
Software Asset Management Workspace (Glide) PRB1948990	In Yokohama, Health Check links redirect to a 'samp_scan_finding' table that doesn't exist	The '# issues found through health check' link redirects to a 'samp_scan_finding' table that doesn't exist. The table is added in the 3.x.x version of the ITAM Health Check application, but 3.x.x isn't compatible with the Yokohama release.	Refer to the listed KB artic details.

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Problem	Short description	Description	Steps to reproduce
KB2566943			
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 artic details.
Software Asset Reclamation PRB1870503	The error message 'Cannot find the profile type configuration in the script routing table' should be reworded	When the user tries to reclaim a candidate, the error message says 'Cannot find the profile type configuration in the script routing table'. Related reclamation candidates aren't removed. Instead, the error message should clearly state how to reclaim the subscription.	
System Export Sets PRB1926120	Node errors due to messages sent when Hermes/Kafka is unavailable or slow	When Hermes/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.	
Territory Planning PRB1962239	When the territory model is active, the MP auto push events are generated endlessly	When the territory model is active and auto push in MP is enabled, duplicate auto push events are generated endlessly.	**1.** Enable the territory mo **2.** Create WO and WOT. **3.** Make sure that auto pu enabled and progressiv is disabled. **4.** Qualify the WOT to upd state from **Draft** > **Pend dispatch** (this triggers t filter). Expected behavior: One per WOT is created for au Actual behavior: Duplicat auto push events are crea endlessly.
UI Field Administration PRB1870246	In SOW, the user is unable to add the date in the start and end date fields using numeric input in the change request page under Schedule	The user isn't able to add the dates using numeric input in the Start and End date field. The characters are immediately removed, and keyboard users are forced to use the datepicker to select a date.	

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User Criteria for Service Catalog PRB1867417	User criteria take an extended amount of time to evaluate user roles when there are duplicate CS	When end users have a large number of roles, User Criteria iterates through all of them regardless of whether they're duplicate roles or not. This causes performance issues with loading KB Articles. It also intermittently impacts the first time that you load a KB article because the results of the UC are cached for some time after that.	**1.** Impersonate a user wit 1,000 roles. **2.** Navigate to a specific K in a portal. Observe that the initial lo slow.
UX Framework PRB1886937	Issue with QCO closing out without 'click' of mouse	The QCO modal should stay open unless a click is initiated from outside of the dialogue box.	**1.** Check out an item usin **2.** In any free text box (e.g 'Reason for Purchase'), highlight the entered va without releasing the m button. **3.** Navigate outside of the dialogue box and relea Expected behavior: The C modal stays open unless is initiated from outside o dialogue box. Actual behavior: The QC disappears and all info is
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 j runs for at least 5 minu **2.** Start the job. **3.** Initiate an AHA 2.0 tran Notice that after the trans completes, the on-demar automatically restarts.
Virtual Agent PRB1849670	Serialization of RichControl.UiMetadata includes the Asynchronous Message Bus (AMB) API	The AMB API shouldn't be serialized. AMBMessagePublisher gets serialized because 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 PRB1891918	The Now Assist panel shows misleading notifications indicator	The Now Assist chat window shows incorrect unread history. The count should be 0 when all closed chats are read. It also looks like the Now Assist panel isn't showing all the chat history records for the user, even though the icon shows that there are active chats.	**1.** Impersonate the user S Admin on an instance. **2.** Open the Now Assist p from the header bar. **3.** Select the **All Chats** bu

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			4. Observe that many clos chats show the blue 'ne indicator, even though multiple weeks old. **5.** Select an old chat with indicator. Observe that the count d decrease even after read older chat. Selecting the **all chats** button also does seem to do anything.
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 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 'w is spam' that returns a synthesized result with citations. **3.** Let the conversation co Observe that the transcri includes synthesized resp with numbers like [1], [2]. should include links as w
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 submenu labels—Activities, Updates, and Closed—don't get translated when accessed.	
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 Or** **4.** Save it. **5.** Try to create a work ord a description. **6.** Say yes to create a wor

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			7. When it asks to upload image, select the link. **8.** Attach an image from lo Expected behavior: It doe session out. Ideally, it sho attach the image to the w order. Actual behavior: The insta says 'session out' and log out the user. Every time th user attempts to log in ag immediately logs out.
Virtual Agent PRB1937033	Agent statements containing URLs aren't 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 isn't incorporated into the sys_cs_message and isn't displayed to the chat user.	
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 in **2.** Impersonate an ITIL Us **3.** On one tab, navigate to incident.list. **4.** Assign any incident rec ITIL User. **5.** On another tab, naviga sp. **6.** Open the VA. Observe that the non-act notifications remain pres
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 isn't found in the transcript.	**1.** Start a Now Assist Virtu (NAVA) conversation. **2.** Enter, 'What is a cookie the conversation. **3.** End the conversation. **4.** Open the interaction_li **5.** Open the interaction cr step 1. Expected behavior: In the Transcript section, the synthesized response is

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			Actual behavior: The synt output isn't captured in interaction transcript.
Virtual Agent PRB1942112	unreadMessage API fails in NASS / NAVA	unreadMessage API shouldn't fail in NAVA.	**1.** Launch NAVA from cha launcher on the 'Home' **2.** Complete a request for loaner laptop. **3.** Close NAVA chat imme after submitting and be requested item is retur Notice that unreadMessa fails in NAVA.
Virtual Agent PRB1942159	Conversations that already have diverted to Live Agent are timing out		**1.** Start a NAVA chat with phrase. **2.** While waiting for the re select the **Contact Live** (Contextual Action) but **3.** Conduct a live agent ch **4.** Within 30-60 seconds, conversation times out
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		Scenario 1: **1.** Create and publish a to block in some scope A global). **2.** Create a topic in some scope B (not global) wh calls the topic block in using the **Dynamic topi** option. **3.** Execute the topic from Expected behavior: An er Actual behavior: An error chat says 'Sorry, ...'). Scenario 2:

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Problem	Short description	Description	Steps to reproduce
			1. Add the 'system' catego the topic block from ste republish. 2. Execute the topic from Expected behavior: The t block runs successfully. Actual behavior: An error 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 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 an execution plan and a new conversation record, but only one conversation proceeds, while the others fail at the start.	1. Create the agentic work named 'Test multiple ca executions'. 2. Select three or more ca records. 3. Update them simultane so that the trigger fires once. 4. Notice that the three ex plans (sn_aia_executio and three conversation records are created. On conversation and execu plan executes success The other conversation continue after the first t the error 'No session ID Expected behavior: Each triggered workflow should independently create or r its own valid session so th all conversations execute successfully, even under concurrent trigger conditi Actual behavior: Only one conversation executes successfully. The other conversations either term immediately or don't cont after the first task with 'No session ID found' error.

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Virtual Agent PRB1952827	Slot filling is duplicated in the 'Analysis' tab on the VAD 'Test' panel		**1.** Navigate to Virtual Agen designer. **2.** Open test assistant wit standard chat. **3.** Execute the 'Order coff topic until the final step **4.** Verify slot filling on the 'Analysis' tab. Notice that one execution complete. The summary i 'Analysis' tab displays slo being duplicated.
Virtual Agent PRB1956231	vaVars or vaInputs variables set in a script include from an LLM input script area aren't unwrapped	The value should be unwrapped and stored as base type (i.e. java.lang.String) in task context. Instead, the value is sent as NativeJavaObject, which leads to an xstream serialization exception.	**1.** Create a script include takes vaVars as a variab **2.** In that script include, s variable on vaVars: vaV = global.VAClickMetrics getCurrentTime(); from input node script area (Dynamic Choice Picker **3.** Create an instance of t object. Expected behavior: The v unwrapped and stored as type (i.e. java.lang.String) context. Actual behavior: The valu sent as NativeJavaObject leads to an xstream seria exception.
Virtual Agent PRB1960129	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled	The conversation ends after the survey is complete.	**1.** Enable pre-chat survey **2.** Navigate to Teams. **3.** Type 'what is spam'. **4.** Complete the pre-chat Expected behavior: The u should get a response rel the query from step 3. Actual behavior: The conversation ends after t survey is complete.
Virtual Agent	QnA utterances in NAVA are missing 'Let me look	In NAVA, when the user enters the utterance 'What is spam?', the user	

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Problem	Short description	Description	Steps to reproduce
PRB1967329	up information related to ...' before it generates the response	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-p channel (for example, T **2.** Set up VA to live-agent mode (for example, by a custom greeting topic directs to LA). **3.** Start the conversation. **4.** Accept as an agent. **5.** Attempt to send messa a user. Observe that the user me aren't received by the age this message in the log: 'C find rich control, droppin current message'.
Virtual Agent Web Client PRB1944963	Support more markdown for text messages and synthesized response		**1.** Create a KB that has a r URL in the content. **2.** Send an utterance to Enhanced Chat that res content from that articl **3.** See an error in the resp Expected behavior: The markdown relative URL is rendered correctly. Actual behavior: The HTM broken.
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 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 results in an error: 'Cannot invoke 'java.util.Date.getTime()' because'this.fDate' is null: org.mozilla.javascript .JavaScriptException: java.lang .NullPointerException:	

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Problem	Short description	Description	Steps to reproduce
		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.

- Yokohama Patch 9 Hotfix 2
- Yokohama Patch 9 Hotfix 1
- Yokohama Patch 9
- Yokohama Patch 8 Hotfix 2
- Yokohama Patch 8
- Yokohama Patch 7 Hotfix 6
- Yokohama Patch 7 Hotfix 5
- Yokohama Patch 7 Hotfix 2b
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 9 Hotfix 1

The Yokohama Patch 9 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 11-18-2025_1045

Build tag: glide-yokohama-12-18-2024__patch9-hotfix1-11-14-2025

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.

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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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
List Administration PRB1844590	Fixed queries don't work on 'My list' in workspace	When the user creates 'My List' and adds a condition, the list results don't change and the fixed filter isn't visible. However,it works in the backend view.	1. Navigate to Service Operations Workspace (SOW) or HR workspace. 2. Navigate to the 'My List' tab. 3. Add a new list. 4. Use 'Start from existing' or 'Create your own' to create 'My List' without conditions. 5. After 'My List' is created, navigate to the sys_ux_my_list table. 6. Open the list. 7. Add the 'Fixed query' condition 'Active=True' (or any other condition). Expected behavior: The list has fixed filters and filtered results. Actual behavior: The list results don't change and the fixed filter isn't visible (but it's working on backend view).

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.

- Yokohama Patch 9
- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 9

The Yokohama Patch 9 release contains important problem fixes.

Yokohama Patch 9 was released on November 6, 2025.

- Build date: 11-02-2025_1032
- Build tag: glide-yokohama-12-18-2024__patch9-10-22-2025

Important:
For more information about how to upgrade an instance, see ServiceNow upgrades.

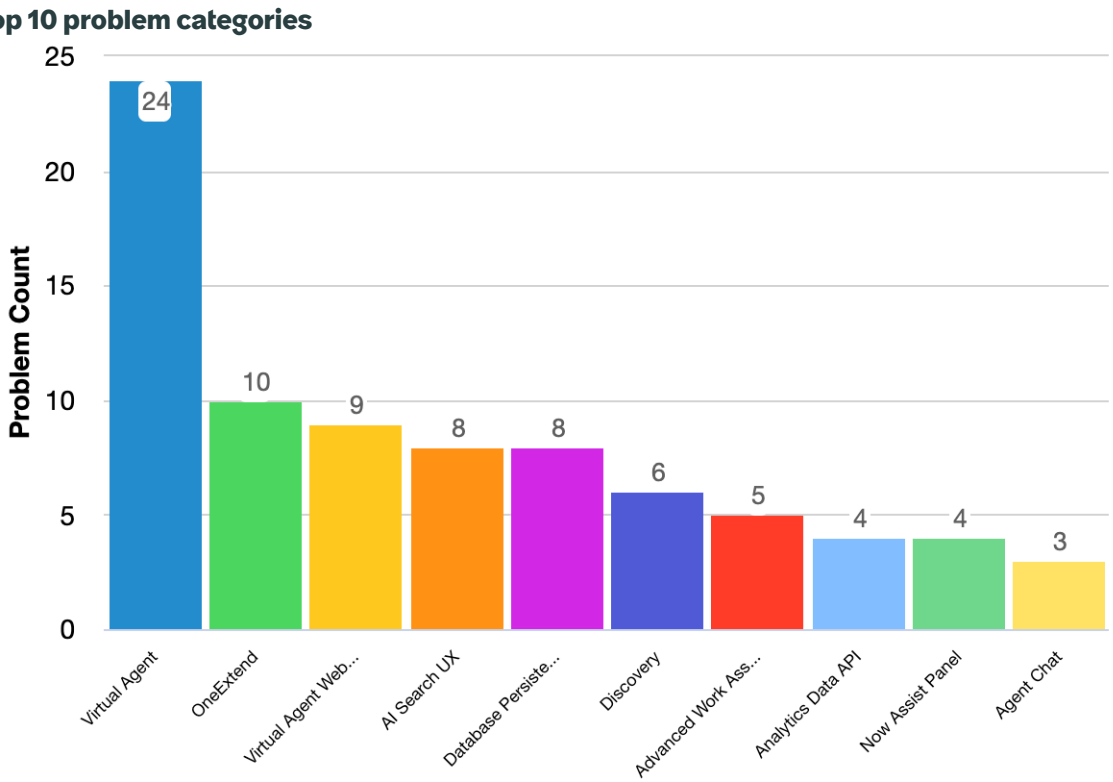
For more information about the release cycle, see the ServiceNow Release Cycle.

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

Yokohama Patch 9 includes 208 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama Patch 9 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 Yokohama Patch 9, refer to KB2587878.

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Changes in Yokohama Patch 9

Now Assist and agentic AI release notes

For Now Assist new features and changes, see Now Assist and agentic AI release notes.

Show borders between search result cards in portal search

Display borders between search result cards on the search results page for portal search applications.

Show borders between search result cards in global search

Display borders between search result cards on the global search results page.

Show borders between search result cards in portal search

Display borders between search result cards on the search results page for portal search applications.

Show borders between search result cards in global search

Display borders between search result cards on the global search results page.

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 KB2178333	RecordFamilyResolver.archiveTables needs more optimization	Performance issues with reports on instances with a big number of archive tables.	Refer to the listed KB article for details.
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.
Activity Stream PRB1878917	Text doesn't persist if the user navigates away from the email composer when drafting a reply	Text in the email composer disappears when the user navigates to a different tab. This only occurs when replying via the activity stream tile, not when composing a new email.	
Configuration Management Database (CMDB)	The legacy health dashboard doesn't tell the	Users have bookmarked, saved, or edited links to the legacy health	1. Check out a Washington DC instance. 2. Make a favorite for Health Dashboard - CMDB view.

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Problem	Short description	Description	Steps to reproduce
PRB1930654	user that the dashboard is deprecated/ no longer supported	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.	3. Upgrade your instance to Xanadu or beyond. 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 indication that this dashboard is retired or has been migrated.
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.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1928872	The CanReadRepo class encounters a ConcurrentModificationException.	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.	
Advanced Work Assignment for Case	The case task isn't working properly for CCaaS	The assignment isn't happening since there's no mapping field available for CCaaS partners to use	1. Configure the instance to route the case tasks through external CCaaS. 2. Create a case task in the instance.

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Problem	Short description	Description	Steps to reproduce
Service channel PRB1946390	external routing	and store their external ID onto the 'Case task' table.	Expected behavior: The case task should be routed to the agent using the external routing mechanism. 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 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'. 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**.

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Problem	Short description	Description	Steps to reproduce
			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 PRB1938992	High AWA assignment cycle times for impact voice call routing	A user 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 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,	

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Problem	Short description	Description	Steps to reproduce
		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. Actual behavior: The 'Create Segment On WorkItem Accept' business rule is triggered for the old work item.
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. 10. 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. 11. In browser 2, start the live agent handoff.

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Problem	Short description	Description	Steps to reproduce
			12. Wait for 15 seconds so the work item will be timed out. 13. As an admin, navigate to the awa_work_item_rejection table. 14. 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'.
Agent Chat PRB1839064	Refreshing the page causes the active chat shell to disappear, but refocusing on the live agent in a separate window restores the chat shell	This issue is observed in version 24.4.2 of Workspace App Shell TD.	1. Ensure the Agent Chat plugin is installed. 2. Open Service Operation Workspace as an admin in a window. 3. Set the admin as available as a chat agent. 4. Attempt to log in to Service Operations Workspace as Abel Tuter in an incognito window. 5. Attempt to connect to a live agent. 6. Accept the chat as an admin. 7. End the chat. 8. Keep the tab open. 9. Initiate the chat again as Abel Tuter. 10. Accept the chat as an admin. 11. Refresh the admin page Observe that the active chat shell window isn't opening unless the live agent is not in focused by Abel Tuter.
Agent Chat PRB1846962	Chat disappears if the user refreshes the page when a list is in the open tabs of Service Operations Workspace (SOW)	Refreshing the page causes the chat to disappear until the tab with the simple list is opened.	1. Create a single score related to a simple list on the home page. 2. Open the instance in a browser. 3. Impersonate a system administrator. 4. Open SOW. 5. Navigate to **Inbox** > **Available**. 6. Open a new browser in incognito mode. 7. Open the instance in the incognito browser window.

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Problem	Short description	Description	Steps to reproduce
			8. Impersonate another user. 9. Open /esc. 10. Select **Open chat Window.** 11. Select **Contact Live Agent**, if necessary. 12. Return back to the first opened. 13. Accept the chat. Observe that in the chat window opened in first browser, unexpected behaviors occur when the simple list is open in the SOW tabs.
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.	
AI Search (Glide) PRB1921724	Improve ResponsePostProcessor time when the table is early binding	This is a product update	
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.	

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Problem	Short description	Description	Steps to reproduce
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 PRB1799463	The 'Clone' functionality fails for search applications	A clone isn't created when using the Clone UI Action, even though it asks for the name of the cloned profile.	1. Navigate to **All** > **Search Applications**. 2. Select any search application. 3. Select the **Clone** UI Action. 4. Observe that it re-routes to another form that asks for name of the cloned profile again. Notice that no clone is created.
AI Search PRB1859870	Removing two business rules and a dictionary attribute	This issue was observed in Xanadu and Yokohama.	1. Provision an instance using an older glide version. 2. Apply the fix in PRB1836358 by using the script. 3. Observe that two business rules and a dictionary attribute were added. 4. Upgrade the instance to latest Xanadu or Yokohama build. Expected behavior: The business rules and dictionary attributed added were removed. Actual behavior: The business rules and dictionary attribute remain on the instance.
AI Search PRB1940661	The hasPendingIndex API is broken	The sn_ais.AisUtil.hasPendingIndex(tableName, recordSysId, embeddingModelName, semanticIndexName); call fails.	
AI Search UX PRB1917701	Empty suggestions are stored when the user query is '***'		1. Enable Dynamic Window. 2. Search '***'.

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Problem	Short description	Description	Steps to reproduce
			Observe that empty suggestions are stored as queries are normalized and punctuations are stripped.
AI Search UX PRB1917704	Punctuation isn't removed for languages other than English		**1.** Turn on Spanish language. **2.** Enable DW/FPE. **3.** Search for '¿Qué es el spam?' Observe that '¿' isn't removed in the suggestion utterances table.
AI Search UX PRB1930672	Service Portal Genius Result (GR) synthesized response flashes and changes text size		
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 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'.
AI Search UX PRB1937984	The caller is not in the scope rhino.global when called from Now Assist in Virtual Agent		

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Problem	Short description	Description	Steps to reproduce
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.
AI Search UX PRB1942589	Increased timeout from 15s to resolve frequent no Genius Results on Portal	This issue occurs on Dynamic Window (DW) 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.	
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. **4.** Notice that it contains a drilldown.

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Problem	Short description	Description	Steps to reproduce
			5. Select another column. **6.** 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.	
Analytics Data API PRB1926918	The 'Process analytics cache pre-fetch queue' job leads to OutOfMemoryError and the node restarts	When the user runs the 'Process analytics cache pre-fetch queue' job, it loops in ChangeCheckConflictsSNC script include.	**1.** Create a test_breakdown table. **2.** Add a field: **a.** Name: Name. **b.** Type: String. **c.** Length: 50. **3.** Populate two million records in the table with names such as Name1, Name2, etc. **4.** Create a breakdown source on test_breakdown without any condition. **5.** Create a breakdown of the above breakdown source. **6.** Create a test_indicator table. **7.** Add a field: **a.** Name: ref_breakdown. **b.** Type: Reference. **c.** Reference: test_breakdown. **8.** Populate two million records in test_indicator with reference to all the records in test_breakdown, respectively. **9.** Create an indicator source based on test_indicator, without any condition. **10.** Create an indicator based on the above indicator source. **11.** Navigate to the breakdown created in step five.

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Problem	Short description	Description	Steps to reproduce
			12. Add a breakdown mapping on the **test_incident** and **ref_breakdown** field. **13.** Navigate back to the indicator. **14.** Add the breakdown. **15.** Change the system properties: **a.** com.snc.pa.dc.hsql.max_row_count_indicator_source = > 10000000. **b.** com.snc.pa.dc.max_breakdown_elements_limit = > 10000000. **16.** Collect 1-day score for the indicator. **17.** Create a new dashboard. **18.** Add a visualization: **a.** Type: Single score. **b.** Source: Indicator created in step 10. **19.** Add a filter: **a.** Type: Single select. **b.** Source: Breakdown created in step five. **20.** Open any memory inspection tool and check the current memory footprint. **21.** Open the filter and select a value. Notice that the memory footprint steadily increases by about 800 million until the score is displayed.
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
			8. Observe that there are 0 results. 9. Access the dashboard created in step 1. 10. Go over all 10 tabs. 11. Use VisualVM to capture the heapdump. 12. Search for 'IntegerDateSerializer'. 13. Observe that there are ~500 results. 14. 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.
App Engine Studio - Family Channel PRB1923756	The Record Producer remains as the original template's one in a newly created app	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. 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 PRB1936285	During node re-start, 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	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.

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Problem	Short description	Description	Steps to reproduce
		from a file during node restart, and that is overwriting the active plugins information in Dependency Manager.	After the node restarts, soft dependencies in the dependency manager are being populated by the base instance versions.
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) PRB1874569	Opening a form with 'view' can fail in Automated Test Framework (ATF) due to case sensitivity	This issue was observed with a new ATF test in the Performance Analytics application.	**1.** Create a new ATF test. **2.** Add a 'Navigate to Module' step to navigate to 'Automated Indicators' in the Performance Analytics application. **3.** Add an 'Open a Record in List' step to open any record in that list. **4.** Run the test. **5.** Wait until the test completes. **6.** View the result. Expected behavior: The test passes. Actual behavior: Test fails with the output 'Expected to open the 'Automated' view of the form, but actually opened to the 'automated' view.
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: 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.

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			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.
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.	
Case and Knowledge Management for HR Service Delivery PRB1933236	Add RCA to support 'Ask a question' with enhanced chat	This is a product update.	
Client Scripts PRB1889628	List declarative actions aren't working		**1.** Create a list declarative action. **2.** Implement as a client script. **3.** Set the client script to 'console.log("Test")'. **4.** Set the table as 'incident'. **5.** Navigate to the incident list. **6.** Select the declarative action. Notice that no console logs are outputted.
CMDB Data Manager	Policy form doesn't honor retirement definitions correctly in		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1892066 KB2217546	enforced conditions when multiple retirement definitions are enabled		
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 searched should be displayed.	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. 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.
Condition Builder PRB1943552	dotWalkConnectedDataBehavior cannot be imported in version 27.0.4	The behavior source files aren't where exports exists after the import.	1. Open a project where now-dot-walk 27.0.4 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.
Configuration Management Database (CMDB) PRB1846249	Identification and Reconciliation Engine (IRE) throws a NullPointerException (NPE) when there is a cache flush during IRE processing		1. Run the payload with a break point after'setIndependentQueryFromPayload' method locally. 2. Create a new break point after the 'setIndependentQueryFromPayload' to stop the thread. 3. Open another window. 4. Log in to /cache.do. 5. Perform the cache flush. 6. Resume the execution of thread stopped in step 2.

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Problem	Short description	Description	Steps to reproduce
			Observe NPE.
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 behavior applies to both **payment_amount** and **total_cost** fields.	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. 5. Notice that payment amount and total amount are both reflected as (NOK)966.00 and (USD)96.7669 when selecting **Toggle currencies**. 6. Open the record in Form view. Notice that the payment amount is USD 966.
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 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,	

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Problem	Short description	Description	Steps to reproduce
		resulting in HTTP 500 responses.	
Database Persistence - Data Access PRB1930031	The user doesn't get results from a Child table (sn_lg_cnt_repository) of Parent (ast_contract)		
Database Persistence - Data Access PRB1934684	getForTables on KG Global Graph isn't returning all the edges from contribution graphs	WDF tables that do not have a primary key when included in a knowledge graph schema causes query failures, even for queries that are only referencing to other glide tables present in that schema. The presence of this table can block all query execution within the graph.	1. Create a contribution graph 'cont1' having sys_user and cmn_schedule nodes. 2. Save the edge by using the script. Notice the error that occurred while getting cypher to result, 'com.snc.db.graph.GraphToGtopSerializationException: No element descriptor found for column on table u_df_wdf_without_pk: no thrown error.'
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 non-deterministic order that depends on the underlying 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	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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		the tables in the view alphabetically by the table name.	
Database Persistence - Data Access PRB1944805 KB2552260	getDisplayValue() throws NullPointerException on many types of catalog variable		Refer to the listed KB article for details.
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 - 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.	
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 PRB1843863 KB2061931	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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	Admin Workspace	system logs related to 'com.glide.util' usage.	
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 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.
Discovery PRB1933785	A Cloud Discovery schedule incorrectly maps all related service accounts even when the 'Discover all Related accounts' toggle is unchecked	When creating a Cloud Discovery schedule for a project and un-checking the 'Discover all Related accounts listed below' toggle, the schedule still maps to all service accounts under that folder level. This behavior is intermittent and has been reproduced on multiple environments. The UI script logic doesn't correctly handle timing between setAllSubAccSelected	

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Problem	Short description	Description	Steps to reproduce
		and getSubAccountsOfMasterAccount. As a result, subAccountsList is reset incorrectly, leading to unintended account mappings.	
Discovery PRB1937992	Discovery Schedule doesn't support the discovery of more than 5000 IPv6 addresses	If the user creates a Discovery Schedule with over 5000 IPv6 addresses, the Discovery Status is instantly canceled and an error message appears.	1. Create a Discovery Schedule with over 5000 (X) IPv6 addresses to disocvery_range_item_ip. 2. Select **Discover Now**. 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'.
Dynamic Translation for Agent Chat PRB1942231	The 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 Dynamic Translation for Agent Chat (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: The agent_translated_msg on outbound message should be populated with English text. Actual behavior: The agent_translated_msg gets overwritten with empty values.
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 requests. These alerts have empty PRCs and they have only one change request instead of two.	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. 5. Navigate to the PRC. 6. Observe that the alert has the PRC 'Change on Application Service.'

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Problem	Short description	Description	Steps to reproduce
			7. Send the event to the Application Service. 8. Open the generated alert. 9. Navigate to the PRC. 10. Observe that the alert has the PRC 'Change on Application Service.' 11. Create another change request on a different CI. 12. Add the defined Application Service to the list of Impacted CIs of the change request. 13. Send the event to the Application Service. 14. Open the generated alert. 15. 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.	
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'.	
Flow Engine	The Script API inForeground run a subflow	The flow should complete and the outputs displayed in	Refer to the listed KB article for details.

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PRB1925181 KB2407160	that calls another subflow that has mid action step throws an exception before the outputs are ready with a message	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'.	
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.	**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. Open Flow Designer. **5.** Test run the flow XML with the copied RITM as the input. **6.** Open the RITM when the flow waits at the AFA. **7.** Approve the request created for Abel Tuter. Expected behavior: The flow resumes, exits the loop, and reached the 'Create 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.
Form Controller PRB1812174	The glide form saves the previous date	The report generates for the previous day.	
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.

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Problem	Short description	Description	Steps to reproduce
HR Service Delivery PRB1880661	The task_sla records aren't visible to the user for the records created in the 'Employee relations' table	After upgrading to Yokohama, a script is added which fails for 'Employee Relations' table records.	
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. 12. 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. 13. Open the list view. 14. Add the Description and rich_description columns. Notice that the **rich_description** field doesn't contain a value.
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.

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1931168	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. Notice the error 'SSE is only available on instance'. Individual chunks are not processed by the handler.
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'. 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.
Language and Translations PRB1910767	The **question_choice** field is displaying 'um' instead of 'A' for Brazilian Portuguese language	This issue was observed when upgrading to Xanadu.	1. Navigate to a base Xanadu or Yokohama instance. 2. Install the I18N Brazilian Portuguese Translations plugin. 3. Navigate to **sys_translated.LIST**. 4. Filter the table as 'question_choice' is value 'a'. Observe in Brazilian Portuguese language Label (translate) is displaying as 'um'.
Lifecycle Events PRB1926997	Lifecycle events (LE) aren't getting if the activity set isn't created in an LE scope, and the LE uses a flow to launch activity sets	This issue occurs when Lifecycle Event and its associated activity sets are configured within an HR scope other than Human Resources: Lifecycle Events. Additionally, the sn_hr_le.use_flow property is set to true. When an HR case is submitted and fulfilled by a Lifecycle Event created outside the standard LE scope, the activity set fails to	1. Create a Lifecycle Event and its activity sets in a non-LE scope. For example,'Human Resources: Employee Relations'. 2. Create an HR Service in sn_hr_er_case Centers of Excellence (COE). 3. Set the fulfillment type to 'Lifecycle Event'. 4. Use the Lifecycle Event created in step 1. 5. Complete the other HR Service setup.

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Problem	Short description	Description	Steps to reproduce
		launch. The related subflow, HR Activity Launcher, ends with a status of 'Completed (error caught)'. The failure occurs in the first flow action, 'Look Up Record', which attempts to retrieve the sn_hr_le_activity_set defined in the Lifecycle Event. However, because no ACLs are defined for this table outside the scopes 'Human Resources: Lifecycle Events' or 'Human Resources: Lifecycle Enterprise', the lookup fails with an error.	**6.** Submit a new HR case from the new HR Service. **7.** Notice there are no Activity Sets attached. **8.** Open the Flow Designer. **9.** Check the operations of the 'HR Activity Launcher' subflow related to the test. Notice that the error 'Look Up Record action, 'The requested flow operation was prohibited by security rules'' occurs in the first step.
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.
List Administration PRB1847244	Fixed filters in the Condition Builder (CB) aren't displayed after refreshing the page with the updated URL	After refreshing the page with the updated URL, the fixed filters don't appear in the CB.	**1.** Log into any Yokohama instance. **2.** Navigate to **Service Operations Workspace (SOW)**. **3.** Open a page with a predefined filter. **4.** Select **Incidents** > **Open**. **5.** Open the Condition Builder (CB). **6.** Notice that the CB should appear with the fixed filter as expected. **7.** Copy the URL up until the listID. **8.** Append the URL to the end of the instance's address bar. **9.** Select **Enter** to refresh the page.

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			10. Open the CB again. 11. Check the filter conditions. Expected behavior: The fixed filters should be visible in the Condition Builder. Actual behavior: The fixed filters don' appear in the Condition Builder.
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.
List Administration PRB1944139	Uptake allowExtended fields property on the lists side for the sn-field-select component	Tracking the changes for PRB1935534.	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'. 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 Controller PRB1937947	Additional logging for Splunk to build more context around legitimate use cases		
List Views PRB1886477	Selecting a 'Presentational' list component in a UI Builder (UIB) panel causes some issues	This issue was observed in Xanadu.	1. Log in to any instance. 2. Navigate to the UIB page. 3. Create an experience with the List Page template. 4. Select **Save**. 5. Open in runtime.

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			6. Notice that the **Select** checkboxes are shown as expected. 7. Select **Presentational list component** on the UIB page configured. Notice that the **Select** checkbox disappears and the **Save** button is enabled, even when there have been no changes. When selecting **Save** and **Open the page**, the **Select** checkbox aren't present.
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.	
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 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'. 5. Notice that the results are displayed. 6. Navigate to the 'News' tab to view the results. 7. Open the Now mobile app. 8. Log into the mobile app. 9. Impersonate Abel Tuter in Now mobile. 10. Search for 'lays' in global search. Notice that no results are seen under the 'News' tab.
Now Assist Panel PRB1867538	Copy for synthesized responses (auto start) on Now Assist panel (NAP)	When using the Now Assist panel (NAP) and entering 'Summarize a record', the **Copy icon** on the auto-started synthesized	

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Problem	Short description	Description	Steps to reproduce
	doesn't work and copies 'undefined'	response does not copy the content, and instead, 'undefined' is copied. When 'Undefined' is copied instead of the content and the synthesized response is not auto-started, there is no **Copy icon** and a **Like/ dislike** button is shown instead.	
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 Assist Panel PRB1942697	The Now Assist Panel (NAP)/NASS window can't be found after closing and not pinning it	On the header, the NAP icon should be visible, but there's no option for opening it.	
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'.

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			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 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 PRB1938406	QnA Planner2 call failing with the path /v2/models/llm_generic_large_v2/infer		
OneExtend PRB1938474	Entitlement_active isn't activated in the sys_geo_routing table		
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.
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.

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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.
OneExtend PRB1941124	Claude and streaming yields significantly malformed the 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?**. **5.** Observe that the streamed output has several words mashed together. **6.** Observe that in the sys_generative_ai_log planner 2 output, the response from LLM itself is this way **7.** Disable streaming. **8.** 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. Actual behavior: Notice the error message, 'Sorry, there was a problem on my side trying to complete this request.

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			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 a 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 KB2566151	Assists Consumption for Custom Skills created in Now Assist Skill Kit		
Platform Analytics Filters PRB1832303	The option to select a one-day range on the calendar grid is blocked for the NextGen Dashboard	There is no option to select a one-day range on the calendar grid. The grid allows a minimum range of two days. However, if the user manually enters the end date, the filter applies without any restrictions.	1. Log in to the UXA dashboard. 2. Select a custom range. 3. Select **November 29** as the start date. 4. Attempt to select **November 29** as the end date. Expected behavior: A one-day range is available to the user when using the calendar grid and when entering it manually. Actual behavior: A one-day range selection is blocked on the calendar grid, but the user can manually enter **November 29** as the end date and the **Apply** button becomes active so the user can apply a one-day range to the filter.

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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**. 7. Observe that the playbook lane is still coming in the English language. Expected behavior: The playbook lane should be translated to Italian. Actual behavior: The playbook lane isn't translated to Italian.
Playbooks (Family Channel) PRB1934746 KB2592048	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.	Refer to the listed KB article for details.
Predictive Intelligence PRB1936441	Prediction fails when a new advanced parameter is used during training		
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 don't associate it with any costplan. 5. Save the expenseline side panel. Notice that the actuals widget is updated, but no new system generated costplan is created.
Project Management PRB1918462	The system throws an error and a Resource	The user observes an error while generating a resource allocation record during the	Refer to the listed KB article for details.

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KB2532380	Allocation record is not created upon creation of a Resource Assignment record on a Project Task	creation of a resource assignment record.	
Reporting PRB1892170	A table isn't able to select from the sys_report_source form	The table doesn't show in the list.	
Security Customer Actions PRB1922115 KB2414937	A completed user action with a canceled playbook is set to 'open' after upgrading	The user action is reset to 'Open' and the latest playbook snapshot is canceled. The action should remain in a 'Complete' state when there's no active playbook snapshot to work on.	Refer to the listed KB article for details.
Seismic Framework PRB1836265	Seismic P2 Scheduler remains in an infinite loop	Performance issues on the 'Schedule' page. When switching from daily to weekly to monthly, it takes more time. After creating the schedule, sometimes the user can't see the created schedule before publishing the plan.	1. Navigate to **Workspaces** > **Workplace Central**. 2. Select the **Preventive Maintenance** icon on the side bar. 3. Navigate to **All Plans**. 4. Select **New**. 5. Select the start date and future end date. 6. Select any building. 7. Select **Next**. 8. Select one or more maintenance items. 9. Select **Next**. 10. Select **Create schedule.** Observe it will take more time to open the 'Schedule page' and sometimes it doesn't open.
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	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+).

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		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.	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.
Service Catalog PRB1831404	Multiple dynamic behavior records are generated for a regenerate action	The ability for dynamic behavior enables the creation of AI-generated properties for questions. The design should include a clear indication when these properties are generated by AI.	
ServiceNow Studio (Legacy) PRB1831690	Progress keeps displaying 'In progress' while publishing the app	The 'In progress' state at 0% progress keeps showing when publishing the app, when the actual progress should be displayed. Once the app has finished publishing, the 'In progress' state should close out. This issue occurs on a Yokohama instance with MFA enabled and connected to pipeline.	**1.** Log in as an admin user. **2.** Navigate to **Legacy Service Studio**. **3.** Create an app. **4.** Publish the app. Expected behavior: Progress should display the progress and close once the deployment is finished. Actual behavior: It keeps showing 'In progress' with 0% progress.
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

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			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 PRB1935238	Portal page shifts occasionally when 'Ask a follow-up' is selected		1. Ensure Agentic AI is set up on the instance. 2. Enable Dispatcher Workspace (DW) on portal. 3. Search for 'Loaner Laptop'. 4. Wait for the response to load. 5. Select the **Loaner laptop** citation. 6. Select **Request in chat**. 7. Wait for the chat to open. Notice that the Portal page shifts occasionally.
Software Asset Management PRB1771094	A default value isn't set for some of the content tables	The default value isn't set in the dictionary for some content tables, causing it not to push the content data from stage columns to actual columns if the 'SAM - Apply latest content' job isn't run.	
Software Asset Management Workspace (Glide) PRB1939252	Backport UI changes for Software Assest Management (SAM) AI agent	Multiple UI fixes from Zurich to Yokohama. This includes message displays, navigation, and changes to the activity center.	
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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			use cases that require a version on the install records.
Standard Change Catalog PRB1850616	On Service Operations Workspace (SOW), change request template values aren't auto-populated when they are modified or retired	This issue also occurs when 'Retire an existing template' is selected.	**1.** Open any instance with SOW. **2.** Open SOW. **3.** Select **Create new change request**. **4.** Select **Propose a new template**on the right top corner. **5.** Change the field **Proposal type** to **Modify an existing template**. **6.** Fill any template to modify/retire. Notice that the change request values will be still empty.
Telemetry Glide Infrastructure PRB1920545	CDC replication disables batch DB update operations on replicated tables causing increased upgrade time on instances		
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.	
UI Field Administration PRB1833290	Performance issues with **List** field type referencing an attachment table in Workspace	A **List** type field that is based on the sys_attachment table shows selected attachments that have already been attached to the parent record, but there is a difference in behavior between the backend and Workspace when adding records to the field. This results in a performance issue in Workspace that is dependent on the number of records present in the sys_attachment table,	**1.** Open a Xanadu base instance. **2.** Add the **List** type field on incident.for for default view and workspace. **3.** Configure it so that it displays only attachments associated with the parent record. **4.** Enable 'Detailed SQL debugging'. **5.** View an active Incident record in the backend. **6.** Associate some attachments to it. **7.** Select an attachment in the new **List** field. **8.** Review the generated SQL

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		which is not seen in the backend.	**9.** Observe the query for the sys_attachment record. **10.** Repeat step 5 through step 9 using CSM/FSM Configurable Workspace. Expected behavior: The user sees the query for the sys_attachment record. Actual behavior: The same querying approach for the sys_attachment record is seen, there's an additional query on sys_attachment on the **File name** field using the record's SysId as the value. This results in a whole table scan that returns no records.
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 PRB1942077	The **field_list** field type in workspaces should support extending child table columns	This is a product update.	
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.

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			Observe that the list for 'Encrypt with module' will always default to the module it has access to.
UI Form Administration PRB1870603	A read-only HTML field displays a horizontal and vertical scroll	The field shouldn't have a scroll bar.	
Upgrade Center PRB1933942	Skipped error after upgrading	The user gets a skipped error after upgrading the instance from Xanadu to Yokohama. The reason is 'Skipping unavailable system property glide.db.df_engine.enabled. Customers cannot configure this property.' It's included in the plugin 'com.snc.db.df_engine'.	
UXF Components PRB1919730 KB2505771	UXF page components aren't loading properly post-upgrade due to a page fragment not updating during the upgrade	When users upgrade minor patches, if there are no changes to the metadata related to macroponents, page fragment caches won't be flushed. During the upgrade process, if any user accesses pages that have asset bundles, a problem occurs. During the upgrade, asset bundling is turned off, so the macroponent page fragment doesn't have assetsInBundle, but once the upgrade is completed, asset bundling will be turned on. However, the backend is serving the old page fragment without the asset bundle context, and the macroponent asset bundle is not loaded, so components in the page won't load.	Refer to the listed KB article for details.

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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.	
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. Select **Create your own new test** > **Give a name** > **Save**. 3. Add a test step to open a form in the workspace **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**. 11. Notice that this opens the test runner in a new window. 12. 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. 13. Turn off asset bundling using glide property glide.uxf.lib.asset_bundle_enabled. Notice js_atf_instrumentation.js is available.
Virtual Agent Designer Legacy	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.

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PRB1928396			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 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. 7. Open Virtual Agent. 8. Start a Live Agent conversation. 9. Check the title on the chat window. 10. Accept the chat as the agent. Observe the chat title is changed from 'Abel@example' to 'ABEL TUTER'.
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 PRB1936820	Lock exceptions are noticed for Now Assist Portal (NAP) and Now Assist Virtual Agent (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.

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Virtual Agent PRB1937290	The **New conversation** button disappears when using certain custom branding colors	.	
Virtual Agent PRB1937589	Abnormal Generative AI Controller (GAIC) Async submission duration	SkillDetailsCache is reclaimed and cache building can be as high as 3.5s.	
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 take 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.	
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.

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			Observe that web search gives an answer for incident resolution, and not for ServiceNow stock price.
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 PRB1941206	Cloned metrics aren't appearing in the list after creation	The metric appears to be created successfully, but the cloned metric doesn't appear up in the list in the home page.	**1.** Create a custom metric. **2.** Open the created custom metric. **3.** Select **Copy** on the top right corner to clone the metric. **4.** Select **Finish setup**. **5.** Navigate to the home page. Observe that the metric is not available.
Virtual Agent PRB1941593	Using vaSystem.executeSkillWithResumeBehavior in a topic causes resume conversation to fail		
Virtual Agent PRB1941618	The same workflow is displayed twice in Now Assist panel (NAP)	There is only one workflow with the 'Order items' name.	Enter the utterance, 'I want to order below list of items: Coffee, Laptop, Book a flight, Pizza.' Notice that the coffee agent is completed and the same workflow is displayed twice as the following, 'To place your laptop request, use either of the available ordering workflows: it Order items – order a laptop for you and Order items – order a laptop for you.'
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.

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			3. Conduct a live agent chat. **4.** Within 30-60 seconds, the conversation times out.
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 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 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.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1948321	The send history is not returning the sequence field for the Virtual Agent (VA) API	The script should return the sequence field in response.	1. Send history messages using the VA API. 2. Start the conversation. 3. Retrieve the history messages using the script. Observe that the sequence field isn't returned.
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 third-party integrations PRB1941102	Typing a response before a previous response has completed can lead to a 'technical error' in the conversation		
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 '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 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.	
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	

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Problem	Short description	Description	Steps to reproduce
		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**. 2. Notice that the space between 'Hello' and the sparkle icon should be 12px, and is currently 24px in both NAVA, DW and NAP. 3. Notice the space between 'Let me look up for information'. 4. Hover the **Copy** icon to next **Sparkle** icon. 5. Notice that it should be 12px, has a 4px margin in DW and NAP. 6. 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 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. The **New chat** (plus button) is turned off.
Virtual Agent Web Client PRB1941773	Portal page shifts occasionally when **Ask a follow-up** is selected	The portal page shifts to the left then returns back to its original place when the user dismisses the popup.	1. Ensure Dynamic Window (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 follow up** once the Results page displays.

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Problem	Short description	Description	Steps to reproduce
			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.
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.	
Web UX Runtime PRB1879187	In Upgrade Console, the 'Guided Upgrade' page is blank for a long time when users log in for the first time	Opening 'Guided Upgrade' for the first time takes a long time to load the page.	1. Navigate to **Admin Menu** > **Upgrade Management**. 2. Select **Get started** from the Overview page. Notice that the 'Verify Guided Upgrade' loads forever when it's the first time to log in to the instance.
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 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. 6. Double-click (or use the keyboard shortcut) on the event. 7. Observe that the cmn_schedule_p record opens in a new tab. 8. Change the schedule to a user's personal schedule. 9. Navigate to DW. 10. Select the **Refresh** button.

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Problem	Short description	Description	Steps to reproduce
			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.
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.

- Yokohama Patch 8 Hotfix 1
- Yokohama Patch 8
- Yokohama Patch 7 Hotfix 4
- Yokohama Patch 7 Hotfix 2a
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3 Hotfix 5
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 8 Hotfix 4

The Yokohama Patch 8 Hotfix 4 release contains fixes to these problems.

Build information:

Build date: 01-25-2026_1918

Build tag: glide-yokohama-12-18-2024__patch8-hotfix4-01-23-2026

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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
Advanced Work Assignment PRB1982818	After removing a service channel, the current universal capacity of the agent isn't decreased	After removing a service channel from the 'Available' presence state, the universal capacity for the existing documents related to that channel shouldn't be considered.	1. Create a service channel ('Chat-test'). 2. Add it to the 'Available' presence state in awa_presence_state. 3. Create related queues and assignment eligibility pools. 4. Create a universal capacity record for the agent ('Beth Anglin'). 5. Make the agent 'Available'. 6. Create documents for that and let those be assigned to the agent. 7. Observe that the current universal capacity of the agent is increased. 8. Remove the service channel from the 'Available" presence state in awa_presence_state. Observe that the current universal capacity of the agent stays the same. In Xanadu and Zurich, the current universal capacity gets decreased.

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.

- Yokohama Patch 8 Hotfix 3
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3

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- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 8 Hotfix 3

The Yokohama Patch 8 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 12-04-2025_1501

Build tag: glide-yokohama-12-18-2024__patch8-hotfix3-12-02-2025

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
Virtual Agent PRB1960129	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled	Conversation abruptly ends after a cold start conversation with pre-chat survey enabled	**1.** Enable pre-chat survey. **2.** Navigate to Teams. **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 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.

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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.

- Yokohama Patch 8 Hotfix 2
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 8 Hotfix 2

The Yokohama Patch 8 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 10-31-2025_1629

Build tag: glide-yokohama-12-18-2024__patch8-hotfix2-10-30-2025

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
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	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.

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Problem	Short description	Description	Steps to reproduce
	Message Bus (AMB) disconnection		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. 10. 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. 11. In browser 2, start the live agent handoff. 12. Wait for 15 seconds so the work item will be timed out. 13. As an admin, navigate to the awa_work_item_rejection table. 14. 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'.
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	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 Catalog Task' and will be in the 'Waiting' state.

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Problem	Short description	Description	Steps to reproduce
		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.	Actual behavior: After exiting the loop, it is errored at 'Create Catalog Task' with an error executing the instruction.

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.

- Yokohama Patch 8 Hotfix 1
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 8 Hotfix 1

The Yokohama Patch 8 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 10-26-2025_2315

Build tag: glide-yokohama-12-18-2024__patch8-hotfix1-10-15-2025

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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Fixed problem

Problem	Short description	Description	Steps to reproduce
Access Control PRB1893600 KB2178333	RecordFamilyResolver archiveTable HasACLTerms needs more optimization	Performance issues with reports on customer instances with a big number of archive tables.	Refer to the listed KB article for details.
Activity Stream PRB1928872	The CanReadRepo class encounters a Concurrent Modification Exception	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.	

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 change request instead of two.	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.
			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.

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Problem	Short description	Description	Steps to reproduce
			Observe that the alert has only one change request, but it should have two.

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.

- Yokohama Patch 8
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 8

The Yokohama Patch 8 release contains important problem fixes.

Yokohama Patch 8 was released on October 14, 2025.

- Build date: 10-11-2025_0527
- Build tag: glide-yokohama-12-18-2024__patch8-09-17-2025

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.

Overview

Yokohama Patch 8 includes 332 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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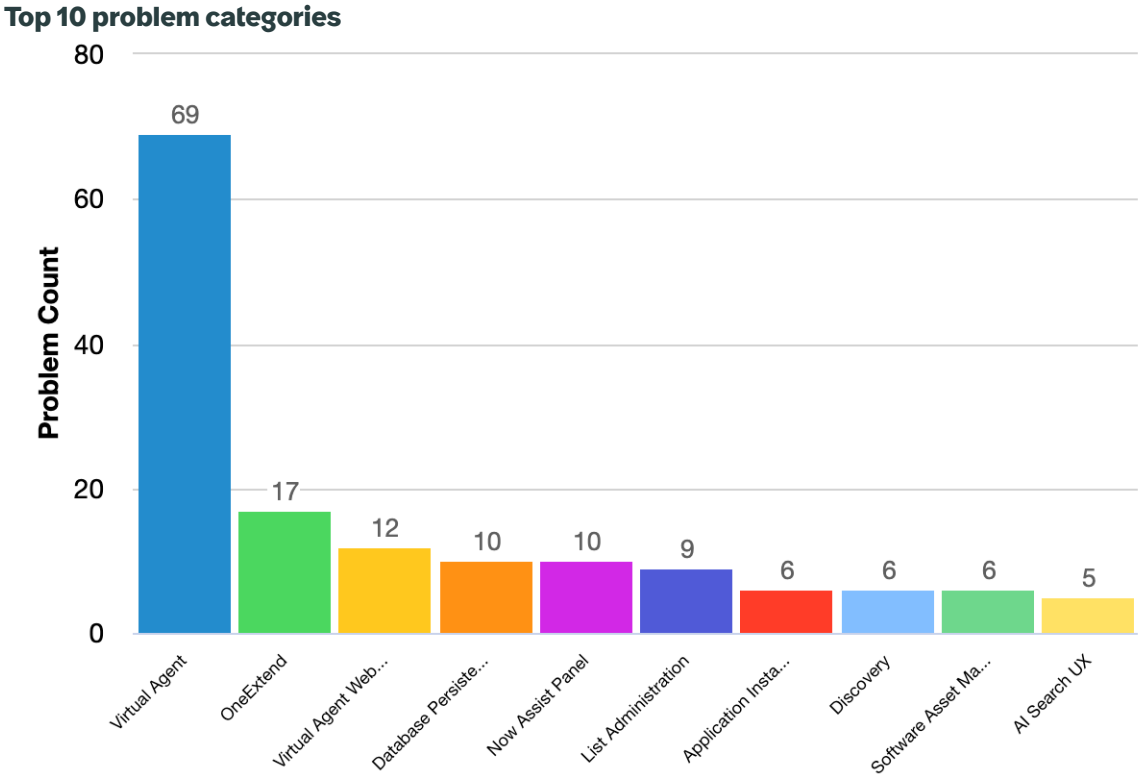

Security-related fixes

Yokohama Patch 8 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 Yokohama Patch 8, refer to KB2521419.

Changes in Yokohama Patch 8

MID Server parameters

mid.ssh.disable_history

Controls whether the shell session history is saved on the target host and if the `HISTFILE=/dev/null` command is executed. Set this property to **false** to retain history on the target host, ensuring the `HISTFILE=/dev/null` command is not sent to the target device.

- Type: true | false
- Default value: true

Important:
This parameter requires Yokohama 8 or later.

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
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.
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.
Application Install Engine PRB1911704	An error appears while selecting optional spokes and installing SaaS int app	During the preprocessing 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.
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.

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Problem	Short description	Description	Steps to reproduce
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.	
Flow Engine PRB1846526 KB2472659	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.	Refer to the listed KB article for details.
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.
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.
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.

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All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1928323	Add sparkle to the AI username	AI user names should be preceded by the AI sparkle icon (ai-sparkle-outline).	1. Navigate any relevant workspace (CSM, SOW, etc.). 2. Open any incident record with an AI-generated entry. Expected behavior: AI user names should be preceded by the AI sparkle icon (ai-sparkle-outline). Actual behavior: The AI username doesn't have a sparkle in front of it.
Agent Chat PRB1839064	Refreshing the page causes the active chat shell to disappear, but refocusing on the live agent in a separate window restores the chat shell	This issue is observed in version 24.4.2 of Workspace App Shell TD.	1. Ensure the Agent Chat plugin is installed. 2. Open Service Operation Workspace as an admin in a window. 3. Set the admin as available as a chat agent. 4. Attempt to log in to Service Operations Workspace as Abel Tuter in an incognito window. 5. Attempt to connect to a live agent. 6. Accept the chat as an admin. 7. End the chat. 8. Keep the tab open. 9. Initiate the chat again as Abel Tuter. 10. Accept the chat as an admin. 11. Refresh the admin page Observe that the active chat shell window isn't opening unless the live agent is not in focused by Abel Tuter.
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.

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Problem	Short description	Description	Steps to reproduce
			6. On the Agent Workspace, the newly added alert is played. **7.** 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 are 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. ○ 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. **2.** Attempt to retrieve interaction using getInteractionRecord. Observe that it fails due to a domain mismatch.
AI Search (Glide) PRB1927798 KB2426374	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.	Refer to the listed KB article for details.
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.
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	

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Problem	Short description	Description	Steps to reproduce
		API in a non-global scope.	
AI Search PRB1888752	The KB sources number is cut off for Now Assist QnA Genius Results	This is observed on global and portal both.	1. Open an instance with the latest znowassist version. 2. Attach a Now Assist QnA to the search profile. 3. Search for 'what is cookie?'. Notice that the KB number is cut off in sources and when a user hovers over the sources, it doesn't display the pop-up with the KB number and name.
AI Search PRB1892031	ais_country_to_search_language doesn't work	When the user sets the language to Japanese and searches a Japanese word, many KBs are found. However, if the user sets the language to English and searches the same word, only one KB is found.	1. Set the language to Japanese (日本語). 2. Open the employee center (/esc). 3. Search the word IT資産'. 4. Observe that many KBs are found. 5. Set the language to English. 6. Open the employee center (/esc). 7. Search the word 'IT資産'. Observe that only one KB is found.
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. Observe the stack overflow exception in the logs.
AI Search UX PRB1917739	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.	

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Problem	Short description	Description	Steps to reproduce
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'.
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.	
Analytics Data API PRB1840570	In Platform Analytics, a filter is only applied on one field when there are multiple	In Platform Analytics, multiple entries for the same table but different fields doesn't work as a classic interactive filter functionality. For example, when this scenario occurs in the	

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Problem	Short description	Description	Steps to reproduce
	entries for the same table	interactive filter, the reports apply the same element for all the fields from that table with an 'AND' operation. In Platform Analytics, however, it applies the filter on only one field.	
Analytics Export API PRB1853207	Export traffic should be migrated to K8s by default for commercial environments	When a user without elevated privileges logs in to ServiceNow and exports a dashboard or visualization, the traffic goes to VMs because 'glide.par.export.use.sk8s' is false. Instead, K8s traffic should be enabled by default for commercial environments.	
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. 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'.

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1904959	Some business rules cause install issues (such as 'Prevent duplicate attachments'), so the workflow should be disabled		
Application Install Engine PRB1934177	Node is not expanding the artifact		
Application Install Engine PRB1936285	During node re-start, 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.

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Problem	Short description	Description	Steps to reproduce
Approvals PRB1928314	Re-triggered change approvals aren't routing to the user who rejected them previously	After a Change approval is rejected, re-triggering 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. 9. Notice that the other approvals move to 'No longer required'. 10. Return to the Change request in list view. 11. 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.
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.

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Problem	Short description	Description	Steps to reproduce
			Notice that second set of requests don't benefit from connection pooling, and limits it to 60 per host and 180 total.
Attachments to Records PRB1848449	The user is unable to upload an image to a field when 'glide.attachment.extensions' is not empty	The user is unable to upload an image to the field **sys_user.photo** when 'glide.attachment .extensions' is not empty and 'glide.ui.attachment .extensions.enforce' is true.	
Automated Test Framework (ATF) PRB1903721	Automated Test Framework (ATF) tests can't run in parallel due to indirect updates to ml_solution	Since ml_solution is modified every time a user makes an ML call, it causes any test that makes an ML call to be unable to run in parallel with other similar tests. It shouldn't be tracked as a modified record, since ml_solution appears to be an administrative table.	**1.** Create an ATF test. **2.** Add a Record Update step. **3.** Choose any record on ml_solution. **a.** Uncheck **Enforce security**. **b.** Set the update to 'Active = false'. **4.** Run the test. Expected behavior: No records modified are generated for ml_solution. Actual behavior: A record modified is generated for ml_solution.
Cache PRB1840552	Reduce CPU impact from CompactCacheEntry hashCode method	This issue is for CPU optimization. This was discovered from profiling, and it's a performance enhancement that improves the speed of certain cache operations and reduces the CPU cost of those cache operations.	
Case and Knowledge Management for HR Service Delivery PRB1848541	Choice List cache invalidation doesn't work properly	Choice List cache invalidation isn't working correctly. The script that shows when using the table change_request and the field risk, it clears the cached value so that it will be rebuilt by the next valid request.	
Case and Knowledge	Ship an ACL for the Case summarization		**1.** Log in as an admin user. **2.** Install the latest skill kit plugin.

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Problem	Short description	Description	Steps to reproduce
Management for HR Service Delivery PRB1918917	skill from the source Now Assist skill kit		**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 PRB1926747	The vendor portal take-questionnaire page stops working when an HR application is installed	The user is not able to see the questionnaires associated with the assessment.	**1.** Log in to the Instance as admin. **2.** Navigate to **All** > **sn_vdr_risk_asmt_assessment.LIST** > **Create new TPRA record** > **Save**. **3.** Select **Questionnaires**. **4.** Edit the record and save. **5.** Select **Submit to third party**. **6.** Open the instance in the same browser as admin and impersonate as a third-party contact. **7.** Select **Risk assessment** for the third-party record created in step 2. Expected behavior: The user should be able to see and answer the questionnaires associated with the assessment. Actual behavior: The user is not able to see the questionnaires associated with the assessment.
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.	

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Problem	Short description	Description	Steps to reproduce
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.
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	The 'TypeError: model.mandatoryFields is not a function' error message occurs when the change request is moved to the next state after approving the system administrator approval request.	1. Log in as a system administrator user. 2. Create a normal or Emergency change request. 3. Use the Assignment group 'CAB Workbench'. 4. **Save** it. 5. Select **Request Approval**. 6. Open developer console. 7. Open the 'Approvers' related list. 8. Approve the system administrator approval request from the right-click context menu. Expected behavior: The change request state is moved to the next state without errors occurring. Actual behavior: The change request state moved to the next state with the error, 'Uncaught TypeError: model.mandatoryFields is not a function', and causing ATF tests to fail.
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	

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Problem	Short description	Description	Steps to reproduce
		impact field. Instead of the one in the risk_condition table, it's checking the one in the change_request table.	
Client Scripts PRB1889628	List declarative actions aren't working		1. Create a list declarative action. 2. Implement as a client script. 3. Set the client script to 'console.log('Test');'. 4. Set the table as 'incident'. 5. Navigate to the incident list. 6. Select the declarative action. Notice that no console logs are outputted.
Code Signing PRB1918750	Code signing code leaks GlideRecord	Code signing code is saving gliderecord in static, causing a leak.	1. Create a CodeSigningField ValueGetter object by passing a gliderecord and field as parameters. 2. Take a heapdump. Expected behavior: The gliderecord 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 PRB1921400	Update the signature timestamp on JIT-loading when the signature isn't present in the table, and compare the signature timestamp with the plugin upgrade timestamp before loading	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 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	

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Problem	Short description	Description	Steps to reproduce
		the table as its loaded 1 time.	
Configuration Management Database (CMDB) PRB1846249	Identification and Reconciliation Engine (IRE) throws a NullPointerException (NPE) when there is a cache flush during IRE processing		**1.** Run the payload with a break point after 'setIndependentQueryFromPayload' method locally. **2.** Create a new break point after the 'setIndependentQueryFromPayload' to stop the thread. **3.** Open another window. **4.** Log in to /cache.do. **5.** Perform the cache flush. **6.** Resume the execution of thread stopped in step 2. Observe NPE.
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.
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	

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		~100 seconds per request.	
Database Persistence - Data Access PRB1881821	Unable to recognize the alias DBI quote in SqlJoinOptimizerV2	SqlJoin OptimizerV2 throws an IllegalArg Exception for the log file.	
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 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 PRB1931834	Static compile the regular expression alphanumeric pattern in ReductionEngine	Regex compilation is expensive and this shows in performance traces. It should move the member from per 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.	

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Problem	Short description	Description	Steps to reproduce
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 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 an 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 PRB1934684	getForTables on KG Global Graph isn't returning all the edges from contribution graphs		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.	Time regular cypher execution times.
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_threshold' 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.

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Problem	Short description	Description	Steps to reproduce
			Notice the data that gets inserted in the sys_dm_chunk table.
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 PRB1800838	The GLIDE_ELEMENT_EXTENSIONS cache access is slow due to CacheManager	There's no need for this to use CacheManager. Extensions don't need to be flushed when using extension point listeners.	
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.	**1.** Configure a DB pool to be small (less than number of worker threads). **2.** Observe logs such as 'Pool: glide: pool expansion rejected lowest_ratio=0.030901287553648068 is_bg_op=true 2)' 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 Views PRB1900333	Querying a database view using an IN query on the view's sys_id uses a list of encoded sys_id values,	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	

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Problem	Short description	Description	Steps to reproduce
	resulting in an invalid query in Yokohama	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 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 the **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'.
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.

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Problem	Short description	Description	Steps to reproduce
			Notice that the data privacy PostClone script executes on the target instance, creating a data privacy federated job 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.
Declarative Actions PRB1819856	Declarative actions (Move, Add, Change, Delete) aren't enabled when 'group by' is applied on any column for active PI records		
Discovery PRB1839235 KB2477345	Too many inserts into 'discovery_cloud_temp_results' for static data contributes to replication lag	Having too many cloud discovery schedules, such as 1 for each account, can potentially cause replication lag due to too many inserts into discovery_cloud_temp_results for the 'cmdb_ci_cloud _hardware_type' ci type.	1. Have DB replication. 2. Have 30 nodes in a cluster. 3. Have thousands of service accounts. 4. Configure 1 disco schedule for each service account. 5. Run the schedules at close intervals.
Discovery PRB1842017	Unnecessary DMLs run by HostIdentificationUtil.findHostByIp() for Cloud Discovery, which add a load to the database and prolong the Discovery schedule	When discovering hundreds of service accounts in Cloud Discovery, potentially hundreds of thousands of unnecessary queries are ran, adding load to the DB and prolonging the Discovery Scan.	1. Have many nodes in the cluster. 2. Have many cloud resources which ideally have a resource that all Cloud Patterns would return. 3. Create a single Discovery schedule that would discover 500+ service accounts. 4. Instrument HostIdentificationUtil.findHostByIp().

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Problem	Short description	Description	Steps to reproduce
			5. Verify the number of times this method is unnecessarily executed, running hundred of thousands of queries, slowing down the DB.
Discovery PRB1893089	The 'Discovery::getScheduledWorkers' 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. **2.** Notice that this should give a variety of errors. **3.** Look at the discovery log. Notice that 'Failed Exploring CI Pattern' occur for discoveries that actually brought data.
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 PRB1933778	Add MID configuration parameter names in commons for the integration to store private keys	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.	

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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.	
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.
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. 6. Notice that 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. 7. Disable the edge encryption configuration for the field. 8. Run the edge decryption job on the field. 9. 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.

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Problem	Short description	Description	Steps to reproduce
Edit List Columns 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.	
Email Notifications PRB1833179	The **Send Email** button in an email draft doesn't work	In the CSM Workspace, the **Send Email** button doesn't work for an email draft that's opened via the 'Open Draft in a Tab' icon.	**1.** Open an instance. **2.** Navigate to the CSM Workspace. **3.** Open an incident record. **4.** From the 'Activity Stream Compose' section, select the 'Email' tab in the compose area. **5.** Enter content in the email compose area. **6.** Select the **Open draft in a tab** icon. Observe that the **Send Email** button does not work in the new tab that opened for the email draft. The email can't be sent.
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. There isn't a base instance scoped ACL for sn_hr_er, but there is one for sn_hr_core.	
Event Management PRB1838299 KB1906970	Incident impact is not set due to out-of-sync jobs	Alert priority group calculation isn't updating system fields on an alert.	**1.** Open an 'Alert Management' rule. **2.** Activate 'Create Incident'. **3.** Send events every few seconds for around 30-40 seconds. **4.** Wait until all alerts and incidents have been created.

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			5. Verify that for some incidents, the impact is not set. **6.** To verify, set the property evt_mgmt.enable_ alert_priority_group _explicit_update to true.
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.	
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 is only occurs when the One Extend call is synced.	
Flow Engine PRB1927401	Yield should only occur between flow element executions	If a flow has been compiled on one node (the new version) and then executes on another node (the old version), the flow fails because it doesn't have the new Java code.	

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1923234	Add FDCollection complex object after all applications are installed		Install the Open Line - Predictive Intelligence app. Expected behavior: FDCollection complex object exists. Actual behavior: FDCollection complex object doesn't exist.
Form Templates PRB1907844	Reference qualifiers on templates aren't supported on SOW	Reference qualifiers on templates aren't supported on SOW. When the user selects the search icon, a pop-up opens.	1. Navigate to **Navigator** > **Standard Change** > **All Proposals**. 2. Open any active standard change proposal. 3. Navigate to **Change Request values**. 4. Select the **Assigned to** or the **Service offering** field. 5. Select the **Search** icon. Observe that a pop-up opens.
History Set PRB1892171	setJournalEntry(data, 'user name') API doesn't work as expected	When the API setJournalEntry(data, 'user name') is used, the sys_audit.user correctly reflects the user passed into the API, but sys_created_by captures the user that's currently logged in.	
Horizon Button Stateful Component PRB1842512	The **Button Stateful** component isn't displayed in the UIB or the run time		1. In a Xanadu instance, open any experience in UIB. 2. Create a page from scratch or open an existing page. 3. Add the **Button Stateful** component to the stage. 4. Save the changes in the UIB page. Expected behavior: The **Button Stateful** component should be displayed in the UIB and the run time. Actual behavior: The component isn't displayed.

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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.
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. 12. 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. 13. Open the list view. 14. 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.	
HTTP Client	The outbound HTTP request log for async	The timer starts from the first response byte received. The actual	Run async requests from Virtual Agent or the Now Assist panel.

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PRB1833182	HTTP Client doesn't accurately account for request execution time	response timer should start right after the request is sent to the endpoint. It should have a total time which includes connection setup, request writing, and response time. It can show distribution (Connection Setup, Request Write and Response time).	
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 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	**1.** Create a SSE step to any endpoint. **2.** Add a header with the value 'Accept: application/json,text/event-stream'. **3.** Test the SSE step. Notice that the results show the Accept header as the value 'application/json,text/event-stream'.

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Problem	Short description	Description	Steps to reproduce
		header added in the step.	
Integration Hub PRB1931168	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. Notice the error 'SSE is only available on instance'. Individual chunks are not processed by the handler.
Integration Hub PRB1931511	Support WS-security profiles in a Flow Designer SOAP step on MID	This is a product update.	
Integration Hub Remote Process Sync PRB1881251	Inbound queue processing sticks if there's a corrupted inbound queue record	The records are stuck in a 'Ready' state after running the Remote Process Sync Inbound Job.	1. Create two process event, P1 and P2, in instance A (sender) and instance B (receiver). 2. Including the process definitions. 3. Create an outbound flow for both P1 and P2 events in instance A (sender). 4. Configure everything in the sender instance. 5. Create an inbound flow for event P1 in instance B (receiver). 6. Don't create an inbound flow for event P2 in the instance B (receiver). 7. Trigger the P2 event first from the sender instance. 8. Trigger multiple P1 events after that. 9. Ensure that the data is captured and sent from the instance A (sender), and it appears in the inbound queue of the instance B (receiver) in sequence, so that there's one P2 event first and 5-10 P1 events later. 10. Navigate to **sys_trigger table**. 11. Run 'Remote Process Sync Inbound Job'. 12. Navigate to the **ih_sync_inbound_queue_record table**. Notice that all the records are stuck in the 'Ready' state.

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Problem	Short description	Description	Steps to reproduce
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 re-key is successful, CryptoOperations API might use keys that don't belong to that instance. After re-key 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 PRB1913382	The 'Close' tooltip is hard-coded and untranslated	The 'Close' tool tip is translated on the GenAI Modal pop-up, however it remains hardcoded in Task Selector, Language Pop-up, 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 pop-up to display. **4.** Notice that the 'Close' tool tip is now translated. **5.** Select **Continue**. **6.** Wait for the language pop-up to display. **7.** Hover over the cross icon. **8.** Check the untranslated tool tip.

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			9. Select **Continue**. 10. Hover over the cross icon on the drafting icon pop-up. Notice that the 'Close' tooltip is hard-coded and untranslated. Scenario 2: 1. Create an Article from Author flow from UI16. 2. Wait for the pop-up 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 pop-up 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. Notice that the 'Close' tooltip is hard-coded and untranslated.
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.

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Problem	Short description	Description	Steps to reproduce
			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 PRB1837569	Inline edit doesn't pop up after double-clicking in the list page	Inline edit doesn't pop up after double-clicking (or using the keyboard shortcut) in the list page / presentational list component created through the list page template in UI builder.	**1.** Open the UI builder. **2.** Create a workspace experience. **3.** Add a page using the 'List page' template, which implements the 'Presentational list' component. **4.** Preview and open the URL path for this page. **5.** If you don't see a record for the first selected table, create a list from the sys_user table so that there's a record in the first load page. **6.** Record the URL of the above page. **7.** Close the existing workspace tab. **8.** Open the tab again. **9.** Double-click (or use the keyboard shortcut) on any field to enable the inline edit in list. Expected behavior: The inline edit appears. Actual behavior: The inline edit isn't enabled after the first load. When you do pagination (or navigate to another list) and then return, the inline edit is enabled.
List Administration PRB1843211	Only the 'Save a copy' option should be available for the 'Shared with me' and 'Opened by link' sections	The rename, delete, save, and share options are all available for a list in the 'Shared with me' or 'Opened by link' sections. Only the 'Save a copy' option should be available.	**1.** Navigate to **UI Builder** > **List page template**. **2.** Add the filters to the default list. **3.** Copy and paste the URL in a new tab. **4.** Save the list in the 'Created by me' section. **5.** Share the list with a user. **6.** Impersonate that user. **7.** Load the list in the 'Shared with me' section. **8.** Select the **three dots**.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Only the 'Save a copy' option is available. Actual behavior: The rename, delete, save, and share options are available.
List Administration PRB1847192	Inline edit doesn't work for reference dot-walked fields.	The updated value shows as 'Action,' and when it's refreshed, the values aren't updated.	**1.** Create a UIB page with a record list header and a presentation list with the list controller preset. **2.** Use the incident table's default view. **3.** Add a dot walked reference field to the default view (for example, navigate to**Configuration item** > **Company**). **4.** Try to do a cell edit on the **Company** field. **5.** Select the **Reference search** button. Observe that the updated value shows as 'Action.' When it's refreshed, the values aren't updated.
List Administration PRB1856664	Inline editing of a newly added choice type column isn't allowed		**1.** Take any existing table (for example, an incident table). **2.** Create a new column type choice. **3.** For values, select the **Without none** option. **4.** Create an experience. **5.** Add an RLB to the page. **6.** In runtime, try inline editing the new column. Observe that the pop-up isn't displayed.
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 Policy 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' in the new list. Expected behavior: Notice the error message. Actual behavior: No error message appears.

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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(). **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 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 **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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Problem	Short description	Description	Steps to reproduce
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 **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.
List Configuration PRB1835341	The editRowActions transform script fails when 'quick edit' is turned off	The actions property of rowDefinitions isn't initialized when all the default actions are disabled.	**1.** Open a Xanadu instance. **2.** In the UI Builder, create a list with the record list bundle. **3.** In the list controller, disable all the base instance end user edit capabilities. **4.** In the advanced section of the list controller, add a new customization script to run on data fetch. **5.** Add an '.editRowDefintions' line to the script with valid add inputs. **6.** Attempt to navigate to the page the record list bundle is placed on.
List Configuration 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 Configuration 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.	
MID Server PRB1916650	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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2421892		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.'	
ML Normalization for SAM PRB1815525	ML Normalization doesn't try to normalize the discovery models that were missed by an older ML model version	The discovery model isn't picked up by ML Normalization, and the value of the **model_version** field is still the previous model number.	1. Provision an instance with com.snc.samp and the ML normalization plugin installed. 2. Create a discovery model that can be normalized with only a product map, such that the status of this DM is 'Partially Normalized'. 3. Set the value of the **model_version** field to a previous model number. 4. Run the SAM - Normalize discovery models using the machine learning scheduled job. Expected behavior: The discovery model you created is normalized by this job. This can be verified by checking if the **model_version** field corresponds to the latest model or not. Actual behavior: The discovery model isn't picked up by ML Normalization. The value of the **model_version** field is still the previous model number you set in step three.
Mobile Platform PRB1858372	Activity stream doesn't work if it's missing a participant	This issue occurs when logging into the Agent app as a normal user.	1. Create an activity with empty participant for an existing Work order task. 2. Log in to the Agent app. 3. Navigate to the Work order task. Expected behavior: The activity stream should be loaded in 'Activity Stream' tab. Actual behavior: No activity is displayed in 'Activity Stream' tab.

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Problem	Short description	Description	Steps to reproduce
Mobile Platform PRB1889072	The ScriptedUnsavedChangesConfirmationJsBuilder causes a stack overflow exception	The ScriptedUnsavedChangesConfirmationJsBuilder causes a stack overflow exception due to a race condition from DeferredClassNamespace.	
Mobile Platform PRB1916821	The prefetch logic for the parameter screen is broken when using scripted variables	When using scripted variables, the prefetch logic for the parameter screen is broken. As a result, the input form screen contains an empty input.	Scenario 1: 1. Create a button with an input form screen. 2. Add an input and a scripted variable to the input form screen. 3. Make the script of the scripted variable execute longer than ten milliseconds. 4. Auto-fill the input with the scripted variable. 5. Add the button to the 'Navigation' section. 6. In the online mode, select the button. Expected behavior: The input form screen contains the input with the auto-filled value. Actual behavior: The input form screen contains an empty input. Scenario 2: 1. Provision an instance with the following applications installed: app-wsd-core, app-wsd-reservation, app-wsd-mobile, and app-wsd-space-mgmt. 2. Log in to the instance using the requestor mobile application. 3. Select the top menu. 4. Create a new reservation with the building and floor. 5. Open the 'My Reservations' list screen. 6. Swipe an item. 7. Select the **Edit** button. 8. View the input form.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The building input is prefilled with the selected floor. Actual behavior: The building input is empty. This problem occurs because the building or floor calculation occasionally times out and is skipped. In the previous logic, the prefetch mechanism was used for evaluation.
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.
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	

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		retained in memory. This has been seen to cause memory issues, node restarts, and severe performance degradation for users.	
Next Experience Unified Navigation PRB1867699	A Filter navigator doesn't change nor update for typing input after an application scope has been changed	The Filter navigator doesn't change or update when entering an input after the application scope has been changed. This issue occurs after upgrading to Yokohama.	1. Log in to an instance. 2. Ensure the application scope is set as 'Global'. 3. Pin the Filter navigator. 4. Enter in the Filter navigator, 'local update (set)'. 5. Observe that it has updated the panel. 6. Set the application scope to anything else, such as Admin Center or Access Analyzer. 7. Enter in the Filter Navigator, 'local update (set)'. Expected behavior: The Filter navigator should update the panel with relevant results, or let the user no results are returned. Actual behavior: The Filter navigator is frozen and doesn't do anything.
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.

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			12. Log in to the instance again or reload the home page of the instance to make sure you see the new module 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 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.
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.	
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	The hand cursor isn't displayed when hovering	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.

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PRB1916658	over the **chat history** button		Observe that the **I** icon is displayed instead of hand symbol.
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. **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 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.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The citations are missing.
Now Assist Panel PRB1936922	Skills aren't turned off after selecting in Now Assist Portal		**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'.
OAuth PRB1927389	Support JWT Token format for OAuth access tokens	This is a product update.	
On-Call Scheduling PRB1855080	The 'Reminder Report' displays in the incorrect format when multiple shifts are created in US/Central		

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OneExtend PRB1923685	When executing a couple of Zoom Agents, an IllegalAccess error is thrown	The same issue is observed for the 'Create Meeting' Agent.	**1.** Log in to an instance. **2.** Navigate to Virtual Agent UI. **3.** Provide the prompt, 'Please create a user having an email ID as the username. 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 PRB1925075	Flow Designer retries aren't working with async non-quick mode capability executions	The OneExtend API returns an error without doing the retries.	
OneExtend PRB1925347	sys_one_extend_definition_attribute records aren't cached	AI Agent also queries 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 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...'	

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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 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.	
OneExtend PRB1933309	CheckLLM ModelAvailability 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	

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		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 PRB1938406	QnA Planner2 call failing with the path / v2/models/ llm_generic_large_v2/ infer		
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.
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.

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Problem	Short description	Description	Steps to reproduce
			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?'. **5.** Observe that the streamed output has several words mashed together. **6.** Observe that in the sys_generative_ai_log planner 2 output, the response from LLM itself is this way **7.** Disable streaming. **8.** 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. 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		**1.** Create a Gen AI capability with it's definition pointing to script include. **2.** Ensure the sys prop 'com.glide.oneapi.run_

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Problem	Short description	Description	Steps to reproduce
	required system property is enabled		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 a FDIH subflow. 5. Execute the capability from 1 using OneExtend Util.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 KB2556128	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.
Platform Analytics Dashboard API PRB1865224	The first modal displays despite **Don't show me this message again** being checked	After migrating a CoreUI dashboard to Next Experience, the message 'Welcome to the Platform Analytics experience' appears when the user opens the migrated dashboard. This modal continues to appear even if the user selects **Don't show me this message again**.	
Platform Analytics Dashboard API PRB1873596	Hardcoded string 'Ask a question about your data' and 'No results found' for I18n: Platform Analytics		1. Set up a testing environment. 2. Install French from the Application Manager (com.snc.i18n.french). 3. Navigate to **incident.LIST**. 4. Show the Natural Language Filter. Observe the hardcoded strings for 'Ask a question about your data' and 'No results found'.

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Problem	Short description	Description	Steps to reproduce
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 isn't 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.	
Playbooks (Family Channel) PRB1934746	Playbooks archived in X 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 Y. **6.** Open the playbook. Expected behavior: The playbook loads. Actual behavior: The playbook doesn't load - 'No stages available'.
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. **7.** Perform the predictions. **8.** Ensure the predictions are successful. **9.** Set glide.platform_ml. api.enable_workflow_ similarity to 'true'.

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Problem	Short description	Description	Steps to reproduce
			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 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.
Predictive Intelligence PRB1921497	For similarity, an empty column in the 'Test' table causes an error during predictions		
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 also updates the task with the older, default name.	1. Apply a transition filter. 2. Notice that a scheduled task is created and pre-processing starts. The scheduled task is loaded in memory with the default name. 3. Update the scheduled task 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.

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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 a 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 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.** Go back to the portfolio plan page. **6.** Observe that the values are reflected appropriately. **7.** 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	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.
Related Lists PRB1884173 KB2075174	Users can't add/remove the first option in the slushbucket from side to	Users can't move the first 'Available' option to the 'Selected' side with a double-click or by using the **Add** button. Selecting one	Refer to the listed KB article for details.

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	side when accessibility is enabled in Classic (Core UI)	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.	
Reporting PRB1870937	The 'Show real-time updates' checkbox isn't shown for non-DF tables	DF tables don't support the real-time mechanism that the platform provides for regular tables. The real-time option should be disabled for single score, dial and gauge in dashboard widget preferences. Also, when using a remote table, the option of real-time is not hidden at all. So instead of only hiding it for DF tables, it can be hidden generically for all remote tables since they don't support real-time updates.	**1.** Open any dashboard where the widget was created with a non-DF table. **2.** Select the **Settings** icon. Expected behavior: The checkbox should not be removed for non-DF tables. Actual behavior: The checkbox is removed for 'Show real-time updates'.
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. **5.** Notice that the API call is in a pending state for over a minute. **6.** Select **Run**. Observe that 'Loading Report' is shown until the status of API call is finished.

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Problem	Short description	Description	Steps to reproduce
Roles PRB1890898	UserHasRole PatchJob may inadequately update user role inheritance if it processes a user prior to original transaction (M2MSlushbucketSaveJob) completion	After performing an action that impacts a large number of role inheritances, the expectation is that operation will be 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.	1. Setup an instance to take advantage of fix provided in PRB1744106 (Yokohama+ or Xanadu Patch 8+). 2. Set the system property 'glide.security.inh_count_patcher.enabled' to 'true'. 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.	
Schedule Optimization PRB1894420	Jobs get stuck in progress even when the count matches	The jobs get stuck in progress when two split solution files are processed for the same qualifier at the same time.	1. Provision an instance with 'Schedule Optimization' installed. 2. Activate the scheduled intraday flow. 3. Reduce the processing window to five minutes. 4. Create intraday events, which triggers intraday to run continuously. 5. Monitor the intraday jobs. Expected behavior: The jobs are completed and processed successfully. Actual behavior: The jobs get stuck in progress.

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1895416	'Pause scheduled runs next day' has a reset issue	When intraday is configured with 'On Demand' as true for a qualifier, the option 'Pause scheduled runs next day' has a reset issue. Qualifiers that were paused for optimization on one day are still treated as paused on the next day, because the paused flag is not unset at the end of the day.	1. Configure intraday with 'On Demand' as true for a qualifier. 2. Impersonate or log in as a dispatcher for that qualifier. 3. In DWS, navigate to CSP. 4. Select **Pause scheduled runs**. 5. Notice that the paused label is reset on DWS the next day. 6. Create an intraday event for the same qualifier. Observe that the scheduled intraday job doesn't run.
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 PRB1831404	Multiple dynamic behavior record is generated for a regenerate action	The ability for dynamic behavior enables the creation of AI-generated properties for questions. The design should include a clear indication when these properties are generated by AI.	
Service Catalog PRB1929611	E2E time for catalog generation use case is more than 10 seconds (SLA)		1. Consider the latest track and complete the set up 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).

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Problem	Short description	Description	Steps to reproduce
Service Catalog PRB1935961	Change 'va_render_type' from a **Calculated** to **Static** field		Change 'conversational_render_type' to **Static/non-calculated** field.
Service Portal PRB1935238	Portal page shifts occasionally when **Ask a follow-up** is selected		**1.** Ensure Agentic AI is set up on the instance. **2.** Enable Dispatcher Workspace (DW) on portal. **3.** Search for 'Loaner Laptop'. **4.** Wait for the response to load. **5.** Select the **Loaner laptop** citation. **6.** Select **Request in chat**. **7.** Wait for the chat to open. Notice that the Portal page shifts occasionally.
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. **10.** 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. **11.** 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.

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Problem	Short description	Description	Steps to reproduce
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 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** field by resolving it from the **Manufacturer** field.	Refer to the listed KB article for details.
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 PRB1920322	On Red Hat, an undetermined reason is caused by an incorrect	A virtual device should have a 'Virtualized By' relationship to a host, but if the 'Virtualized By' is connected to a virtual instance,	**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.

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Problem	Short description	Description	Steps to reproduce
	'Virtualized By' relationship	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 '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'.	**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.
Software Asset Management PRB1927168	Duplicated sys_user and csm_consumer_user causes error 'Incorrect Subscription Assignment in SAMPro for M365/Adobe: Licenses Linked to External Role Accounts'	Two users can exist with the same username, one on the 'sys_user' table and the other on the 'csm_consumer_user' table; also, one of them can have the role 'snc_internal,' while the other has the role 'snc_external.' Consumer users are external users (client users) who can sign up, and the system also allows the employees of the company to sign up as external users. As a result, the SAMPro module for M365/ Adobe subscriptions pull works incorrectly. When we collect SaaS license subscribers, as user profiles are picked at random from either of these two tables	Make sure that two users exist with the same email, one on the 'sys_user' table, and the other on the 'csm_consumer_user' table. Observe that the user resolution randomly picks one.

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Problem	Short description	Description	Steps to reproduce
		rather than always using sys_user.	
Software Asset Management PRB1932110	SAM Estate Management gets CI Counts PA job, resulting in 17 hour executions in Yokohama	The 'SAM - Software Estate Weekly' job can take up to 17 hours to complete in Yokohama, as opposed to three minutes in Xanadu.	1. Open a Yokohama instance. 2. Run the 'SAM - Software Estate Weekly' job. Observe that the job takes more than 12 hours to complete.
Software Asset Normalization PRB1847357	Users with the sam_admin role can't view custom software product and custom software product suggestions lists on License Operations	The custom software product and custom software product suggestions lists aren't shown. The custom software products module is available in the nav menu, but it redirects to the table in the classic view.	
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 Reclamation PRB1859713 KB2058566	Reclamation rules to product mappings are added for invalid products	Due to invalid parent values, there are many incorrect product-to-rule records in samp_m2m_rule_product.	1. For the Microsoft Office 365 Model, add a child suite component where the product is empty. 2. Add other models where the product is empty. 3. Add a child suite component where the product does not belong to Microsoft Publisher. 4. Create a new Microsoft Integration Profile. 5. Run the 'Import subscription' job 6. Check the samp_m2m_rule_product table for products added to Microsoft 365.

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Problem	Short description	Description	Steps to reproduce
			Notice that the Software Product column is empty in samp_m2m_rule_product.
Software Models PRB1902396 KB2289933	Query errors display on a Software Model record due to a client side GlideRecord query	There's a discrepancy in a client script with the 'Show/Hide Suggestion' icon between the roles that can access cmdb_model_software records and those that can access samp_software_model_suggestion records.	1. Impersonate any user who can't read the 'Software Model Suggestions' table, but can read the 'Software Model' table. 2. View a 'Software Model' record. Note the error messages which appear on the form.
System Export Sets PRB1857489	Export to XLSX contains empty string for blank cells which return FALSE when using =ISBLANK() macro	When exporting some records as .xlsx and using the 'ISBLANK' function in Microsoft Excel, the data that the function is displaying is wrong. The 'ISBLANK' function returns 'false' even though the cell is empty.	
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 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. 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	

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Problem	Short description	Description	Steps to reproduce
		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.	
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.
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. **6.** Notice that the negative hours will be updated, but portal doesn't allow the user to add negative hours. **7.** Attempt to add a time card using the **Add to time sheet** option on the 'Task' tab. **8.** Add negative hours in one of the days. **9.** Notice that it's not allowed. Expected behavior: The negative hours are added to the time card. Actual behavior: The negative hours is blocked from being added in the time sheet portal.
Transaction Management PRB1913194	Unhandled Exceptions in GlideTransactionProcessor may leak HTTPTransaction		

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Problem	Short description	Description	Steps to reproduce
	objects, causing memory issues		
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 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 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**.	
UI Field Administration PRB1875982	Now Assist Context Menu (NACM) isn't rendered on a few form fields on an INC form	After creating and activating a new skill on an **Incident form** field, the NACM isn't rendered for some fields.	1. Log in to a Washington DC instance. 2. Ensure Gen AI is set up. 3. Navigate to **Now Assist Admin (NAA)** > **NACM experiences**. 4. Create a new skill configuration on the **Incident form** field. 5. Add **Record form** fields such as **Subcategory**, **Short description**, and **Service**. 6. Activate the skill. 7. Open an INC record.

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Problem	Short description	Description	Steps to reproduce
			Observe that the NACM sparkle isn't rendered on the form for the fields **Subcategory** and **Short description**.
UI Form Administration PRB1819502 KB1900700	Adding an **Attachment** field to workspace view gives inconsistent results in platform and workspace	A canvas error in ServiceNow can occur when attempting to perform certain actions, such as activating a decision tree or searching for a record.	Refer to the listed KB article for details.
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.
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 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.

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Problem	Short description	Description	Steps to reproduce
			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 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. **6.** Don't attempt to log in. **7.** Open up the dev console. **8.** Execute the script. **9.** Execute the code. **10.** 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 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. 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 PRB1896418	Generative AI Controller (GAIC) Timing on for App Generation on	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	XP3 with NAFC NAFC26.4.0		
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. **4.** This triggers multiple notifications in Virtual Agent. **5.** Impersonate the system admin user. **6.** Navigate to the ESC portal. Observe the same message appearing in NAVA after all notifications have been received.
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 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		

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Problem	Short description	Description	Steps to reproduce
	Skill/Topic execution		
Virtual Agent PRB1920529	Skip define access in guided setup doesn't clone the NACM default ACL		
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. 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 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 PRB1924923	Slow API queries for NowAssistConversationHistory()._getTranscriptFor	The first hit to the NowAssistConversationHistory API can take over 500 milliseconds.	1. Open an instance. 2. Navigate to the **ESC portal**. 3. In the NASS chat, type an utterance like 'Hello!'

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Problem	Short description	Description	Steps to reproduce
	ConversationHistory API		**4.** Check the system logs for keywords starting with 'NowAssist ConversationHistory: 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 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.send Processing MessageDirectly('testing ') and vaSystem.updateDynamic ProgressMessage('COMPLETED')./ Observe that both APIs take more than 400 milliseconds, approximately.
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 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	

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Problem	Short description	Description	Steps to reproduce
		a large number of records in the sys_cs_message table (1000K).	
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. Enter 'hi'. 3. Enter '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 PRB1927417	Fallback in NAVA returns a technical error		1. Navigate to NAVA. 2. Send a gibberish message or anything that returns fallback as a user. Expected behavior: The user should get a fallback response. Actual behavior: The user gets a fallback response and then a technical error.
Virtual Agent PRB1927571	SessionManager and MacMessageBatchingSession is caching rhino objects contributing to higher heap usage	With a cache using around 150+ MB, strings and 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?' Notice the profiler stack trace.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1927985	The synthesized response doesn't get sent immediately due to the message batching causing visual time degradation	There's a delay in sent time and AMB received time in the web client.	**1.** Set up NAVA. **2.** Search 'What is spam?' Observe that there is a delay in sent time (get sendTime from 'Serialized cometd message' colun payload in sys_amb_message table) and AMB received time in the web client.
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 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 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 appear next to the feedback icons.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The **Search** button to show regular results 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'. **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. **11.** Observe that the evaluation run is not completing. **12.** Check the sys_one_extend_batch_run. Observe that the metric result and batch result has completed.
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?' 4. Observe that the transition message is in English. 5. Navigate to sys_generative_ai_log and look at the Unified Planner capability.

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Problem	Short description	Description	Steps to reproduce
			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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Problem	Short description	Description	Steps to reproduce
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	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
	an incident' in Now Assist panel (NAP)		**4.** Observe that agents are getting discovered and are shown to the user. **5.** 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	Planner2Response handler 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 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 htmloutput.	**1.** Create a topic. **2.** Add rich text response node. **3.** Use a string as the rich text content. **4.** Run the topic. Notice that the content is displayed as plain text instead of markdown.

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Problem	Short description	Description	Steps to reproduce
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 from the **Input search** field	When initially entering an utterance from the **Input search** field, the user receives the message, 'Hello! How can I assist you with ServiceNow today?' instead of a response to answer the question in the utterance.	1. Set up NASS on an instance. 2. Navigate to a portal with NASS. 3. Notice that this shouldn't be in full-page experience. 4. Enter in the **Input search** field, 'What is the definition of spam?'. 5. Notice that this should re-direct 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	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	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.

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Problem	Short description	Description	Steps to reproduce
	on standard chat	correctly via topic picker.	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 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.	

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Problem	Short description	Description	Steps to reproduce
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. Notice that there's more than 500MB is the expression cache.
Virtual Agent PRB1936166	Add scriptable API in VASystemObject to fetch user preferences	vaSystem.getUserPreferences() should return LTM memories of the user which have categories that are linked to the context_profile of the conversation.	
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.

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Problem	Short description	Description	Steps to reproduce
			6. Search for 'how to block them?'. **7.** Wait for the response to load. Notice the response is displayed twice for the followup 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'. **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.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Skills/topics start and execution is completed. Actual behavior: Skills and topics are stuck at 'thinking'.
Virtual Agent PRB1937597	AIA ResponseGenerator scripts aren't cached	When invoking the following scripts, they're currently invoked as 'dynamic' and hence not cached: 'AIAResponseGenerator', 'AISWebSearch CallbackWrapper', and 'AISPlanner2 ResponseHandler'. 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 take 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

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Problem	Short description	Description	Steps to reproduce
			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.	
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 PRB1941206	Cloned metrics aren't appearing in the list after creation	The metric appears to be created successfully, but the cloned metric doesn't appear up in the list in the home page.	1. Create a custom metric. 2. Open the created custom metric. 3. Select **Copy** on the top right corner to clone the metric.

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Problem	Short description	Description	Steps to reproduce
			4. Select **Finish setup**. **5.** Navigate to the home page. Observe that the metric is not available.
Virtual Agent PRB1941618	The same workflow is displayed twice in Now Assist panel (NAP)	There is only one workflow with the 'Order items' name.	Enter the utterance, 'I want to order below the list of items: Coffee, Laptop, Book a flight, Pizza'. Notice that the coffee agent is completed and the same workflow is displayed twice.
Virtual Agent Web Client PRB1896390	Console errors for va_web_client API failures are displayed when launching a chat in the CSM portal and Engagement Messenger	Two console errors related to va_web_client are observed: '/api/now/va_web_client_settings / 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.	**1.** Log in to an instance. **2.** Navigate to **CSM portal** or **Engagement Messenger**. **3.** Launch Virtual Agent chat/start a chat. Observe that the browser console displays errors.
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.

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Problem	Short description	Description	Steps to reproduce
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 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_'.	
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	Turn off audio notifications by default in Now	As processing execution occurs, there's continuous	

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Problem	Short description	Description	Steps to reproduce
Web Client PRB1936255	Assist Portal and Virtual Agent	beeps. The audio should be turned off by default.	
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 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**. 2. Notice that the space between 'Hello' and the sparkle icon should be 12px, and is currently 24px in both NAVA, DW and NAP. 3. Notice the space between 'Let me look up for information'. 4. Hover the copy icon to next Sparkle icon.

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Problem	Short description	Description	Steps to reproduce
			5. Notice that it should be 12px, has a 4px margin in DW and NAP. **6.** 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 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 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.
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.
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. **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).

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Problem	Short description	Description	Steps to reproduce
			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.

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.

- Yokohama Patch 7 Hotfix 3
- Yokohama Patch 7 Hotfix 2
- Yokohama Patch 7 Hotfix 1
- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 7 Hotfix 6

The Yokohama Patch 7 Hotfix 6 release contains fixes to these problems.

Build information:

Build date: 12-01-2025_2305

Build tag: glide-yokohama-12-18-2024__patch7-hotfix6-11-30-2025

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.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Authentication PRB1947882	After upgrading within Yokohama, the email MFA option is missing and only Authenticator App (TOTP) is shown	After upgrading, users are no longer able to see the email multi-factor authentication option during login. Only the Authenticator App (TOTP) is displayed, even after selecting 'Try another way to verify.'	1. Make sure both email and the Authenticator App (TOTP) are configured. 2. Log in. 3. Notice that only TOTP appears as a multi-factor authentication option. 4. Select **Try another way to verify**. Observe that only TOTP appears. The email option is still missing.

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.

- Yokohama Patch 7 Hotfix 5
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 7 Hotfix 5

The Yokohama Patch 7 Hotfix 5 release contains fixes to these problems.

Build information:

Build date: 11-16-2025_1204

Build tag: glide-yokohama-12-18-2024__patch7-hotfix5-11-11-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
History Set PRB1892171 KB2565900	setJournalEntry(data, 'user name') API doesn't work as expected	When the API setJournalEntry(data, 'user name') is used, the sys_audit.user correctly reflects the user passed into the API, but sys_created_by captures the user that's currently logged in.	Refer to the listed KB article for details.
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 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	**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

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Problem	Short description	Description	Steps to reproduce
		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.	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.

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.

- Yokohama Patch 7 Hotfix 4
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 7 Hotfix 4

The Yokohama Patch 7 Hotfix 4 release contains fixes to these problems.

Build information:

Build date: 10-09-2025_1925

Build tag: glide-yokohama-12-18-2024__patch7-hotfix4-10-07-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
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: ○ Source: incident. ○ 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. ○ 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.
OneExtend PRB1944861	Revert NASK licensing charge by token to not	The assist charge logged in sys_gen_ai_usage_log is based on 1 assist per 1000 tokens, where	

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Problem	Short description	Description	Steps to reproduce
	include input tokens	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.

- Yokohama Patch 7 Hotfix 3
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 7 Hotfix 3

The Yokohama Patch 7 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 09-30-2025_0847

Build tag: glide-yokohama-12-18-2024__patch7-hotfix3-09-24-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
List Administration PRB1843211	Only the 'Save a copy' option should be available for the 'Shared with me' and	The rename, delete, save, and share options are all available for a list in the 'Shared with me' or 'Opened by link' sections. Only the	1. Navigate to **UI Builder** > **List page template**. 2. Add the filters to the default list. 3. Copy and paste the URL in a new tab.

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Problem	Short description	Description	Steps to reproduce
	'Opened by link' sections	'Save a copy' option should be available.	**4.** Save the list in the 'Created by me' section. **5.** Share the list with a user. **6.** Impersonate that user. **7.** Load the list in the 'Shared with me' section. **8.** Select the three dots. Expected behavior: Only the 'Save a copy' option is available. Actual behavior: The rename, delete, save, and share options are available.
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 drop-down list and highlights the one that was searched. Instead, only the option that was searched should be displayed.	**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. 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.

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.

- Yokohama Patch 7 Hotfix 2
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 7 Hotfix 1

The Yokohama Patch 7 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 09-09-2025_1515

Build tag: glide-yokohama-12-18-2024__patch7-hotfix1-09-09-2025

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 PRB1916821	The prefetch logic for the parameter screen is broken when using scripted variables	When using scripted variables, the prefetch logic for the parameter screen is broken. As a result, the input form screen contains an empty input	Scenario 1: 1. Create a button with an input form screen. 2. Add an input and a scripted variable to the input form screen. 3. Make the script of the scripted variable execute longer than ten milliseconds. 4. Auto-fill the input with the scripted variable. 5. Add the button to the 'Navigation' section. 6. In the online mode, select the button. Expected behavior: The input form screen contains the input with the auto-filled value. Actual behavior: The input form screen contains an empty input. Scenario 2: 1. Provision an instance with the following applications installed: app-wsd-core, app-wsd-reservation, app-wsd-mobile, and app-wsd-space-mgmt.

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Problem	Short description	Description	Steps to reproduce
			2. Log in to the instance using the requestor mobile application. **3.** Select the top menu. **4.** Create a new reservation with the building and floor. **5.** Open the 'My Reservations' list screen. **6.** Swipe an item. **7.** Select the **Edit** button. **8.** View the input form. Expected behavior: The building input is prefilled with the selected floor. Actual behavior: The building input is empty. This problem occurs because the building or floor calculation occasionally times out and is skipped. In the previous logic, the prefetch mechanism was used for evaluation.

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.

- Yokohama Patch 7
- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 7

The Yokohama Patch 7 release contains important problem fixes.

Yokohama Patch 7 was released on August 28, 2025.

- Build date: 08-22-2025_1958
- Build tag: glide-yokohama-12-18-2024__patch7-08-14-2025

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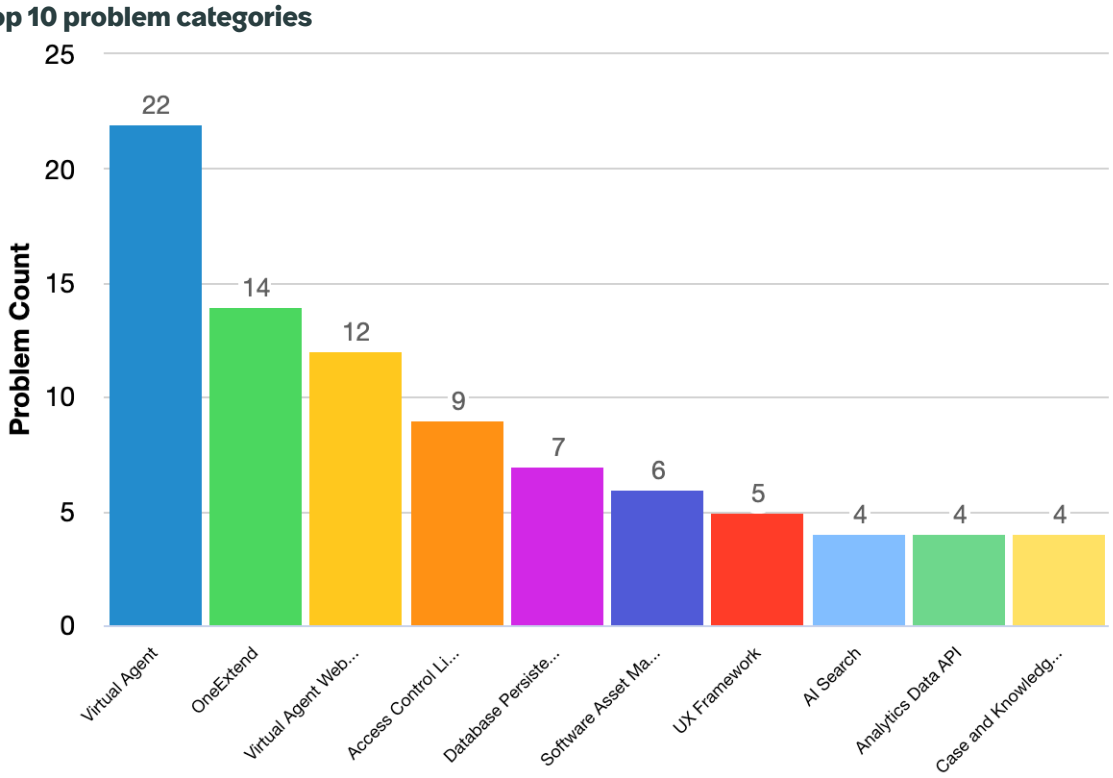
For more information about the release cycle, see the ServiceNow Release Cycle.

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

Yokohama Patch 7 includes 220 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama 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 Yokohama Patch 7, refer to KB2399486.

Changes in Yokohama Patch 7

Create an endpoint for clients to access the instance

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- Token Format: Format of the token to generate. The format determines the structure of a token and the information it includes.
- Subject Claim: Field 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 Format: Format of the token to generate. The format determines the structure of a token and the information it includes.
- Subject Claim: Field 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 HTTP classification

Starting in YP7, the HTTP Classify probe no longer attempts credentials over the HTTP protocol by default. To override this behavior, you can enable *mid.http_classy.allow_credentials_over_http*. However, enabling this setting can 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.

MID Server properties

mid.http_classy.allow_credentials_over_http

Enables the HTTP Classify probe to send credentials over the HTTP protocol during discovery.

- Type: true | false
- Default value: false

> **Warning:**
> Enabling this setting can expose credentials to security risks, such as man-in-the-middle (MitM) attacks. Therefore, it's strongly recommended to keep this property set to **false** and use HTTPS whenever possible.

Run discovery through an HTTP or HTTPS REST call

Starting in YP7, the HTTP Classify probe no longer attempts credentials over the HTTP protocol by default. To override this behavior, you can enable *mid.http_classy.allow_credentials_over_http*. However, enabling this setting can 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.

Virtual Agent release notes

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.

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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
Application Manager PRB1924202 KB2397128	The 'My Company Application' ($mycompanyappsmgmt.do) page isn't found	The 'My Company Application' page isn't found after upgrading to Yokohama.	Refer to the listed KB article for details.
Case and Knowledge Management for HR Service Delivery PRB1905312 KB2415334	A 'Feedback definition' table doesn't display any feedback records	Feedback definitions aren't visible. Also, users can't create a feedback definition.	Refer to the listed KB article for details.
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, and records are not properly cleaned up.	Refer to the listed KB article for details.
Software Asset Management PRB1840860	The scheduled job 'SAM - Apply latest content changes' fails	The scheduled job 'SAM - Apply latest content changes' fails with the exception 'SAM - Apply latest content changes job aborted as CDS pull	

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Problem	Short description	Description	Steps to reproduce
		has not happened for all tables'.	
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.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1910480	Reduces ACLs generated by QueryACLAuditor for table and fields in hierarchies		
Access Control List (ACL) Rules PRB1910482	Ensures the QueryRangeACLAuditor doesn't generate Security Attribute with blank script		
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		

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Problem	Short description	Description	Steps to reproduce
	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		
Access Control List (ACL) Rules PRB1910928	Adds Business Rule to keep query_range ACLs synchronized with read ACLs in case of role modification		
Access Control List (ACL) Rules PRB1918225	Ensures conditional_table_query_range ACL customizations are honored with QueryRangeACLAuditor reruns		
Access Control List (ACL) Rules PRB1918943	Ensures QueryRangeACLAuditor rerun to preserve the timestamps of query ACLs created by previous audit run		
Access Control PRB1911812	Ensures retain fields get the right ACLs when in table hierarchies		
Access Control PRB1917141	Ensures QueryRangeACLAuditor is re-run to preserve all the query ACLs created by the previous audit run, in case of query_range		

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Problem	Short description	Description	Steps to reproduce
	ACL customizations		
Access Control PRB1923191	Prevent re-generating ACLs with a different sys_id after upgrade when ACL schema changes		
Activity Stream PRB1923345	Activity Response Generation (ARG) updates for workspace are not included in Yokohama	ARG changes are missing in workspace.	**1.** Set up Activity Response Generation. **2.** Enable the configuration.
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 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 PRB1908263	Safari audio issues in inactive tabs	Audio doesn't work properly when the user switches to an inactive tab.	
AI Search (Glide)	Clean up the AiSearchConversational CatalogHelpers script		

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Problem	Short description	Description	Steps to reproduce
PRB1926239			
AI Search PRB1848428	A blank screen is opened in a new tab when Now Assist generates an answer source from AI Search	'about:blank#blocked' occurs with a blank screen when a Now Assist generated answer source (from AI Search) attempts to open in a new tab.	1. Select any Washington/Xanadu instance having Now Assist in AI Search. 2. Navigate to any Washington/Xanadu instance. 3. Navigate to portal(/sp) having AI Search - Now Assist in AI Search configured. 4. Navigate to /sp portal and search 'how to'. Observe the Now Assist generated answer in the Genius result space. In the sources, see a link. 5. Right-click on the source link and open in a new tab. See that 'about:blank#blocked' with a blank screen appears.
AI Search PRB1888752	The KB sources number is cut off for Now Assist QnA Genius Results	This is observed on global and portal both.	1. Open an instance with the latest znowassist version. 2. Attach a Now Assist QnA to the search profile. 3. Search for 'what is cookie?'. Notice that the KB number is cut off in sources and when a user hovers over the sources, it doesn't display the pop-up with the KB number and name.
AI Search PRB1889180	Action-type columns aren't registered on the sys_search_genius_result_event_action table for NLQ Genius results		1. Provision an instance with NLQ configured on the global search profile. 2. Search for query-like incidents. 3. Wait for NLQ Genius Results to load. 4. Select **positive feedback** buttons. 5. Navigate to the sys_search_genius_result_event_action table. The action type column should be 'Feedback' for thumbs up and down interactions and it's not being registered on the sys_search_genius_result_event_action table.

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Problem	Short description	Description	Steps to reproduce
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 PRB1921143	Define agent-specific 'additionalContext' keys	This is a product update.	
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 component in the full-view-search page	The root cause of the issue is the componentPropertyChangedEffect isn't triggered post the componentBootstrappedEffect when, for the first time, the facet component is added in the DOM tree.	1. Navigate to an 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 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. Post that click on 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 Service - Glide Interfaces PRB1919181	The 'Ml 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.

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Problem	Short description	Description	Steps to reproduce
			See that the ml_solution table gets updated.
Analytics Data API PRB1803606	The y-axis is skewed, causing data to look compressed for the time series column in Data Visualization	There are 2 related issues. One, both absolute and relative date range selections are visible at the same time. This is likely a UI policy issue. They shouldn't be visible at the same time. Two, when a user changes the range (periods), the scale on the Y axis doesn't get adjusted so it keeps displaying the chart as if the previously visible months are visible on the chart.	1. Create a visualization with a daily indicator as a data source. 2. In the metric, select **By Month SUM+** as the time aggregation. 3. Update the 'Number of periods'. Observe that the chart y-axis range is being set by considering additional segment value that isn't displayed in the chart. On the visualization, when users input the **Number of periods** value as '1', the y-axis range is 30 but the max value in the data is '5'. The Y-axis range should have been less either 5 or 10 as per the data point. When users change the **Number of periods** value to '3', the y-axis range is 100, but the max data point value is 30, so the graph doesn't look right. The y-axis range should respect the data point value based on the selected period max data point value in the chart.
Analytics Data API PRB1845187 KB2238953	Drilling down on KPIs in a Performance Analytics dashboard produces an error 'no internet connection'		Refer to the listed KB article for details.
Analytics Data API PRB1853319	A date range selection isn't applied correctly	The client sends new value in overrides.chartExtraConfig to the multivis API, but the backend returns the same data.	1. Add a TS chart. 2. Add an indicator. 3. Navigate to a date range setting. 4. Turn on 'show picker by default'. 5. Select **7 days**. Observe that more than 7 days are displayed.
Analytics Data API PRB1879995	A chart displays an 'invalid configuration. Date format not valid' error		1. Navigate to **All** > **Library** > **Dashboards**. 2. Create a new dashboard.

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Problem	Short description	Description	Steps to reproduce
	when the date range is changed back to 'Default'		3. Add a new data visualization component on the dashboard. 4. Specify the following settings to the data visualization: a. Visualization type: Column. b. Data source: 'Number of open incidents' indicator. c. Date range > 'Show maximum range' = true. d. Date range > 'Allow change date range' = true e. Date range > 'Show range picker by default' = true. 5. Save the changes and exit from editing mode. 6. Check that the column chart is rendered with 'Date Range' = Default. 7. Change 'Date Range' = 7 days. 8. Check that the chart is rendered. 9. Change 'Date Range' back to 'Default'. 10. Check the chart. Expected result: The chart is rendered without errors. Actual result: The chart isn't rendered and an 'Invalid configuration. Date format not valid.' error displays.
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.	
Asynchronous Message Bus (AMB)	Persisted responders rw_cache aren't synchronized in a cluster	A persisted responder for a table is cleaned up only on 2 nodes. Remaining nodes still have it in memory. Any new registration for	1. Use the rw_amb_demo.do page or use the logging responder. 2. Have a 2 node cluster with all nodes restarted at same time.

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Problem	Short description	Description	Steps to reproduce
PRB1842663		the table on remaining nodes won't be flushed to the cluster, as they already have it in memory.	**3.** Change the property glide.record_watcher. cleaner.orphaned_ persisted_responders .cleanup_interval to 1 hour (3600000 milliseconds) for quick reproduction. **4.** Register a persisted responder for a custom table. **5.** Once the instance has been online for 30 minutes, then restart one node. **6.** Delete the persisted responder record from sys_rw_action or unregister the persisted responder to delete the record in sys_rw_action. In the next 30 minutes, observe that the cleanup runs on the other node that wasn't restarted and cleans-up the custom table persisted responder from the cache. The restarted node still has the custom table persisted responder in memory.
Authentication PRB1901316	The backend doesn't automatically generate the Requester ID in the OAuth JWT Grant Flow	Without a system property enabled, the backend doesn't automatically generate the Requester ID for JWT grant parameters. The client is required to explicitly provide the Requester ID in order to generate a unique access token.	
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) PRB1924154	Attempting to run a non-UI test in Cloud Runner results in the individual tests being 'Pending' forever	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. Expected behavior: The test suite runs.

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Problem	Short description	Description	Steps to reproduce
			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 LargeContentDiskCache	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 restricted caller access (RCAs) permissions for the 'Create approval' subflow	This issue occurs in HR Service Delivery AI Agent Collection.	
Case and Knowledge Management	There's a restricted caller access	The sparkle icon is missing because this	

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Problem	Short description	Description	Steps to reproduce
for HR Service Delivery PRB1928914	(RCAs) issue for email reply recommendation	RCA isn't in an allowed state.	
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'.	
Column Level Encryption Enterprise PRB1848517	The migration process fails because of duplicate sys_attachment_doc records	The sys_attachment records with duplicates aren't migrated successfully. The summaries include the sys_ids for the attachments.	1. Install com.glide.encryption. 2. Reset the 'glide_encryption.cle_replatforming_with_kmf' property to 'opt_out.' 3. Cache.do, log out, then log in. 4. Verify that the 'Encryption Contexts' (EC) menu option is available. 5. Cancel any 'Health Scan', 'Key Migration', or 'Data Migration' jobs. (Delete the jobs if you aren't able to cancel them using a BG script.) 6. Create a new encryption context, create a new role, then assign the context to the role. 7. Assign this role to a user. You may have to disable a deny unless ACL which prevents creation of new ECs. 8. Add an attachment to an incident record, then select the 'Encrypt' checkbox while uploading.

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Problem	Short description	Description	Steps to reproduce
			9. Create an orphan record by deleting all the sys_attachment_doc records for the sys_attachment uploaded in step seven. 10. Add another large attachment (around 4 to 5 MB) to the same incident record as above and encrypt the attachment. 11. Create duplicate sys_attachment_doc records. 12. Set the property glide_encryption .cle_replatforming _with_kmf to 'opt_in.' 13. Cache.do, log out, then log in. 14. Create a Field Encryption module for the attachments in the incident table. 15. Create the MAP for the table. 16. Run the 'Migrate Key Context to Module' job. 17. Run the 'Migrate Attachment Context to Module' job. Observe that the sys_attachment record that has duplicates is not migrated successfully and the summary includes the sys_ids for the attachments.
Column Level Encryption PRB1858307	The 'Attachment migration' job doesn't update the job summary	The job summary is missing processing details (for processed and unprocessed attachment). The job summary should report job running details (attachments that are processed and unprocessed) as other migration jobs.	
Configuration Management Database (CMDB) PRB1895194	Multi-source doesn't set the domain path	If domain separation is turned on, multisource code sets the **sys_domain** field explicitly using the logged in user's domain. However, the sys_domain_path is not set correctly (default value "/" is set). This happens because it calls setSystemFields()	

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Problem	Short description	Description	Steps to reproduce
		on the corresponding DBAction before the sys_domain is set.	
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.
Core Platform PRB1843825	CSRF token rotation isn't happening during login flows	This seems to be due to exceptions being thrown after asyncTransactions are instantiated but before they are ran. There's a small window where this can occur and the user has hundreds of connection resets and other network-related in their logs, which could be hitting this window.	
Database Persistence - Data Access PRB1912116	The 'CypherToResults' API is missing a table/sysid injection in the results		
Database Persistence - Data Access PRB1916615	GraphQueryExecutor is unable to find the metadata for Workflow Data Fabric (WDF) tables when joining to a Glide table using Global Graph	An exception is thrown.	

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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 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 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 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	Workflows aren't properly evaluating conditions to	Filter conditions work differently between Xanadu and Yokohama instances.	

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Problem	Short description	Description	Steps to reproduce
- Data Management PRB1891527	determine if tasks should fire		
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 Management PRB1908446 KB2256996	Turn off the 'Collect Reliability Metrics for Data Management' job	'Collect Reliability Metrics for Data Management' leads to long running queries when the TableStatsService API / Reliability metrics API is called on large tables with conditions. It causes performance issues.	Refer to the listed KB article for details.
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...'	

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Problem	Short description	Description	Steps to reproduce
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.	
Data Privacy (Classic) PRB1768140	Anonymization of RTA for journal fields fails with a timeout exception for the first occurrence	There's also a instances of this issue on non-journal fields. Any subsequent insert/ update works fine.	1. Provision an instance with Privacy and Discovery apps. 2. Add an incident to the target table. 3. Add all patterns to active the 'Data pattern' table. 4. Create an RTA policy with 'work_notes' and 'comments' to anonymize. 5. Add the string 'abc@example.com' to the work notes or comments of any incident. Expected behavior: The work notes should be anonymized. Actual behavior: Anonymization fails with a timeout exception.
Data Privacy (Classic) PRB1919038	dp_cache_refresh_thread_name Thread Deadlock scenarios	Note.getReference() and DBConnectionPool are common themes in these stacktraces.	
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.

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Problem	Short description	Description	Steps to reproduce
			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.
Developer Sandboxes PRB1921161	3 tabs open after clicking on 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 3 tabs open in your browser.
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 PRB1909689 KB2411091	A pattern step fails intermittently due to the 'runCommand' being null	When running a Discovery schedule, the execution of the pattern 'Linux Server' sometimes fails on step '1.1 Get system info' where it runs 'uname -a'. The error generated	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		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.	
Document Intelligence Unified Backend PRB1848551	Restricting the user from adding more than 150 fields for Gen-AI tasks		
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 Management PRB1884923	Users can't preview or publish to a case, and a null pointer exception (NPE) is thrown: 'Cannot invoke "java.io. ByteArray OutputStream .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.	

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Problem	Short description	Description	Steps to reproduce
Document Management PRB1890501	With a scheduled email of a report, the 'Include detail' option breaks the PDF creation after a upgrade to Yokohama	This is happening to all scheduled reports where type is 'PDF' or 'PDF - landscape' and 'Include detail' = true. There's the same behavior on every instance, which was upgraded to Yokohama. These mails are sent with no text and no attachment. In logs, users see the error: 'EmailFormatter SEVERE *** ERROR *** error in substitution: java.lang. NullPointerException: Cannot invoke "com.glide.pdf. itext.components. Document.add (com.glide.pdf. itext.components. Paragraph)" because "this.fDocument" is null'.	1. Open a scheduled report that's sending a report as a PDF. 2. Try to execute it. 3. Set the include_detail to true. 4. Check the email logs for this report. There's no attachment or text in the email sent.
Document Management Services PRB1892107	A visualization schedule in a PDF format seems to have incorrect columns	The issue doesn't occur on Excel report formats or when users export the report as a PDF and try to 'Send file via email'.	1. Open a Yokohama instance. 2. Navigate to 'Data Visualization'. 3. Create a new report with type 'List - Simple'. 4. Configure columns any way. 5. Schedule the report with the following details: a. Select 'File Type' as 'PDF' b. 'Reoccurance' = 'Once' c. Populate the email address and subject of the report 6. Select **Save** then **Send Now**. 7. Navigate to sys_email.LIST. 8. Check for a sent email with a PDF report. 9. Download the PDF report. The configured columns on the report aren't there. Instead, the downloaded report takes the columns that are

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Problem	Short description	Description	Steps to reproduce
			configured in the default view on the platform.
Document Viewer PRB1902561	The background image inDocument HTML Templates is no longer visible in Yokohama	There's a difference in behavior with HR document template background images with Washington and Yokohama.	
Email Notifications PRB1898761	Email Client has a rendering issue in Next Experience due to '--now-accordion _divider--color'	The issue doesn't happen in UI 16 or in Next Experience without Frame. The issue only happens in Next Experience with Frame.	1. Provision an instance with sn_csm_gen_ai installed. 2. Set the email recommendation skill to active. 3. Set the system property 'glide.ui.load_seismic_email_client' == true1. 4. Navigate to an instance. 5. Switch to Next Experience via personal settings. 6. Navigate to any incident record. 7. Select the 3 dots menu on the form header menu. 8. Select **Email**. Expected behavior: The pop-up Email Client window should be rendered correctly. Actual behavior: The pop-up Email Client window is missing some CSS resources.
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.

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Problem	Short description	Description	Steps to reproduce
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. Observe that the subtopics are repetitive.
Event Management PRB1820659	sys_trigger query is without an index	The Event Management job looks for sys_trigger records by the **Name** field, which doesn't have an index. The performance can be improved with the same functionality by using the **job_classification** field, which is indexed. The job classification is automatically applied to the sys_trigger jobs.	**1.** Capture an SQL statement used to look up EM jobs by name. **2.** Review the explain plan for the statement. Observe that the **Name** field doesn't have an index, so it displays using the full table scan.
Event Management PRB1830486	When deleting a ecc_agent record, the self monitor service map isn't updated	The 'Update self health' business rule on the ecc_agent table doesn't handle the delete case properly. The firing of the event evt_mgmt.update _self_health when the record is deleted is with an invalid sys_id.	
Event Management PRB1877169 KB2096192	Event Management Events in certain buckets are stuck in 'Ready' for hours after migrating	.	Refer to the listed KB article for details.
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.	

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Problem	Short description	Description	Steps to reproduce
Field Service Management PRB1914183	Google Maps API doesn't work when calculating travel time in Field Service Management when changing the system date format	.	
Flow Engine PRB1770528	A flow can start on another node before the flow inputs are persisted to the database	There are many conditions where NowMQ may not hold flow inputs in memory and they must be retrieved from the database: queue overflow, memory pressure, the node is shutting down, and so on. In these scenarios, flow inputs must be persisted to the database prior to queueing the event to the in-memory queue.	1. Start a flow when the in-memory cache is full. 2. Notice that if the node is under memory pressure, the current node may not cache the event and it may start on another node within a few seconds. Expected behavior: The flow starts with inputs properly persisted. Actual: The flow starts, but the inputs aren't available from the in-memory queue.
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.
Flows (Family Channel) PRB1918469	There's error checking availability for a flow recommendations skill		
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/ role and proceeds with execution.	

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Problem	Short description	Description	Steps to reproduce
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.	
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.	**1.** Call into the voice agent app. **2.** Notice in the orchestrator that the public agents aren't queried correctly.
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. Actual behavior: RCAs are generated for all the HR services.
HR Service Delivery PRB1910181	Changes related to app-esm		

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Problem	Short description	Description	Steps to reproduce
Instance Data Replication (IDR) PRB1915169	A seeding topic doesn't disappear post-seeding despite not existing in the Hermes topic inspector		
Integration Hub PRB1922262	GEMINI tools break handleStreamMessage	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...'	
Internationalization 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 i.e., 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.
Key Management Framework (KMF)	An API to get a Public Key associated to the Private Key	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1927390	used for JWT token signing		
License Usage PRB1921586	Software Asset Workspace License Workbench's product search filter isn't filtering products from a list	This issue only affects Yokohama instances; Zurich and other versions aren't impacted.	
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 PRB1865572	Support fixed filters in the sys_ux_list configuration in the 'List' menu		
List Configuration PRB1861671	List DAs with 'record selection required' aren't working when the list is grouped by a column	The format of the sys_IDs passed to the daModel and then sent to the server don't seem correct.	1. Navigate to a list for a given workspace that has a Server Script List DA with 'record selection required' set to true. 2. Group the list by a column. 3. Select a few rows. 4. Select **Assign to me**.

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Problem	Short description	Description	Steps to reproduce
			Notice the alert message telling the user they need to select records even though they just have selected records.
Major Incident Management PRB1858727 KB2399998	Modals in the workbench close when the user clicks out of the modal		Refer to the listed KB article for details.
Metric Intelligence (Family) PRB1921270	Ignite does not support IPv6	Fixing the implementation to support IPv6.	
MID Server PRB1818637	HTTPClassyConnectionFactory throws AuthenticationFailedException when there's a connection error	Current AKeyConnectionFactory, the infrastructure only catches Automation AuthenticationException and iterates to the next credential. Other exceptions, such as AutomationIOException, if thrown, stop the loop and exit before moving onto the next credential. There should be a new, proper exception that the infrastructure can properly handle because it shouldn't throw an Authentication FailedException when there's a connection error in an http response.	1. Create a dummy basic authentication credential. 2. Run a Discovery on a host that has port 80/443 open, which isn't any devices that can be classified through HTTPClassifyProbe. 3. Run Discovery. 4. Verify that Authentication FailedException is thrown even though the error code of http response is 404.
MID Server PRB1885409	Discovery fails during the assumption from the US-East region due to internal restriction policies on AWS	This results in the error: 'AccessDenied: User is not authorized to perform sts:AssumeRole' when attempting to acquire temporary credentials.	

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Problem	Short description	Description	Steps to reproduce
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.
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		1. Log in to an instance. 2. Ensure that the MFA default email option is turned on. 3. Create a user. 4. Log in to an incognito browser. 5. Ensure that it's redirected to a MFA setup page and that the mail option is displayed. 6. Get the email OTP. 7. Log in then log out of the instance. 8. Check the 'Recent factors' table that an entry is added for that user. 9. Enable MFA context. 10. Create an MFA factor policy to show an email factor for the itil role. 11. Re-log in with that user again. Expected behavior: The MFA factor policy returns false. The user should login directly/display other factors to log in. Actual behavior: As a policy is false and recent factors aren't taken as precedence over MFA context, the user isn't able to see any factor.
Next Experience User Menu PRB1926920	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.

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Problem	Short description	Description	Steps to reproduce
KB2442915			
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.	
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 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.	
OAuth PRB1927389	Support JWT Token format for OAuth access tokens	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
OneExtend PRB1920363	checkLLMModelAvailability returns false when the user's preference language isn't English	Availability 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 properties aren't installed by default		1. Install the latest OneExtend app. 2. Add the domain separation plugin. 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.ConversationOrchestratorUtil script: org.mozilla.javascript.JavaScriptException: java.lang.NullPointerException...'	1. Set up an instance with latest znowassiststable and store apps. 2. Search with any utterance on both NAP and NAVA.

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Problem	Short description	Description	Steps to reproduce
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 IllegalAccess error is thrown	The same issue is observed for the 'Create Meeting' Agent.	**1.** Log in to an instance. **2.** Navigate to Virtual Agent UI. **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 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	Flow Designer retries aren't working with	The OneExtend API returns an error without doing the retries.	

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Problem	Short description	Description	Steps to reproduce
PRB1925075	async non-quick mode capability executions		
OneExtend PRB1925803	Model and language fields aren't present for the 'Sys GenAI Log' table		1. Navigate to an instance with a user with elevated privileges. 2. Open the sys_generative_ai_log table. 3. Verify and ensure that values for model_name and model_version are persisted in sys_generative_ ai_log. model_name and sys_generative_ ai_log. model_version for the NowLLM model. 4. Verify that the **Target language** field is present. See that fields aren't present in the sys_generative_ai_log table.
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 PRB1926284	GAIC P0 Zero Day Attack Remediation	This is a product update.	
OneExtend PRB1926285	Integrate the regex, exact match, semantic and FSD detectors	This is a product update.	
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	

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Problem	Short description	Description	Steps to reproduce
		_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.
Oracle Reconciliation PRB1876511	An install shouldn't be deleted if there are applications pointing to it		
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'.
PDF Generation PRB1893129	Aggregation functions (Total, Min, Max, Avg) aren't displayed in an exported PDF	When an aggregation function (Total, Min, Max, Avg) is applied on a column in list view, the result isn't displayed in the exported PDF.	1. Navigate to a Yokohama instance. 2. Navigate to any table. 3. **Configure** > **List Calculations** > on a suitable column. 4. Select an aggregation function (Total, Max, Min, or Avg). 5. Select **OK**.

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Problem	Short description	Description	Steps to reproduce
			At the end of selected column, the aggregation function output is displayed. 6. **Export** > **PDF**. Expected behavior: In the exported PDF, an aggregation function output is displayed at the end of all rows under the column on which aggregation function is applied. Actual behavior: In the exported PDF, aggregation function output isn't displayed at the end of all rows.
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.
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.
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

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Problem	Short description	Description	Steps to reproduce
			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.	
Record Watcher PRB1894715	ChecklistItemResponder 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). 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.	
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.	

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1881845	globalThis isn't correctly shared between separate imports of the same module		
Server-side scripts PRB1886474	Users aren't able to turn off the ES toggle for an existing record		1. Log in to a Yokohama or Zurich instance. 2. Navigate to the 'Script include' table. 3. Open any existing record which has ES toggle turned on. 4. Turn off the ES toggle. 5. Save the record. Expected behavior: The toggle should be turned off. Actual behavior: The toggle is still turned on.
Server-side scripts PRB1915039	Regex fails with 'Invalid quantifier ?: com.glide.rest.domain.ServiceException: Invalid quantifier ?'	The issue only affects Yokohama due to a missing polyfill in that version.	
Service Portal PRB1919036	Faceted Search Widget/Genius Result card doesn't have a responsive design and disappears on a mobile browser or a small browser window	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). 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	A session isn't reset on the portal enhance chat	The session context variables aren't reflecting the updated values after changes	

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Problem	Short description	Description	Steps to reproduce
PRB1921882	for Dynamic Window	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.	
Service Portfolio Management PRB1897750	Lifecycle rules prevent certain actions	Lifecycle rules prevent users from adding an offering to a service that isn't operational. The user also can't move a service or offering from operational back to an earlier stage (for example, ideation or design).	
Software Asset Management PRB1857027 KB2214434	Performance enhancement for the 'Bookkeeping for dedup on delete' business rule	The number of records to update may be reduced if there's an additionally query on primary_install is not null and deduplicated=true.	Refer to the listed KB article for details.
Software Asset Management PRB1865376	Unlicensed/ actionable installs list are grouped by document ID by default, which turns off pagination	The unlicensed and actionable installs lists are grouped by the **m2m_entity** field by default. Since they're grouped by a document ID, pagination is turned off and the user can't access more than 20 items.	1. Run recon with demo data. 2. Navigate to any software publisher result. 3. Select **unlicensed install** or **installs requiring action with count > 20**. Observe that the list view is grouped by the **m2m_entity** field, which is a **Document id** field. The page only displays 20 items and pagination doesn't work.
Software Asset Management PRB1899794	Create rotations as a fix script to ensure plugin/store app upgrade rotations are setup for the 'IBM License	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 vCore' (ibm_vm_hmc_vcore0000 to ibm_vm_hmc_vcore0006),

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Problem	Short description	Description	Steps to reproduce
	Compliance for Software Asset Management' application		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 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 PRB1923069	In Software Asset Management (SAM) Workspace, users are unable to dot walk within a table in a Yokohama SAM Discovery model list	This is happening for other tables too in the License Operations module.	1. Navigate to **SAM Workspace** > **License Operations module**. 2. Select any list. 3. Select the 'Personalize list' icon. 4. Try to add a referenced column. Observe that a reference dotwalk isn't available.
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 failed with a QuerySizeToo LargeSQLException. The max limit for a SELECT query is 32MB and it hit 33.5MB for our 1.2M sys_ids. With a recent increase in inactive content rules, this limit has been hit in the last 1 month.	Refer to the listed KB article for details.
Software Asset Reclamation	A business rule prevents duplicate reclamation	.	

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Problem	Short description	Description	Steps to reproduce
PRB1882484	candidates, causing bulk RC not to be created		
Software Asset Reclamation PRB1896341 KB2171072	There's reclamation candidate and reclamation rule issues		Refer to the listed KB article for details.
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.	
Software Models PRB1828999	'Get install count for software model' job runs a large query when the software model is corrupted in Software Asset Management (SAM)	The 'Get install count for software model' job creates an encoded query for a software model to match the corresponding discovery model. The query generated is 'null' when the software model version/ edition operator is corrupted. This causes all discovery models to be picked for matching, which creates a large query and results in the job running forever.	
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.	
Template Management for Field Service	When accessing a work order template,	.	1. Open https://[instance_name].service-now.com/$sm_templates.do?sys_id=[template_sysid].

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Problem	Short description	Description	Steps to reproduce
PRB1920388	$sm_templates can be slow and cause memory issues on the client-side (browser)		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 become blank. 3. Monitor client-side memory.
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 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. 14. Navigate to the **sys_dictionary** table. 15. Open the 'instance' column for ar_sys_email.

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Problem	Short description	Description	Steps to reproduce
			Notice that there is a **Dependent** field selected.
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 PRB1875982	Now Assist Context Menu (NACM) isn't rendered on a few form fields on an INC form	After creating and activating a new skill on an Incident form field, the NACM isn't rendered for some fields.	**1.** Log in to a Washington DC instance. **2.** Ensure Gen AI is set up. **3.** Navigate to **Now Assist Admin (NAA)** > **NACM experiences**. **4.** Create a new skill configuration on the **Incident form** field. **5.** Add **Record form** fields such as **Subcategory**, **Short description**, and **Service**. **6.** Activate the skill. **7.** Open an INC record. Observe that the NACM sparkle isn't rendered on the form for the fields **Subcategory** and **Short description**.
UI Form Administration PRB1880019	Field labels aren't displaying horizontally even though glide.ui.form.breakpoints.enable is true	If the form width is more than or equal to 800 pixels, then field labels should display horizontally. If glide.ui.form.breakpoints.enable is false, the form should be in a 2 column layout and field labels should display vertically after increasing the form layout.	**1.** Log in to a Next Experience instance with an admin user. **2.** Open the sys_properties table. **3.** Search for glide.ui.form.breakpoints.enable and make it true. **4.** Open any configurable workspace. **5.** Open any of the record form. **6.** Increase the form layout by using the resizable pane. Expected behavior: Field labels should display horizontally beside the label after increasing the from layout. Actual behavior: Field labels aren't displaying horizontally after increasing the from layout.

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1881995	Content on 'Special Handling Notes' isn't scrollable		
UI Form Administration PRB1900373	Form controller events are no longer prioritized after the Xanadu release	The root cause has been determined to be that the dispatch function being used by the Forms controller and client scripts (api.emit) has changed between Washington and Xanadu. In Xanadu, data fetching on component mounting was replaced with a GraphQL databroker. Databroker execution isn't prioritized, so all subsequent events from the form controller aren't prioritized.	
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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Problem	Short description	Description	Steps to reproduce
Usage Analytics PRB1923117	Allow the MCP app to access Clickhouse-based 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 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 PRB1870378	Components fail to load in an instance after upgrading to Xanadu due to an asset bundling issue	In the asset 'string_decoder', there's a regex which removes the source mapping URL in the bundle. This fails to identify the entire string.	
UX Framework PRB1871297	UXF pages are broken due to the duplicate assets with different versions bundled in the nds-bundle	The new release of the sn-datagrid brings in new versions of side-channel-weak-map, side-channle and get-intrinsic which end up pulling in call-bind-apply-helpers 1.0.2 to the instance. When nds-bundle is built, it doesn't deduplicate assets with deep import paths, so both call-bind-apply-helpers/1.0.1/functionApply and call-bind-apply-	**1.** Navigate to sn-datagrid. **2.** Build the zip of the component. **3.** Sideload the zip on to any instance. **4.** Navigate to the home page. Notice that the page is broken.

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Problem	Short description	Description	Steps to reproduce
		helpers/1.0.2/ functionApply are added to the nds-bundle. They share the same global variable name: __TECTONIC__ call_bind_apply _helpers_functionapply, so it ends up calling wrapTectonicVarIfNeeded() twice for the same tectonic variable, which causes it to be double wrapped.	
UX Framework PRB1923311	UX dependency tracing should use LargeContentDiskCache.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 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. Don't attempt to log in. 6. Open up 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	Virtual Agent Designer isn't displaying options for		1. Log in to an instance with more than 100 spokes. 2. Navigate to **Virtual agent designer** > **Open a new topic**.

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Problem	Short description	Description	Steps to reproduce
PRB1917696	subflows if there are more than 100 spokes		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 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. 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 PRB1896418	Gaic Timing on for App Generation on XP3 with NAFC NAFC26.4.0	This is a product update.	
Virtual Agent PRB1910141	Duplicate messages are seen after receiving multiple	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).

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Problem	Short description	Description	Steps to reproduce
	notifications in NAVA		**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 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 PRB1920712	FDIH isn't replaying if the last played node is a subflow	FDIH should replay both subflows and actions.	
Virtual Agent PRB1920729	Multiple conversations fail to maintain an 'adapter' state	consumerAccount and externalConversationId are missing sys_cs_adapter_conversation_lookup	

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Problem	Short description	Description	Steps to reproduce
		for the first conversation.	
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 PRB1921721	When topics are executed via Skill Discovery, topic script exceptions result in stuck conversations	The topic should fail and redirect to an error topic, but it 'sticks' instead.	
Virtual Agent PRB1922176	For a guest user when a skill is promoted, that skill card shouldn't be seen in Virtual Agent		
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. Actual Results: A choice picker with radio buttons displays. Expected Results: A text picker with a list of topics displays if the user has turned on the new sys prop.
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.	**1.** Navigate to Dynamic Window. **2.** Type and connect to a live agent. **3.** From the user side, select **Cancel**.

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Problem	Short description	Description	Steps to reproduce
		However, no such message comes in and users are stuck in the routing to the live agent spinner.	Expected behavior: The chat is canceled and the banner changes to the requested query title. Actual behavior: When the requestor 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 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.
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.

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			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 NowAssist ConversationHistory() ._getTranscriptForConversationHistory API		**1.** Open an instance. **2.** Go to the ESC portal **3.** In the NASS chat, type an utterance like 'Hello!'. **4.** Check the system logs for keywords starting with '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 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 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.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The handoff works without any error. Actual behavior: After handoff, the user runs into a fallback error.
Virtual Agent PRB1927417	Fallback in NAVA returns a technical error		1. Navigate to NAVA. 2. Send a gibberish message or anything that returns fallback as a user. Expected behavior: The user should get a fallback response. Actual behavior: The user gets a fallback response and then a technical error.
Virtual Agent Web Client PRB1896390	Console errors for va_web_client API failures are displayed when launching a chat in the CSM portal and Engagement Messenger	Two console errors related to va_web_client are observed: '/api/now/va_web_client_settings / 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.	1. Log in to an instance. 2. Navigate to CSM portal or Engagement Messenger. Launch Virtual Agent chat/start a chat. 3. 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 clicks an Emoji icon in the Virtual Agent Web Client.	
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 turned on. 3. Turn on the microphone from the browser preferences. 4. Select the 'NAP' icon and ensure that the VTT icon is available in the new model. 5. Change the model to the previous model from 'now/nav/ui /classic/

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Problem	Short description	Description	Steps to reproduce
			params /target/sys_now_ assist_deployment_ channel_list.do'. 6. Refresh the page. Expected behavior: The 'VTT' icon should be available/ Actual behavior: Observe that the 'VTT' icon isn't available in the previous model of NAP when the user switches from the new model to the previous model with VTT turned on.
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. 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 clicking on it doesn't trigger any action. Actual behavior: The citation link is available to click and runs into an error if clicked.
Virtual Agent Web Client PRB1922217	ServiceNowChat.open isn't opening Portable Virtual Agent		1. Implement the 'ServiceNowChat Third Party' API. 2. Call serviceNowChat.open(). Notice that the chat never opens.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1922825	The **New chat** button is in turned off mode after a live agent connection has ended when the chat history is turned off		**1.** Navigate to Dynamic Window. **2.** Start a live chat. **3.** Accept the chat as an agent. **4.** End the chat from the requester end. Expected behavior: The **New Chat** button should be turned on and the requester should be able to click on it. Actual behavior: The **New chat** button is turned off and is turned on only on refresh.
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 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. Don't attempt to log in. **6.** Open up the dev console. **7.** Execute the script. **8.** Execute the code. **9.** Select the chat bubble that appears after the code finishes executing.

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Problem	Short description	Description	Steps to reproduce
			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_'.	
Workforce Optimization for IT Service Management PRB1916888	There's an issue with the 'Work Scheduler' filter in Manager Workspace	A user isn't able to see the SCTask assigned to a group.	1. Navigate to a Yokohama instance. 2. Navigate to **Manager Workspace** > **Work Scheduler**. 3. Try assigning any unassigned SCTasks to a group. When users try to filter with 'Assignment group' from the right side filter panel, they aren't able to see the SCTask assigned to the group.
Work Order Management PRB1840169	When a multi-shift WOT status changes to 'WIP', its end time is displayed incorrectly without considering shifts on Dispatcher Workspace (DWS)	When the work duration covers multiple work ps of the assigned agent, the business rule for calculating the estimated end time is taking the agent work schedule into consideration and doesn't count their off-shift time. However, on DWS, when a task changes to 'WIP', the display end time is calculated by	

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Problem	Short description	Description	Steps to reproduce
		directly adding the work duration to the scheduled start time and doesn't consider the agent's off shift time. The behavior on platform and DWS is inconsistent.	
Work Order Management PRB1917364	Update the SMCoreConfigCacheManager.getSMConfig API to make it backward compatible with latest SMConfigurationHelper code	This is a product update.	
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.

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.

- Yokohama Patch 6 Hotfix 2
- Yokohama Patch 6 Hotfix 1
- Yokohama Patch 6
- Yokohama Patch 5 Hotfix 3
- Yokohama Patch 5
- Yokohama Patch 4b
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2

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- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 6 Hotfix 2

The Yokohama Patch 6 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 08-20-2025_0809

Build tag: glide-yokohama-12-18-2024__patch6-hotfix2-08-08-2025

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
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 PRB1928914	There's a RCA issue for email reply recommendation	The sparkle icon is missing because this RCA isn't in an allowed state.	
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,	Call into the Voice Agent app. Notice in the orchestrator that the public agents aren't queried correctly.

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Problem	Short description	Description	Steps to reproduce
		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.	
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.
OneExtend PRB1920515	LLM usage domain separation application properties aren't installed by default		1. Install the latest OneExtend app. 2. Add the domain separation plugin. 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.

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Problem	Short description	Description	Steps to reproduce
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 IllegalAccess error is thrown	The same issue is observed for the 'Create Meeting' Agent.	**1.** Log in to an instance. **2.** Navigate to Virtual Agent UI. **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 PRB1928470	Abnormal GAIC async submission duration	When the user calls certain code with an async request, the response time should be around 0-200 ms. 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.
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.
UI Field Administration	Now Assist Context Menu (NACM) isn't rendered on a	After creating and activating a new skill on an **Incident form** field, the NACM isn't	**1.** Log in to a Washington DC instance. **2.** Ensure Gen AI is set up.

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Problem	Short description	Description	Steps to reproduce
PRB1875982	ew form fields on an INC form	rendered for some fields.	3. Navigate to **Now Assist Admin (NAA)** > **NACM experiences**. 4. Create a new skill configuration on the **Incident form** field. 5. Add **Record form** fields such as **Subcategory**, **Short description**, and **Service**. 6. Activate the skill. 7. Open an INC record. Observe that the NACM sparkle isn't rendered on the form for the fields **Subcategory** and **Short description**.
UX Framework PRB1925967	Engagement Messenger isn't loading chats after upgrading to Yokohama Patch 6	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. Hop into a Yokohama instance. 5. Navigate to Agentic Portal in a separate browser tab. 6. Don't attempt to log in. 7. Open up the dev console. 8. Execute the script. 9. Execute the code. 10. 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 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. Notice that the load of 25 users on a single node for one hour for the search action performed occupies more than 500MB.

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Problem	Short description	Description	Steps to reproduce
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 Web Client PRB1925994	Engagement Messenger isn't loading chats after upgrading to Yokohama Patch 6	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. Hop into a Yokohama instance. 5. Navigate to Agentic Portal in a separate browser tab. 6. Don't attempt to log in. 7. Open up the dev console. 8. Execute the script. 9. Execute the code. 10. 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.

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.

- Yokohama Patch 6 Hotfix 1
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 6 Hotfix 1

The Yokohama Patch 6 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 08-05-2025_2351

Build tag: glide-yokohama-12-18-2024__patch6-hotfix1-08-01-2025

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
Activity Stream PRB1923345	Activity Response Generation (ARG) updates for workspace are not included in Yokohama	ARG changes are missing in workspace.	1. Set up Activity Response Generation. 2. Enable the configuration.
Analytics Data API PRB1845187 KB2238953	Drilling down on KPIs in a Performance Analytics dashboard produces the 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.
Application Manager PRB1924202 KB2397128	'My Company Application' ($myCompanyApplication.do?sysparm_type=appsmgmt.do) page isn't found	The 'My Company Application' page isn't found after upgrading Yokohama.	Refer to the listed KB article for details.
Cache PRB1922845	File handlers are left open if a LazyInputStream is closed before being	If LazyInput#close is called before the internal StreamSupplier is opened by LazyInputStream#stream, the InputStream remains open until finalizers are	1. Start glide. 2. Run java Process Status (JPS). 3. Get the Process ID (PID) of the glide process. 4. Run LSOF.

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Problem	Short description	Description	Steps to reproduce
	read by LargeContentDiskCache	calling during garbage collection. File handles are leaked when using LargeContent DiskCache 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.	**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.
UX Framework PRB1923311	UX dependency tracing should use LargeContentDiskCache. 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.

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.

- Yokohama Patch 6
- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 6

The Yokohama Patch 6 release contains important problem fixes.

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Yokohama Patch 6 was released on July 31, 2025.

- Build date: 07-27-2025_1301
- Build tag: glide-yokohama-12-18-2024__patch6-07-17-2025

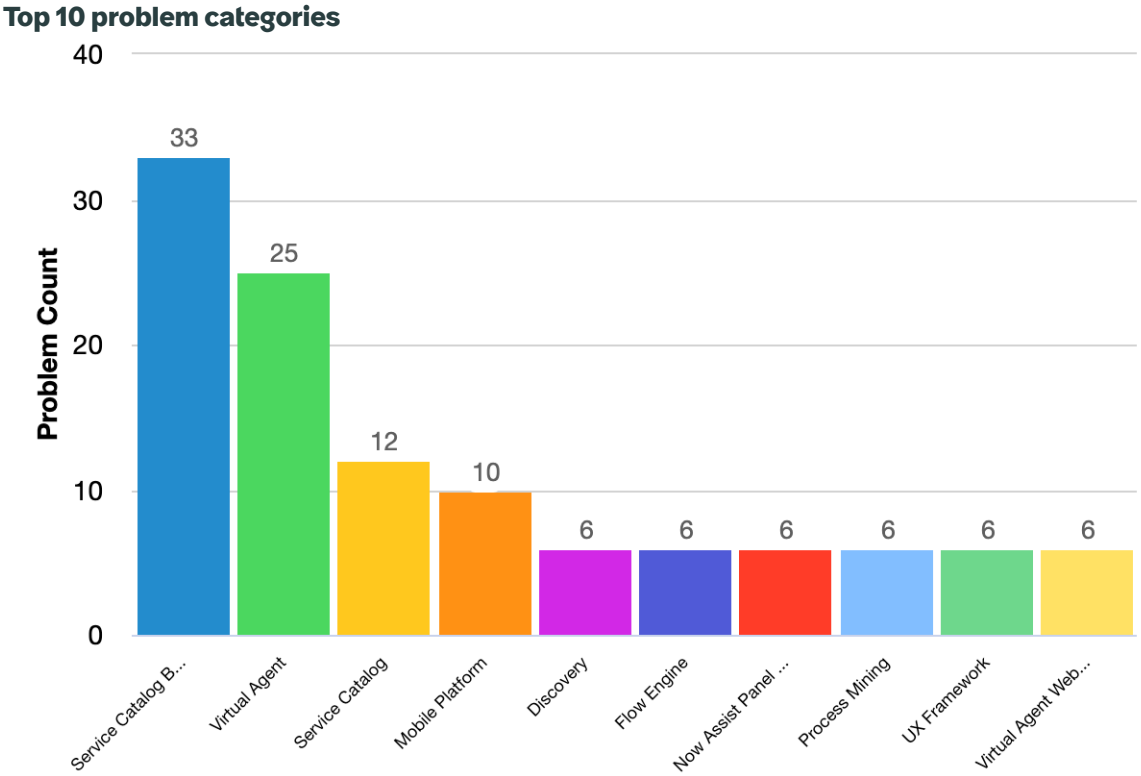
Important:
For more information about how to upgrade an instance, see ServiceNow upgrades.

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.

Overview

Yokohama Patch 6 includes 330 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama 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 Yokohama Patch 6, refer to KB2309929.

For a downloadable, sortable version of the fixed problems in this release, click here.

Changes in Yokohama Patch 6

Configuration Management Database (CMDB) release notes

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Starting with Yokohama Patch 6, you can configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks by manually running a scheduled job.

Starting with Yokohama Patch 6 (zbooted or upgraded), 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* to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the permissions that are necessary for performing some CMDB Workspace tasks.

Configure Now Assist for Enterprise Architecture (EA)

You can use Now LLM Service, Azure OpenAI, Google Gemini or Anthropic Claude on AWS as the AI model provider for Now Assist skills and AI agents. You can set skill-level preferences in the Now Assist Admin console. For more information, see Large language models on the ServiceNow AI Platform®.

Enterprise Architecture (formerly Application Portfolio Management)

The ServiceNow® Enterprise Architecture unites strategic and operational teams, enabling organizations to achieve their business objectives. It serves as a powerful decision engine, combining robust modeling with the management of business capabilities, application portfolios, information portfolios, and technology portfolios. This product changes has for the Yokohama Patch 6 release.

Exploring Now Assist for Enterprise Architecture (EA)

You can use Now LLM Service, Azure OpenAI, Google Gemini or Anthropic Claude on AWS as the AI model provider for Now Assist skills and AI agents. You can set skill-level preferences in the Now Assist Admin console. For more information, see Large language models on the ServiceNow AI Platform®.

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
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 Yokohama 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	Log in to any Yokohama instance where the key migration job failed, as there is no key to migrate. Observe the banner announcement, 'One or more security migration jobs have failed in your instance', and the banner announcement is shown even after one day.

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Problem	Short description	Description	Steps to reproduce
		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, the banner message is displayed constantly.	
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.	
Database Persistence - Data Management PRB1810466	Physical Table Stats Table (sys_physical_table_stats) doesn't have a cleanup mechanism that retain the table stats records daily after Xanadu changes	A rule will be implemented similar to the one for sys_db_size_stats for sys_physical_table_stats using sample_period_start and sys_created_on, or sys_updated_on.	
Database Persistence - Data Management PRB1837739	'Physical Table Stats Gatherer' runs long due to an influx of query with hash 2136542706	The job runs for more than one hour. Each query takes around 239 ms but since the number of times it's being called is high, the overall job takes a longer time.	
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.
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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB2266697		for various classes, and MID Server to go down.	
Platform Analytics Dashboard API PRB1909523 KB2262722	Changes in the dashboard only appear in the session language where they were made	Users are experiencing inconsistent behavior in Platform Analytics dashboards depending on the selected user 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.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1911649	Non-record gen_ai directive ACLs not active on zboot		**1.** Zboot the instance. **2.** Open the sys_security_acl table. **3.** Search for the types: ○ gen_ai_workflow ○ gen_ai_agent ○ gen_ai_skill, flow, flow_action Expected behavior: All matching * ACLs should be active. Actual behavior: All matching * ACLs are active=false.
Access Control List (ACL) Rules PRB1916144	gen_ai_ prefixed ACL types should use '* ACLs' for their default rule name	This is a product enhancement.	
Access Control PRB1910493 KB2321524	There is slowness when loading forms with 'Table Choice' fields, even after applying a	The size of CACHE_ARCHIVE_TABLE_HAS_TERMS cache needs to be higher than 2000 since many instances have > 1000 archive tables.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	2000 record limit		
Activity Stream PRB1743672	Worknotes using Carriage Return aren't displaying in HR Agent Workspace when using edge encryption		1. Enable Edge Encryption in the HR Workspace. 2. Open the HR Workspace using an encrypted URL. 3. Post a Worknote on a HR Case that uses a Carriage Return. Notice that the Worknote isn't visible in the Activity Log.
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 PRB1895624	Activity Stream displays sys_id instead of the display name	The user's sys_id is posted instead in the Activity Stream event.	1. Log in as an admin user. 2. Create a new user with User ID in the format of a sys_id. 3. Complete the **First Name** and **Last Name** fields. 4. Log in with new user. 5. Navigate to **Activity stream**. 6. Post a comment. Notice that the user ID (sys_id format) is displayed instead of the user's display name in the Activity Stream event.
Activity Stream PRB1897140	A workspace activity stream isn't displayed for archived records	Due to a misunderstanding of the requirements for archived records, a performance fix made it so that no workspace activity streams get generated for any archive tables, i.e. tables with an 'ar_'	

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Problem	Short description	Description	Steps to reproduce
		prefix. Instead, since archived records are read-only, all live updates for archived records should be turned off, while allowing the activity stream to be viewable.	
Activity Stream PRB1914670	In UI16, AI Agent posts appear as the logged-in user until the page is refreshed	In UI16, the entries appear as posted by the logged-in user initially. Only after a manual refresh the name changes to AI Agent. In Workspace, the entries correctly show the AI Agent as the author, which is expected.	
Advanced Work Assignment PRB1884896	'Capacity' displays the incorrect value in a manual 'Allocation of Work' item from the 'Queued work' tab from Workforce Optimization	The user should see a list of available agents with their capacity, but instead the user always sees zero/3.	**1.** Log in to the instance. **2.** Impersonate a user. **3.** Navigate to **Manager Workspace**. **4.** Navigate to **All agents**. **5.** Set the user presence state to 'Available'. **6.** Navigate to **Queued Work item**. **7.** Search for a document id. **8.** Select the item **9.** Select **Allocate**. Notice that the capacity appears as zero/3 for the user.
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.	

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Problem	Short description	Description	Steps to reproduce
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 the old prefix aren't searchable.	Refer to the listed KB article for details.
Agile Development PRB1909252	Customized story numbers are overwritten by an upgrade	A certain entry was offered in the com.snc.sdlc.scrum and com.snc.spm_agile_common packages. This entry is placed in the 'unload' folder, not the 'update' folder. Therefore, this entry becomes offending to any users who have customized it because content in the 'unload' folder is loaded during the first time activation.	1. Use a Washington instance with the com.snc.sdlc.scrum plugin. 2. Navigate to **System Definition** > **Number Maintenance**. 3. Search for the 'Story' table. 4. Change the number of digits from '7' to '8'. 5. Upgrade the instance to Yokohama. Expected behavior: The customization is retained. Actual behavior: The customization is reverted.
AI Search (Glide) PRB1913666	There's a AisDisableSearchSignalEvent warning message: 'scope is not defined'	In the syslog table, I see a error: 'com.glide.script.RhinoEcmaError: "AisDisableSearchSignalEvent" is not defined. sys_script.a9d8af92ff602210fbf4ffffffffffa8.script # # # : Line(3) column(0). java.lang.SecurityException: Illegal access to package_private script include AisDisableSearchSignalEvent: caller not in scope rhino.global.'	
AI Search (Glide) PRB1913679	The ExternalContentIngestion date parsing IT test fails	AI Search seems to be unable to parse date values correctly. Expected is 2001-01-01	

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Problem	Short description	Description	Steps to reproduce
		00:00:00, but was 2001-01-01 00:00:01.	
AI Search (Glide) PRB1916149	Allow AI Search admin users to invalidate crawlstore and perform a full Rrcrawl for a given indexed source	This is a product enhancement.	
AI Search (Glide) PRB1916150	Provide a Scriptable API for the External Content Connectors to get datasource-based statistics and a semantic embeddings status	This is a product enhancement.	
AI Search (Glide) PRB1916188	Update glide AI Search external content APIs to support multiple users per indexed source	This is a product enhancement.	
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. Updates to existing users fail. 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 it is querying the wrong field.	
AI Search External User Mapping API PRB1913661	Parameters are in the wrong order when calling Java API for (removeUser)	An exception is thrown, saying that the principal ID is null. This shouldn't be the case.	
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	Facets aren't consistent between the 'All' tab and the 'Article' tab for KBs.	1. Create a multi-field facet for catalog and Kb_knowledge. 2. Force late binding for the catalog. 3. Search by KB number. 4. Switch between the 'All' tab and the 'Articles' Tab. 5. Check the facets between both tabs. Expected behavior: The facets should be consistent between the 'All' tab and the 'Article' tab. Actual behavior: Some facets don't show on the 'All' tab.
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.

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Problem	Short description	Description	Steps to reproduce
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 PRB1904981	There's a console error after selecting the follow-up button for KG NLQ queries	There's a null citation in the chat.	**1.** Open a ynowassist instance. **2.** Enable Dynamic Window on a portal. **3.** Search for a query, 'List of all companies'. **4.** Wait for the synthesized response to load. **5.** Select the **Followup** button. Notice the console error and last citation is loaded as null.
AI Search UX PRB1907541	Revert unused synthesized v2 format code		
Analyst Workbench PRB1868095	The proper user message when a project has error isn't shown	The correct message should be shown to the user when a project has an error.	**1.** Create a project. **2.** Mine a project and have some error like no records like such. Expected behavior: The error message should be shown to the user. Actual behavior: The error message isn't shown to the user.
Analyst Workbench PRB1868099	Evaluation projects should have the 'Edit' option on the 'Process projects' page, even if the user is unable to edit	Only a user with elevated privileges can see the 'Edit' option, even though it should be seen by all users even if they're unable to edit.	**1.** Open the 'Process projects' page. **2.** Check for an Evaluation project. **3.** Select the three dots. Expected behavior: The Edit option shows where ever the project is available. Actual behavior: The 'Edit' option is only seen by a user with elevated privileges.
API Usage Analytics Dashboard PRB1842140	API_INT Semaphore queue depth shows a negative value in stats.do	There are two problems. First, the count shouldn't go negative when any exception happens. Second, it shouldn't	

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Problem	Short description	Description	Steps to reproduce
	misguiding analysis and troubleshooting	throw an exception, which ultimately drops the request on the floor and never responds to the browser.	
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.	
Appointment Booking PRB1902492	Issue with missing otherInputs in taskRecord parameter of rest API payload for Appointment Booking Unified UI after upgrading to Yokohama	In the Yokohama release, a common UI for appointment booking was implemented and otherInputs was missed from the payload. Add the otherInputs parameter in taskRecord like in the previous UI.	
Asynchronous Message Bus (AMB) PRB1909861	A lazy load of AMB messages cause an additional query for every message published	A performance improvement implemented in Yokohoma was designed to optimize database operations by loading the actual AMB message column from the database only when subscribers for that message exist. However, this optimization has been compromised by a request that updates the redelivery cache, which inadvertently causes the new query to be triggered for every published message, regardless of subscriber status. The intended performance benefit of selective	

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Problem	Short description	Description	Steps to reproduce
		database querying is being negated, as the system is now querying the database for all messages instead of only those with subscribers.	
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	When glide.amb.message.lazy.load is set to 'false', having a record open in two browsers and updating it in one doesn't update it in the other browser.	**1.** Set glide.amb.message.lazy.load to 'false'. **2.** Open a record in two different browsers. **3.** Update the record in one browser. Notice that the **Record** field in the other browser window isn't updated.
Authentication PRB1835271	IDP-initated SLO fails if 'Auto Redirect IdP' is 'True'		**1.** Log in as an admin user. **2.** Use Azure IDP to set up Security Assertion Markup Language (SAML) on Service Portal (SP). **3.** Enable Auto to redirect IdP as 'True'. **4.** Open an incognito window. **5.** Log in to Azure IDP. **6.** Log in through an SSO user in Service Portal. **7.** Log out from Azure IDP. Expected behavior: The user should be logged out from both SP and IDP. Actual behavior: The user is not logged from IDP only not from SP.
Authentication PRB1917269	Authentication Agentic AI agent controls	This is a product enhancement.	
Case and Knowledge Management for HR Service Delivery PRB1887320	HTML dynamic parameters on HR templates aren't working as expected	HTML dynamic parameters on HR templates are not being replaced with the actual value when used in links. The issue still persists if the description contains variables only in a link.	

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1898674	Agentic execution runs into a permission error	There's an error in the logs: 'The attempt to retrieve your open tickets failed due to a permissions error (read access to sn_hr_core_case not granted). Please advise on how to proceed or if there is an alternative method preferred to access your open tickets.'	1. Get the latest ynowassist with July apps. 2. Enable ticket status agent. 3. From the Virtual Agent as an admin, enter 'what is the status of my tickets'. Observe the error.
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	The state of the NameValue field doesn't change from 'New' to 'In Progress' in the Service Operations Workspace platform UI.	1. Log in to a Xanadu base instance. 2. Created a field of type Name-Value pairs in the Incident table. 3. Create an onchange client script with the following details: a. Type: Onchange b. Field: State c. UI type: Script 4. Open any incident. 5. Navigate to SOW view. 6. Add the field that was created in step 2. 7. Change the state between 'New' and 'In Progress' to see the **NameValue** field change in the platform UI. 8. Open the incident in SOW. 9. Attempt to change the state between 'New' and 'In Progress'. Notice that the NameValue field doesn't change in platform UI.
CMDB Identification and Reconciliation PRB1895738 KB2183302	A fix script causes high DB CPU load/ DB backup failure/long running jobs	After upgrading to Yokohama, Discovery jobs querying cmdb_rel_ci is long running and causing high DB CPU load and DB back-up failure.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
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	The modified row with the HTML value that had the encryption configuration deactivated still display the encrypted value.	1. Create a table with **Name** (field type: string) and **HTML**(field type: html) fields. 2. Create an active encryption configuration on the **HTML** field of the new table. 3. Insert some rows of data into the new table. 4. Deactivate the encryption configuration on the table's **HTML** field. 5. Update a record. 6. Change the **Name** field to something else. 7. Schedule a decryption job on the column. Expected behavior: Both rows are decrypted.Actual behavior: The modified row's HTML value still shows the encrypted value.
Column Level Encryption PRB1820743	Inactive caller policy records shouldn't be used when fetching a list of available crypto modules	This problem only applies to fields configured with multi-module EFCs where the field is empty or populated with cleartext data. When determining read/write access on a CLE field, available CLE crypto modules are checked to see which modules the user has access to. When building the list of crypto modules, use the query for caller policy records to find the modules. However, inactive caller policy records aren't filtered out.This causes no visible issues or access issues for users. In cases where there are many inactive caller policy records, this causes a performance	1. Create a crypto module 'no_access_module'. 2. Add one or more INACTIVE caller policy records for this crypto module. 3. As a user with elevated privileges, run the crypto module script via background scripts: gs.log(Packages.com.glide.kmf.callerpolicies.KMFCallerAccessPolicyRecordInterface.getCLECryptoModulesFromCallerPolicyTable()); Expected behavior: no_access_module doesn't show up in the list.Actual behavior: no_access_module shows up in the list.

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Problem	Short description	Description	Steps to reproduce
		issue and slows down the read/write check.	
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	GlideSession is being reused in background jobs/ flows, which already set some values in the session such as CryptoModulePicker. Since CryptoModulePicker is already set, when it attempts to encrypt, it doesn't have access to the crypto module and fails. Any session that has been previously used by an admin user with access will lead to the error when that session is used by the system.	1. Create a encryption module. 2. Create a new role 'test123'. 3. Add this role to the admin user. 4. Create a MAP of the type 'Role'. 5. Assign to 'test123' role 6. Create an **Attachment encrypted** field configuration on the Incident table. 7. Navigate to the sysauto_script table. 8. Run the scheduled script while logged in as 'System administrator'. 9. Notice that it should be encrypted. 10. Set the 'run_as' field value through the background script, from the scheduled job so it runs as system: var gr = new GlideRecord('sysauto_script'); gr.get('sys_id');gr.setValue("run_as", "");gr.update(); Expected behavior: It shouldn't encrypt the attachment.Actual behavior: It attempts to encrypt and fails with the error, 'SEVERE *** ERROR *** Crypto module access is denied for an attachment'.
Column Level Encryption PRB1896503	Data Migration Job summary doesn't have the correct pending list for incomplete EFCs		1. Migrate from Legacy CLE to KMF-CLE. 2. Ensure there are some Migration pending EFCs after data migration job is done. Notice that when the job restarts, it only pick ups the migration pending EFCs from the job summary, but there EFCs marked as 'Migration Pending' on EFC table.
Configuration Management Database (CMDB) PRB1847131 KB1885852	The Related List condition is not used during task generation	CMDBScriptableAPI isn't honoring the related list condition that is stored in the encoded query field of the policy record. If the condition stored in the policy record is used in a background script,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		the correct count of configuration items (CI) comes back, so it has to be localized to the java function creating the tasks.	
Configuration Management Database (CMDB) PRB1899149	Remove sn_cmdb_admin from itil_admin, sn_cmdb_editor from itil, and add CUD access to sn_cmdb_admin / sn_cmdb_editor	An itil user should have CUD access by default and users with the itil role contains sn_cmdb_editor, not sn_cmdb_user. Remove CUD from itil, and a user with the itil role no longer has CUD access because of removing CUD from sn_cmdb_editor.	
Customer Service Management PRB1893694	On guided setup, the 'Activate customer central' page displays 'no record found'	There's an issue with the plugin name being hard-coded in configurations. In Yokohama, the 'Customer Central' plugin ID was changed from com.sn_csm_customer_central to sn_customercentral. The guided setup is hardcoded to point to com.sn_csm_customer_central.	1. Log in to an instance. 2. Navigate to **All** > **Customer Service** > **Administration** > **Guided Setup**. 3. On the 'Getting Started' page of the guided setup, select **Get Started**. 4. In the Customer Central - Customer Information or Customer Central - Customer Activity category, view the list of tasks to configure the feature. 5. Scroll to 'Activate Customer Central' and select **Configure**. Observe that the button opens a page displaying 'Record Not Found'.
Database Persistence - Data Access PRB1882454	db-dml-test failures on Yokohama for DBInsertFullUnicodeTest and DBInsertFullUnicodeTestTrickyChars	Data inserted via GlideRecord is encoded twice, and the SQL statement uses only one level of encoding. GlideRecord 'Where' clause, causing the search to return incorrect results.	
Database Persistence - Data Access PRB1896536	The 'Database' view isn't working for Workflow Data Fabric tables	An error is generated: 'Logic Error: No Join Found for table: sys_user: no thrown error'.	

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Problem	Short description	Description	Steps to reproduce
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 Management PRB1841958	Failure to clean any records on a gateway table if more than 100 records are found	This issue is caused by UnreferncedRecordFinder.verifyUnreferencedRecords returning no records to delete, despite initially finding all the correct records in the unreferencedRecordFinder.getChunkOfUnreferenced RecordIds call.	1. Create a gateway DB. 2. Migrate sys_audit to the gateway DB. 3. Orphan over 100 records. 4. Create a new sys_unreferenced_record rule with the following values: a. Tablename = Sys Audit b. Conditions: tablename = cmdb_ci_computer c. Reference type = Document ID d. DocID filed = Document Key e. **DocId table name** field = Table Name 5. Run the command 'Refresh sample of unreferenced records'. Expected behavior: At least 1000 sample records should be visible below on the form view of the URC rule created. Actual behavior: No sample preview records are found.
Database Persistence - Data Management PRB1867090	Tables available in the Unreferenced Table Cleaner (URC) rule creation form are unconstrained	Configure an inclusion list for available table names when creating new URC rule, and create a new glide property 'glide.db.unreferenced_record_cleaner.enabled_tables'.	Attempt to create a URC rule. Expected behavior: Only a subset of tables should be available. Actual behavior: All tables are available.
Database Persistence - Data Management PRB1913617	Turn off monthly and yearly stats aggregator jobs		
Database Persistence	Query rewrites don't apply on already	When implementing the query rewrite for an optimized	

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Problem	Short description	Description	Steps to reproduce
- Data Scale PRB1824916	optimized queries by union optimization or left join coercion	query, it doesn't apply as a query rewrite applies prior to the optimization.	
Database Persistence PRB1906360	The 'Re-Activate All DF Reference Elements' UI action doesn't activate the data fabric (DF) reference element		1. Navigate to sys_dictionary. 2. Find a Glide table collection that has a reference element referencing a Workflow DF table. 3. Select the **De-Activate All DF Reference Elements** UI action. 4. Verify that all reference elements that are referencing the DF table get de-activated (active =false). 5. Select **Re-Activate All DF Reference Elements** UI action. 6. Notice that nothing happens. Expected behavior: All DF reference elements should be activated again (active = true). Actual behavior: All DF reference elements remain inactive.
Database Persistence PRB1907489	Update WDF readiness system properties to be changed by users with elevated privileges only		Update the properties as an admin user.
Data Privacy (Classic) PRB1893749	Trail License button is not displayed on a new TD instance after installing Data Discovery and Data Privacy App		1. Create a new TD instance. 2. Install Data Discovery and the Data Privacy App. 3. Navigate to 'Data Discovery Job' page. Expected behavior: The **Trial License** button is displayed. Actual behavior: The **Trial License** button is not displayed, and the user is able to schedule the job.

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Problem	Short description	Description	Steps to reproduce
Declarative Actions PRB1876861	Customizing a flow from 'Order line item' loads a blank configuration UI screen for Order Agent and Order Admin users	Both Order.agent and Order.admin users are redirected to a blank page when the configuration UI page should open after selecting 'Customize' for ab order line item.	**1.** Impersonate an Order.agent or Order.admin user. **2.** Create an order. **3.** Navigate to the 'Order line items' tab. **4.** Select **New**. **5.** Create an order line item for a product offering. **6.** Select **Customize**. Expected behavior: Selecting **Customize** should open the configuration UI page. Actual behavior: Selecting **Customize** redirects the user to a blank page.
Developer Sandboxes PRB1903573	Clone preservers need to be added for all clone profiles	Developer Sandboxes (DSB) should be present in the profile preserver list.	**1.** Create a new custom clone profile. **2.** Search for DSB preservers in profile preserver list. Expected behavior: DSB preservers are there. Actual behavior: DSB preservers not there.
Discovery PRB1800638	Preventing the scenario of running Simple Network Management Protocol (SNMP) GetNext on the same Object Identifier (OID) repeatedly		
Discovery PRB1898292	A Discovery monitoring job should support event framework	Discovery to not use sys_trigger directly, but instead utilize Platform's event framework to distribute the load among nodes.	**1.** Make sure Discovery is using Platform's event framework [discovery.use.event.processing system property]. **2.** Start a status and make it stuck.
Discovery PRB1899269	Discovery dedicated node job criteria used for some		**1.** Create/Update a node in the sys_cluster_state table with the node type containing job criteria 'nameSTARTSWITH async: disco^ ORname STARTSWITH events

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Problem	Short description	Description	Steps to reproduce
	users doesn't exclude Cloud Discovery jobs in the Yokohama release		process discovery ^ORname=Cancel Discovery^ ORdocument = discovery_schedule ^nameNOT LIKEAzure^ nameNOT LIKEAWS'. 2. Run Azure or AWS discovery. It's not expected to see the Cloud discovery traffic on the dedicated node, but it is still going to dedicated nodes.
Discovery PRB1899276	The start of the next Discovery schedule in a daisy chain is delayed by the time taken to complete 'discovery.complete' or 'discovery.cancel' events	In instances where the daisy chain is being used, the start of the next Discovery in the chain depends on the time taken to complete 'discovery.complete' or 'discovery.cancel' events . Most of the script actions for these events in their environment have the same default execution order of 100, including 'Discovery Run Next', which triggers the next Discovery. The more script actions with the order 100, the higher the possibility of delay for starting the next Discovery.	1. Create a daisy chain for Discovery. 2. Create script actions for discovery.complete and discovery.cancel events with execution order '100', which takes a few minutes to complete. 3. Run the daisy chain Discovery and check the time taken spent between the complete/cancel of one discovery schedule and the start of the next Discovery schedule. Notice that it is greater than the time taken by the new script actions.
Discovery PRB1899547	Make error suggestions clearer and link them to useful Knowledge Base (KB) articles	After analysis, it was found that the error suggestions for the following codes are insufficient or missing: SN-5301: No sensor defined, SN-1582: Unable to classify, SN-1144: Host is not reachable, SN-1007 : Failed to establish SSH connection, SN-1556: Multiple duplicate records, SN-1561: Multi match, and SN-1558: Missing dependency.	1. Navigate to the records in the automation_error_suggestion table for the error codes listed above. 2. Create or update the corresponding knowledge base (KB) articles. 3. Link them to their respective error codes.
Document Intelligence Unified Backend	Create a system property for max page and	Currently, the max page and max field limits are not customizable.	

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Problem	Short description	Description	Steps to reproduce
PRB1896682	max field limits for GenAI use cases		
Document Viewer PRB1914045	Users are unable to view an attachment when clicking it	The issue is observed for all the components where attachments can be previewed.	**1.** Navigate to a 3rd party portal. **2.** Navigate to a catalog item. **3.** Attach an image file or PDF file. **4.** Select the attachment to view. The 'Attachment' view fails.
Dynamic Schema PRB1895584	Upgrading from Xanadu removes the dynamic attribute store display data and querying since the fix script from PRB1895584 is not applied	In Xanadu, the data in the database is stored incorrectly, and the group is missing an underscore.	**1.** Open a Xanadu instance. **2.** Install the XanaduDynamicSchemaFinal.xml update set. **3.** Populate the Incident, CMDB, and alm_hardware tables from the X_DS_PoplulateDataScript.js. **4.** Ensure that on the list view, the dynamic attribute store data on the inc_dynamic_schema column, hardware_dynamic_schema column, and the cmdb_dynamic_schema column. **5.** Upgrade the instance to the latest master. Notice the display data on the the inc_dynamic_schema column, hardware_dynamic_schema column, and the cmdb_dynamic_schema column are now gone, and the data in the database did not get correctly changed.
Dynamic Translation PRB1899459	Dynamic Translation isn't working after upgrading in Yokohama	The translation feature stopped working and is now throwing the following error in 'Translate Text': 'Error: Cannot read property 'status' from undefined. Detail: Cannot read property 'status' from undefined.'	
Edge Encryption PRB1915259	Users are uable 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	

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Problem	Short description	Description	Steps to reproduce
		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 attachments without any issues.	
Email Notifications PRB1782170	Inline images coming from encrypted and signed emails processed by the SMIME plugin are lost	Images sent by Outlook may not be decoded properly when both encryption and signing are used in SMIME. The processed email may also contain artifact characters after decoding.	
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.	
Encryption PRB1894907	Data migration job doesn't report failure records		1. Insert invalid data that fails data migration job. 2. Run the data migration job. Expected behavior: The job reports failure records. Actual behavior: The job doesn't report failure records.
Encryption Support PRB1888374	Attaching a file to an incident table doesn't generate a hash value, even though the attachment isn't actually encrypted	Once the encryption of attachments is deactivated on the Incident table, the issue is resolved despite the fact that the attachment isn't getting encrypted when it's on.	1. Log in to the instance. 2. Impersonate a system admin. 3. Navigate to the Incident table. 4. Select any incident. 5. Attach a file without an encryption module. 6. Navigate to the sys_attachment table.

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Problem	Short description	Description	Steps to reproduce
			Notice that the user will not see the Hash value.
Event Management PRB1904735	Existing enrich rules have changes that affect binding (draft rules)	The bind simulation presents an incorrect result.	
Field Service Task Bundling PRB1898283	Dynamic Bundling logs aren't accessible to the wm_admin persona		
Field Service Task Bundling PRB1903547	Unable to create bundles with customizations	When a custom field is added to the task grouping policy, the data is not being retrieved.	1. Create a **Custom** field on the wm_order table. 2. Add filter conditions based on **Custom** field on the 'Task grouping policy' table. 3. Select **Bundle now**. Observe that the bundles aren't created.
Flow Engine PRB1855808	Callback is not invoked due to null pointer in FlowCallBackExecutor	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 dataset records. Notice that an attached error log occurs in the instance.
Flow Engine PRB1881084	The CurrentContextTracker 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	

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Problem	Short description	Description	Steps to reproduce
		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 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 PRB1903784	process_flow.engine related zboot errors in the database dump logs	Errors in the database dump logs from Now Assist.	
Flow Engine PRB1910437	Add a script for GenAI app BUs to create flow and action ACLs	A script utility was removed from the Flow AI Access Control effort that would create the 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.	
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 #Problem, report the same to manager through email'. 4. Verify **Look up records** while the response is being generated.

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Problem	Short description	Description	Steps to reproduce
			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) 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.
Flows (Family Channel) PRB1922279	Glide changes for Text2flow	This is a product enhancement.	
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:	

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Problem	Short description	Description	Steps to reproduce
		Cannot invoke 'com.glide.delegation.DelegationRule.isApprovals()' because 'rule' is null: com.glide.delegation. ApprovalDelegationMapper .doesMapRule (ApprovalDelegationMapper. java:46)'.	
Health Log Analytics (Family) PRB1898736	The host name resolution for IPKI certificate generation isn't successful when the instance is using an alias		
Hermes (Family) PRB1860223	Hermes Client Metrics Collection loads large records when aggregating client metrics		1. Create 15 topics for an instance. 2. Produce and consume the message for these topics for at least 15 minutes. 3. Validate the 'hermes_metrics_collection' table. 4. Check the number of the metrics rows available to verify that the number metrics are 10k. Expected behavior: No errors are observed during metrics aggregation.Actual behavior: Notice the error that contains, 'WARNING *** Large Table: Table handling an extremely large result set'.
Horizon Component Library PRB1892046	The auto-resize limit doesn't work when the text area is read-only	There's a 'now-textarea' read-only component that the user is using on a regular workspace page. The user wants to expand the text area's height, but that is only possible through the 'rows' property. The user is currently using the 'autoresize' and 'autoresizeRowsLimit' properties. However, since the field is read-only, the height of the text area isn't expanding. When they use an existing template from the UI Builder page, there's	

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Problem	Short description	Description	Steps to reproduce
		no way to directly change the property of the 'now-textarea' component. If it was a regular empty UIB page, the user would have been able to change the 'rows' property.	
HTML Field Type Editor PRB1881482 KB2291304	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.	Refer to the listed KB article for details.
HTML Sanitizer PRB1840143	OpenITTicket-Web Client gets the santization message, 'You have inputted sensitive information and it has been cleared from the chat history'	This issue is observed intermittently while using Web Client.	1. Setup OpenItTicket. 2. Publish the Open IT Ticket 2.0 (Template) topic. 3. Launch the Web Client. 4. Enter 'Open' from keyboard. 5. Select **OpenITTicket 2.0 Template Topic** from the topic picker. 6. Enter the short description 'Issue With machine' 7. Select **No**. 8. Select **Urgency**.
HTTP Client PRB1916723	The 'Request to Now' LLM media action fails due to missing changes made to support multipart on a sync client	Multipart requests support should be added to ynowassist so that the Generative AI Controller (GAIC) can change the 'Now LLM Media' flow to use the Now LLM Connection Alias.	
Identity PRB1894590	An admin user is able to change the 'Table name' while selecting the AI agent from the list	There's a new plugin and table for the agent role configuration.	1. Ensure that 'com.glide.identity.agent.security' is installed on the instance. 2. Log in as an admin to an instance. 3. Open the list view for the 'sys_agent_access_role_configuration' table.

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Problem	Short description	Description	Steps to reproduce
			4. Select **Add new record**. **5.** Select the **Search** icon beside 'Agent' entry. Expected behavior: The user shouldn't be allowed to change the 'Table name' from the pop-up window. Actual behavior: The agent is able to select non-default tables from the list in pop-up window.
Identity PRB1905443	Capitalization is missing for a **WSA** field notification message		**1.** Log in to any instance on track/ynowassist. **2.** Navigate to **All** > **Users** or open the sys_user.list table. **3.** Open any user record. Expected behavior: The message should be 'Please use identity type field instead'. Actual behavior: The **WSA** field notification message doesn't start with a capital: 'please use identity type field instead'.
Incident Communications Management PRB1901722	Add a workaround variable in Resolution Communication (Technical) and Resolution Communication (Business)	If a skill is active, then add the 'workaround' GenAI variable in the template: Resolution Communication (Technical) and Resolution Communication (Business).	
Instance Clone (Family) PRB1908309	Authentication fix for recurring clones		
Integration Hub PRB1844370	Reconstructed process plan returns incorrect information when fetching a plan containing a data stream	The flow executes with a data stream, even if the method returns as 'false'.	**1.** Install IntegrationHub Enterprise Pack. **2.** Create a data stream. **3.** Publish it within a flow. **4.** Execute the flow. **5.** Retrieve the reconstructed process plan in an IDE by invoking the method

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Problem	Short description	Description	Steps to reproduce
			'OperationUtils.getReconstructed ProcessPlan(contextID). hasDataStream()'. Notice that this method returns false, even though the flow executes with a data stream present.
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 PRB1911068	GlideServer SQL API/ Query Service limits	This is a product update.	
Integration Hub PRB1911069	JDBC driver REST APIs for the ServiceNow SQL API	This is a product update.	
Language and Translations PRB1886122	The user observes the wrong translation on Risk Workspace for the sn_risk_advanced plugin component	Incorrect translations on the Risk workspace for sn_risk_advanced plugin component.	1. Navigate to Yokohama P1. 2. Install GRC: Risk Management Workspace plugin with demo data. 3. Install a i18n for German translations. 4. Navigate to **Risk Workspace** > **Lists** > **Risk assessments** > **Risk Register**. 5. Open a record. 6. Select **View**. 7. Observe that all 'subtitles' are showing correctly in the open record. 8. Change the language to German. Expected behavior: The text is translated.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Subtitles are shows as 'advanced_risk_assessment_component...'.
License Usage PRB1920048	The 'Remove candidate' link in the Progress Indicators card of the Key Metrics section isn't working	In the Key Metrics, 'Removal candidates' should link to the list view of removal candidates.	1. Install the plugin (com.sn_samp_master_ws) or store app with demo data. 2. Activate all Software Asset Management Professional plugins, including Software Asset Workspace. 3. Navigate to **Workspaces** > **Software Asset Workspace**. 4. Select **License usage module** from the left side menu. 5. Select **Publisher Adobe Systems**. 6. Navigate to **Key Metrics** > **Progress Indicators**. 7. Select **Removal candidates**. Expected behavior: The user should be navigated to the list view of the removal candidates. Actual behavior: Nothing happens when the 'Removal Candidates' link is selected.
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 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 to get stuck, making it impossible to access any of the list elements such as filter,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		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.
MetricBase PRB1878006	A hanging Clotho server can sometimes cause glide to become unresponsive	A Clotho XMLStats request never returns if Clotho becomes unresponsive, leading to semaphores exhaustion on glide.	
Metric Intelligence (Family) PRB1839739	ME queries dashboard configurations that don't filter out metrics without data, and pre-filtering should be added	This may cause a situation where the API returns 10 dashboard configuration with no data, causing the metric explorer to feature an empty metrics graph panel. In addition to this issue, pre-filtering should be added.	1. Pick a series. (CI+resource+metric type) which has some data. 2. Navigate to **Metrics view configuration**. 3. Create 10 or more records for the CI class with no source, all with a low order (such as 10), for source metric types with no registered metrics. 4. Create a record for that CI with a metric source that has a registered series with a high order (such as 200). 5. Open the CI in the Service Operations Workspace (SOW) in another tab. 6. Confirm that the widgets in the metric widget have the series covered by the high order metrics configuration record. 7. Navigate to all properties.

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Problem	Short description	Description	Steps to reproduce
			8. Create a property 'sa_metric.enable_dashboard_query_prefilter'. 9. Set the property 'false'. 10. Clear the cache (cache.do) 11. Return to the SOW. 12. Refresh the page. 13. Re-open the CI. 14. Confirm that the widget with the order 200 is not shown in the metrics widget.
MID Server PRB1898155 KB2321207	Calculated checks are zero after config_publish sent a following MID server restart	During policy publish via an ECC queue message, check sum calculations aren't performed on the MID server for policies that have previously been registered. These calculations are responsible for notifying agents tied with the policies and their check instances that changes have been made and a synchronization of the data must be pushed to agents via the WebSocket connection to reflect the changes. The issue arises from the MID server caching the previous policy during a config_publish message. For agents that register after this message, the schedule message is never sent due to an error associating the cache entry in the MID server with the new agent connection. For updates to existing policies and/or check definitions, the cache isn't updated with them check sum changes	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		indicating the state has changed.	
MID Server PRB1900340	The SSHProviderTerminal JavaScript probe gets stuck when the client sends a large amount of data when waiting for the identification string		1. Simulate a server running on port 22, which returns garbage after a successful TCP connection. 2. Run the SSHProviderTerminal probe against that server.
Mobile Classic app (End of Life) PRB1900493	A mobile browser e-signature failure due to a re-authentication error	This issue was found when the instance property configured for SSO and the 'Approval with e-signature' plugin.	1. Create a new CHG record. 2. Progress it so it generates an approver (sysapproval_approver) record to be assigned to the user. 3. Log in to the instance using the newest Now Mobile on an iOS device. 4. Navigate to **My actions** > **Tasks**. 5. Select **Approve**. 6. Add any comments. 7. Set the item to **Approved**. Notice that the user will be prompted for their username and password prior to approving.
Mobile Platform PRB1835448	Uppercase in the choice value breaks the dependency on the Mobile App	.	
Mobile Platform PRB1843125 KB2180787	Language should be part of the cache key building scripted screen cache	Questionnaires and Surveys translations in the Mobile Agent app are not working as expected.	Refer to the listed KB article for details.
Mobile Platform PRB1901478	Using UI parameters as part of a filter flow leads to a work order task (WOT) sys_id not	The users experience an 'invalid input' error.	

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Problem	Short description	Description	Steps to reproduce
	being read on Field Service Management (FSM)		
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 PRB1905877	For a single attachment case, the attachment title doesn't display	Attachments should be supported in standard search results. Now, for a single attachment case, the attachment title doesn't display. For a multiple attachment case, the count of attachments doesn't display.	
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.
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.	

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Problem	Short description	Description	Steps to reproduce
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 requester 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.
Next Experience Unified Navigation PRB1908169 KB2252998	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.	Refer to the listed KB article for details.
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'.	
Now Assist in Document Intelligence 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.
Now Assist in Document Intelligence 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:	

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Problem	Short description	Description	Steps to reproduce
		(line 1) invalid char between encapsulated token and delimiter...!	
Now Assist Panel PRB1907557	Modify the sys_script_318070047f3012102ff5e3136d86653d.xml for Now Assist panel		
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.
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 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.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: No editing modal appears.
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 PRB1919813	Changes to accommodate new AIEL and Now Assist Panel configurations	This is a product enhancement.	
Now Assist Panel UX for Agents PRB1919814	Changes to accommodate new AIEL and Now Assist Panel configurations	This is a product enhancement.	
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 enhancement.	
Now Assist Panel UX for Agents PRB1919816	Capture invocation start to sn_aia_execution_plan to determine if it ran from playground, trigger, or chat discovery	This is a product enhancement.	
OneExtend	The sendFeedback method throws		1. Log in to an instance as an admin. 2. Initiate a conversation with LA.

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Problem	Short description	Description	Steps to reproduce
PRB1894063	an error: 'User is not authorized to update log record'		**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.
Password2 Encryption PRB1893080	High memory consumption during SEK ReEncrypt on instances with millions of password2 data		**1.** Generate 20 million password2 records on an instance. **2.** Run the Storage Encryption re-encrypt. Expected behavior: The re-encryption completes successfully. Actual behavior: The encryption job ends abruptly because the node ran out of memory.
Password2 Encryption PRB1914502	The 'Grant' rule is revoked even if there are SEK reEncryption failures		**1.** Open a corrupt PW2 record. **2.** Enable V1 Rekey by creating a system property glide.crypto.core .rekey.v2.enabled: false. **3.** Navigate to Rest API Explorer. **4.** Select **Explore**. **a.** namespace: crypto **b.** API name: Crypto Rekey Automation API **5.** Select **Send**. **6.** Navigate to 'security jobs'. **7.** Check the latest SEK reEncryption job. Expected behavior: The 'Grant' rule isn't revoked due to failures in SEK reEncryption. Actual behavior: The 'Grant' rule is revoked despite SEK reEncryption failures.

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Problem	Short description	Description	Steps to reproduce
Performance Analytics PRB1912079	The homepage deprecation tool isn't populating the correct amount of 'Homepages not deprecated' in Yokohama		1. Open an instance based on Yokohama. 2. Ensure that the following is installed and up to date: Homepage deprecation help tool (App id: sn_home_page_depr). 3. Add some homepages where they don't have a view that equals category_default. Ensure that there's a bunch of homepages where the view is empty, and that both homepages aren't used in a dashboard or in a tab. 4. Navigate to the homepage migration dashboard. 5. Notice that there's a widget called 'Homepages not deprecated'. 6. Create 2 pages where the view = category_default and 5 pages where the view is empty. Expected behavior: The amount of homepages not deprecated should display 7. Actual behavior: The amount of homepages not deprecated displays the value 2.
Platform Analytics Dashboard API PRB1873441	The description is empty for data visualizations in a library	The description is empty for data visualizations in data-visualization-library when the properties 'com.glide.par.unified_analytics.enabled' and com.glide.par.v_table_join.enabled' are 'True'.	1. Create a data visualization with a description. 2. Set the property 'com.glide.par.v_table_join.enabled' to 'True' 3. Notice the description is removed in the library. 4. Search the same visualization in par_visualization.LIST. Notice that the description can be seen in par_visualization.LIST.
Platform Analytics Migration API PRB1863966	On the editing library visualization in the dashboard, the 'Save' prompt doesn't have the	This was initially fixed by PRB1713684 but no case fallback was added for visualisation without stored_component_name. The condition 'All stored visualisations	1. Migrate a dashboard from the bulk migration in the Migration Center. 2. Access the dashboard. 3. Edit the visualization. 4. Change a property. 5. Save the dashboard.

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Problem	Short description	Description	Steps to reproduce
	correct label after migration	will have name populated' is defined.	**6.** Notice that the save prompt appears asking to save to the library or not, or to save a cloned version on the dashboard. Expected behavior: The message should say 'How do you want to save your changes to 'visualization name'. Actual behavior: The visualization name is empty.
Platform Analytics Migration API PRB1869607	Platform Analytics Adminstration (PAA) always displays the 'UXA' menu	Customers upgrading to Yokohama without migrating won't have the PAA menu since the unified property is 'false' by default.The UXA setting menu is visible under Platform Analytics Administration whether user has run the migration or not.	
Process Mining External Data Import PRB1870059	Record data generation isn't working as expected	The data is cleared from the import table and no records are generated after the user selects 'Create record data'.	Import an external dataset in the external process mining guided set-up. Expected behavior: The user is able to create records based on the imported dataset. Actual behavior: After selecting **Create record data**, the page remains stuck at the progress view until refresh. After the refresh, the data in the import table is wiped out and no records are generated.
Process Mining PRB1882225	Unexpected exceptions don't get propagated up in the log		Throw an exception in MdTraceService during log collection. Notice that the exception details or stack trace are missing from the logs.
Process Mining PRB1895034	Verify all analyst workbench statistics having two date units	Stats formatting in multiple areas in the 'Process details' need to be updated.	

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Problem	Short description	Description	Steps to reproduce
Process Mining PRB1901994	Process Mining GenAI skills are failing for 3P models		**1.** Change default provider to something other than the NowLLM model in sys_one_extend_definition_config. **2.** Initiate the skill. Expected behavior: The skill should return a LLM response. Actual behavior: The skill doesn't display any key reasons.
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.	**1.** Mine a project. **2.** Create a filter set on conditions that matches more than 10k cases and less than 20k cases. **3.** Re-mine the project. **4.** See that the filter set model now displays the incorrect case count. Expected behavior: It should mine all cases that match the filter sets and display the correct case count. Actual behavior: An incorrect case count is displayed for a filter set model.
Process Mining Workspace PRB1861801	The count between tables in MDM is incorrect		Open the project 'Incidents with Bad Change'. Notice that the count of records between the Incident table mine and Change table mine are incorrect.
Process Mining Workspace PRB1862573	When the **Contextual** field is used in a contextual condition and the user edits the transition, 'id' is shown in the value list	The user is unable to select other values from the list when 'Priority' is 'id', and the scheduled task panel shows '2' instead of '2 - High'.	**1.** Create a project with the Activity as 'State' and contextual activity (AOI) as 'Priority'. **2.** Mine and open the Analyst Workbench. **3.** Add a condition with a contextual condition on Advanced Transition. **4.** View the result on the completed state. **5.** Select **Edit** from the 'Applied' filter.

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			Observe that the value for 'Priority' shows 'id', and the user is not able to select any other values from the value list; and the scheduled task panel also shows '2' instead of '2 - High'.
Process Mining Workspace PRB1879536	Project copied from a Freemium project is accessible to a 'no role' user	The copied mined project is accessible to a 'no role' user, and the permissions itil and snc_internal role are copied over.	1. Impersonate as an Analyst User. 2. Create a copy of the Freemium project. 3. Observe that it also copies the permissions from the Freemium project (itil and snc_internal). 4. Mine the project. 5. Impersonate a 'no role' user. 6. Navigate to Process Mining workspace. Notice that the copied mined project is accessible to a 'no role' user with either an 'itil' or snc_internal role, and a non-analyst is able to do RCA, Clustering, Show records and Work Notes.
Process Mining Workspace PRB1885485	The Overview page of the guided setup isn't loading for a project which is created via PA journey		1. Navigate to the left navigation. 2. Search **Data Collector**. 3. Select **Jobs**. 4. Open the following: a. [PA Incident] Historic Data Collection. b. [PA Incident] Daily Data Collection. 5. Select **Execute now** for both. 6. Wait for 1 minute or until the process is complete. 7. Open the left navigation. 8. Search **KPIs** under Platform Analytics. 9. Open a PA indicator. 10. Choose an indicator on the incident because the incident is a default template. 11. Select **Run Process Analysis**. 12. Notice that this will trigger the PA API and create a project. 13. Search **PA projects** in the left navigation.

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Problem	Short description	Description	Steps to reproduce
			14. Open it under 'Process mining'. 15. Notice that the newly created project is displayed. Open it. 16. Select**Edit** in the **Project builder** button. Observe that it goes into a continuous loop.
Process Mining Workspace PRB1891796	Show an alert instead of a modal and update tool tip for 'Get recommendations' in the Guided Process Configuration	This problem was observed in Yokohama.	Scenario 1: 1. Create a process configuration for an entity using 'incident'. 2. Add a **Textual** field in the 'Process perspectives section'. 3. Return to the 'Improvement opportunities' page. 4. Select **Get recommendations** on the 'Automated' tab. Notice that the message, 'No recommendations available' appears in an alert pop-up. Scenario 2: 1. Create a process configuration without filling in 'Process perspectives' section. 2. Create a project. 3. Hovers on **Get recommended fields**. 4. Notice that the tooltip says 'All recommended activity definitions have been added'. 5. Select **Get recommended fields**. Notice that 'No recommendations available' appears in an alert pop-up.
Project Management PRB1883485	A demand state isn't updating to 'Completed' after a project is created from a demand	This problem was observed in Yokohama.	1. Hop into an instance. 2. Create a new demand 3. Select the **Create Project** related link. 4. Notice the 'Demand' state is not changed. 5. Refresh the page, or reopen the same demand.

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Problem	Short description	Description	Steps to reproduce
			Notice that the state is changed to 'Completed'.
Project Management PRB1885649	A cost plan roll up isn't happening for programs and portfolio		**1.** Create a Project. **2.** Assign a program to it. **3.** Add a cost plan and a benefit plan. **4.** Select **Save**. **5.** Validate the 'Financials' tab in the program.
Related List Action Model PRB1889099	When creating Attribute Adjustment for Price list line, the Price List Line id is not getting defaulted in the Attribute Adjustment form	This issue is noticed in Yokohama.	**1.** Hop on or log in to a Yokohama instance. **2.** Navigate to CSM/FSM Configurable Workspace. **3.** Create new a Price List. **4.** Create new a Price list line for the Product Offering Home Automation Hub. **5.** Set the Attribute adjustment for the Home Automation Hub price list line. **6.** Check the Attribute adjustment form. Expected behavior: Apply to all Price lists should be unchecked and Price list line should be pre-populated with price list line id. Actual behavior: In the Attribute adjustment form, Price Line line is disabled and not pre-populated with price list line id.
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.	
Restricted Caller Access (RCA)	A chat attachment doesn't go through to the user's side	.	**1.** Install 'Advanced Work Assignment' (AWA) for HR Service Delivery (HRSD) in any Yokohama instance.

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Problem	Short description	Description	Steps to reproduce
PRB1894354			**2.** Create a queue in AWA for the HRSD scope. **3.** Log in as an agent and try to send the attachment. See that it is failing.
Roles PRB1905646	A upgrade fix_script is taking more than 5 minutes to set the identity type for 8M records	An existing user should have an identity type.	**1.** Take a Xanadu instance. **2.** Create/setup 8M records in the sys_user table. **3.** Upgrade the instance to the latest track/ynowassist build. Notice that the total upgrade has taken 36 minutes. The fix script to update identity_type for sys_user records is taking 5 minutes.
Roles PRB1906067	An AI Agent's identity type should be un-editable in the 'List' view	'New User' creation should have an identity type.	**1.** Create an AI-agent type record in the sys_user table. **2.** Open that record. **3.** Observe that identity_type is uneditable there. **4.** Open the sys_user table in the 'List' view. **5.** Try to edit the identity_type of AI-Agent records. Expected behavior: The user should be blocked from editing the identity-type of AI-Agents from the 'List' view. Actual behavior: The choices option displays to the admin to modify the identity-type.
Roles PRB1916157	Agent role controls for Identity type	This is a product enhancement.	
Roles PRB1916160	Agent role inheritance restriction	This is a product enhancement.	
Schedule Optimization	Handle ignored the state update	Check ml_solution state before marking it as ignored. Jobs are marked as	

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Problem	Short description	Description	Steps to reproduce
PRB1888111	on WM jobs correctly	'ignored' when the ml_solution state is still 'in progress'.	
Schedule Optimization PRB1890329	Handle conflict API for the default intraday configuration		1. Set up intraday configuration as the default. 2. Create event for any qualifier. 3. Open a work order task of the same qualifier when scheduled intraday job is triggered for the event. Expected behavior: The banner message for conflict resolution should be displayed. Actual behavior: The banner message will not appear when there is a default intraday configuration that will run for all the qualifiers active in the instance.
Schedule Optimization PRB1893394	Support the intraday attribute by overriding the configuration for conflict API		Create an Intraday configuration with 'Attribute override'. Notice that the conflict API doesn't consider the attribute override.
Schedule Optimization PRB1893918	When the task limit is exceeded, jobs stay in the 'In Progress' state, and the 'In progress' Prioritized Optimization (PO) job is ignored when the default job runs while it's still in progress	The PO job never comes out of the 'In progress' state.	1. Set up data in a way that a qualifier has more than 100 tasks. 2. Create an intraday configuration with PO set to 'True' for that qualifier. 3. Trigger a prioritized event for that qualifier. Notice that the PO job created stays in the 'In progress' state even after ML solution is complete, and never comes out of the 'In progress' state.
Schedule Optimization PRB1897154	Agent Shift horizon time isn't considered correctly for an Intraday run		1. Create agent shifts for today and tomorrow. 2. With 10+ work order tasks (WOT) qualifying for current intraday run. 3. Run the Intraday job. Expected behavior: The WOTs should be assigned within a current day. No WOTs should be assigned for next day.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: WOTs are assigned to the next day.
Security Attributes PRB1852325	GlideSecurityManager dotWalkQueryCondition ToQueryElement expands dot-walked fields unnecessarily	When executing a query through GRM Table API or GlideRecordSecure, dot-walked conditions are expanded and the data is subsequently thrown out and not used if all ACLs on the target table are role-based.	1. Create a rest table API or GlideRecordSecure directly against cmdb_rel_ci. 2. Dot-walk to parent or child in conditions against cmdb_rel_ci. Expected behavior: GlideSecurityManager doesn't query for data that is not used. Actual behavior: GlideSecurityManager queries for the dot-walked condition fields, and throws them away shortly after.
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.	
Server-side scripts PRB1913500	script_include_names cache flushes are frequent and expensive	This may contribute to semaphore exhaustion during plugin install.	
Service Catalog Builder PRB1876659	An admin user can't edit the catalog item in Catalog Builder	For an admin user, the role named 'catalog_builder_editor' is not mapped . Even if it's mapped manually, the user is still unable to edit the item using Catalog Builder.	1. Log in as an admin user. 2. Pick the latest track/catalogbuilder instance. 3. Navigate to **Maintain items** > **Standard Laptop**. 4. Attempt to select **Edit in Catalog Builder**. Expected behavior: It should launch the catalog item for editing in Catalog Builder. Actual behavior: The error message appears, saying the user is not authorized.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1877599	Template is created from scratch; mask and url base instance questions are available in item level for Catalog Builder		1. Create a catalog item template. 2. Don't change any restrictions at the question level. 3. Notice that two question types are selected, 'mask' and 'url'. 4. Create a catalog item with this template. Expected behavior: 'mask' and 'url' shouldn't be available for selection in the question subtype for single lines. Actual behavior: 'mask' and 'url' are available.
Service Catalog Builder PRB1878524	The 'Annotation' tab is missing from all newly supported question types in Catalog Builder	Support new variables in catalog builder.	1. Log in to the instance as catalog_builder_editor. 2. Navigate to question wizard from the item creation flow. 3. Choose a question type such as text, subytype - url, or any new type in builder. Expected behavior: The 'Annotation' tab should appear. Actual behavior: The 'Annotation' tab does not appear.
Service Catalog Builder PRB1879309	**Reference qualifier** field is displayed as a **Single line text** field in Catalog Builder	Additional features for existing variables in Catalog Builder.	1. Log in to the instance with the catalog_builder_developer role. 2. Navigate to Catalog Builder. 3. Select**Choice** as the 'Variable type'. 4. Select **Sub type** as a list with values from the table. 5. Navigate to the 'Additional details' tab. 6. Select **Advanced** as the 'Reference qualifier type'. 7. Validate the **Reference qualifier** field. Expected behavior: The **Reference qualifier** field should be multi-line text field. Actual behavior:The **Reference qualifier** field is single line text field.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1879568	Values are auto-populated in some **Lookup** fields once the table is selected	Additional features for existing variables in Catalog Builder.	1. Log in to the instance with the catalog_builder_developer/ catalog_builder_editor role. 2. Navigate to Catalog Builder. 3. Select **Choice** as the variable type. 4. Select 'Sub type' as a list with values from table. 5. Navigate to the 'Additional details' tab. 6. Select the table as 'cmn_location'. 7. Verify **Field (what should be displayed and stored)** and **Lookup label** field(s). Expected behavior: The **Lookup** field and lookup label should be empty. Actual behavior: The **Reference qualifier** field is a **Single line text** field.
Service Catalog Builder PRB1879613	Incorrect message is displayed for catalog_builder_ for a variable with an Advanced reference qualifier	Additional features for existing variables in Catalog builder . editor	1. Add a variable list with values from table as a catalog builder editor. 2. Log in as an admin user. 3. Open the same Catalog Builder item. 4. Open the question. 5. Navigate to **Additional details**. 6. Select 'Advanced' as the reference qualifier type. 7. **Save** the change. 8. Log in with an editor role. 9. Navigate to the same item and variable. 10. Verify the condition builder in 'Additional details'. Expected behavior: The condition builder should be hidden and the message, 'This question contains advanced filter conditions. You do not have the required permissions to modify it' should be displayed. Actual behavior: The condition builder is hidden and the message, This question contains advanced filter conditions that cannot be modified in Catalog Builder' is displayed.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1879905	Restricted question type count badge is not correct in template question page in Catalog Builder	Support new variables in Catalog Builder.	**1.** Log in as an admin. **2.** Navigate to Catalog Builder **3.** Choose any existing template or create a new template. **4.** Navigate to the **Question** section. **5.** Observe that the badge with the count for the restricted question is 5. **6.** Open the selector. Notice that there are 8 restricted question types.
Service Catalog Builder PRB1879949	Question created through Catalog Builder isn't showing when it's opened for editing	The question is missing in the Catalog Builder, but can still be viewed in Platform.	**1.** Login into Catalog Builder. **2.** Navigate to the Catalog Creation flow. **3.** Insert a new question of any type (for example, a single line). **4.** **Submit** the item. **5.** Open the item for editing. Observe that the question is missing in the Catalog Builder, but is still available in Platform.
Service Catalog Builder PRB1880031	Fields and configurations sections are missing for Custom & Custom label question type in Catalog Builder	In addition to the issues with the 'Custom & Custom' label question type, the **Macro** and **Summary Macro** fields are missing in 'Additional details' tab and the 'Default value' tab is missing.	**1.** Login as a catalog_builder_developer. **2.** Navigate to **Catalog Builder**. **3.** Create from scratch. **4.** Enter an item name **5.** Navigate to the **Question** section. **6.** Create new question as 'Custom'. **7.** Observe the configuration sections. Notice that the 'Permissions' and 'Auto populate' tabs are displayed for the label question type 'Custom & Custom', which isn't expected behavior. For catalog_builder_editor, the question type 'Custom & Custom' label is completely missing.
Service Catalog Builder PRB1880041	Issues with the rich text label in Catalog Builder	In addition to issue for the rich text label, the tooltip text box is present in the 'Questions' tab, and 4 out of 5 fields in the	**1.** Login as a catalog_builder_developer. **2.** Navigate to **Catalog Builder**. **3.** Create from scratch. **4.** Enter an item name.

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Problem	Short description	Description	Steps to reproduce
		'Availability' section are unchecked.	**5.** Navigate to the **Question** section. **6.** Create a new question with the 'Rich text' label. **7.** Observe the configurations sections. Notice that the 'Permission' configuration section is present for rich text label, and is missing in platform.
Service Catalog Builder PRB1880597	Unable to update the default values for variables in Catalog Builder	The user is unable to edit the **Default value** field in these different scenarios.	Scenario 1: **1.** Take the latest build instance of track/catalogbuilder. **2.** Create a new catalog item or open an existing catalog item. **3.** Navigate to the **Question** section. **4.** Attempt to create a new variable. **5.** Provide a default value for the variable **6.** Save the question. **7.** Re-open the question definition. Expected behavior: The variable **Default value** field can be edited. Actual behavior: It is disabled. Scenario 2: Open many existing catalog items to edit. Observe that the **Default value** field is read-only and can't be edited. Scenario 3: **1.** Create a catalog item variable of any type without a default value. **2.** Re-open the variable definition. Observe that it's disabled and user can't edit the variable.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1880645	Unable to create client scripts for Record Producers		1. Pick the latest track Catalog Builder instance. 2. Open a record producer or create a new record producer using Catalog Builder. 3. Try to create a client script for any variable in the record producer. Expected behavior: There is no provision to create a client scripts for record producers. Actual behavior: A new section is shown to create a client scripts on record producer variables.
Service Catalog Builder PRB1880798	The **Unique values only** checkbox isn't displaying for the variable type list with fixed values in Catalog Builder	Additional feature for existing variables in Catalog Builder.	1. Add a variable list with fixed values as a catalog builder editor/developer. 2. Open an existing catalog item. 3. Enter **Choice** as the type and sub-type as a list with fixed values. 4. Navigate to the 'Choice' tab. 5. Verify the checkbox **Unique values only** is available. Expected behavior: The **Unique values only** checkbox should be available on the platform for the question type list with fixed values. Actual behavior: The **Unique values only** checkbox is not available.
Service Catalog Builder PRB1880884	Cannot access catalog item from Catalog Builder if a multi-select (list collector) question is added	The user is unable to access the catalog item, and error messages occur.	1. Open an instance. 2. Select **Dashboard**. 3. Select **Build from scratch**. 4. Select **Standard**. 5. Enter the item name. 6. Navigate to the 'Questions' tab. 7. Select **Insert new question**. 8. Select **Choice** as the question type. 9. Select **Multi-select** as the sub question type. 10. Enter details on the 'Question' tab.

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Problem	Short description	Description	Steps to reproduce
			11. Enter details on the 'Additional details' tab. 12. Select **Insert question**. 13. **Submit** the form. 14. Return to the dashboard. 15. Attempt to access the newly created catalog item. Expected behavior: The user should be able to access and edit the catalog item through Catalog Builder. Actual behavior: The user is unable to access the catalog item and an error message occurs, 'You are not authorized to edit this record'. When selecting **Edit**, and another error message occurs, 'Alert level: critical.unable to fetch variable values for producer'.
Service Catalog Builder PRB1880949	The **Delete client script** button name is not appropriate	The **Discard** button name should be deleted in the confirmation modal when deleting the client script.	1. Log in to an instance. 2. Navigate to Catalog Builder. 3. Navigate to the **Create catalog item** flow. 4. Add a name. 5. Navigate to the client script. 6. Add some client script. 7. Select the script. 8. Select **Delete**. Notice that in the confirmation modal, the button name should be deleted.
Service Catalog Builder PRB1880953	Client script with a compilation error is also saved		1. Log in to the instance. 2. Navigate to **Catalog Builder**. 3. Navigate to **Create catalog item flow**. 4. Add a name. 5. Navigate to the client script. 6. Add to the script. 7. **Save** the script Expected behavior: The script shouldn't saved as is in Platform.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The script is saved.
Service Catalog Builder PRB1881284	For list values from the table for the **Lookup** select box, the **Choice** field is updated in Platform but isn't shown in Catalog Builder	The first value in the **Choice** field that is updated in Platform isn't updated in Catalog Builder.	**1.** Create a catalog item through Catalog Builder. **2.** Add a lookup select box question to it. **3.** Navigate to the 'Additional details' tab. **4.** Select **Choices for lookup source** for the lookup selection box. **5.** Select one value for the **Choice** field (Don't select the first choice). **6.** Insert the question. **7.** **Submit** it. **8.** Open the catalog item in Platform. **9.** Update the **Choice** field with different value for options (Don't select the first value). **10.** **Save** it. **11.** Open the catalog item in Catalog Builder. **12.** Observe the **Choice** field. Expected behavior: The value recorded in the **Choice** field in Platform should also show in Catalog Builder. Actual behavior: The first value for the **Choice** field from the option is shown in Catalog Builder.
Service Catalog Builder PRB1881380	Simple reference qualifier becomes un-editable	The 'Conditions' section can't be seen and can't be edited by the user when the simple reference qualifier is selected.	**1.** Log in to the instance. **2.** Navigate to Catalog Builder. **3.** Select **Dashboard**. **4.** Select **Build from scratch**. **5.** Select **Standard**. **6.** Enter the item name. **7.** Navigate to the 'Questions' tab **8.** Select **Insert new question**. **9.** Select **Choice** as the question type. **10.** Select **Radio with values from a table** as the sub question type. **11.** Enter details on the 'Question' tab. **12.** Enter details on the 'Additional details' tab.

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Problem	Short description	Description	Steps to reproduce
			13. Select **Lookup source** as **Choices**. 14. Notice that the user should be able to select the simple reference qualifier and add a condition to it. 15. Change the lookup source to 'Table'. 16. Add the table. 17. Select a simple reference qualifier. 18. Add a condition as 'Active is true'. 19. Select **Insert question**. 20. Attempt to edit the question. 21. Observe additional details tab. Expected behavior: The user should be able to see previously added condition and should be able to edit it. Actual behavior: The user is not able to see the 'Conditions' section when the simple reference qualifier is selected.
Service Catalog Builder PRB1881535	Some fields are missing on Platform on the 'Type specification' tab in the list with fixed value variable types	When comparing the fields in the 'Type specification' tab between Catalog Builder and Platform, some fixed value variable types are missing in Catalog Builder.	1. Create a catalog item on Catalog Builder. 2. Add a question with the variable type list with a fixed value. 3. Add details in the 'Additional details' tab. 4. Insert the question. 5. Open the same catalog item on Catalog Builder. 6. Navigate to the 'Type specification' tab. 7. Compare the fields on both Catalog Builder and Platform. Expected behavior: The Choice table, **Choice** field, and unique values should be present only on Catalog Builder. Actual behavior: The Choice table, **Choice** field, and unique values only are missing on Catalog Builder.
Service Catalog Builder	Some **Label variable** fields are missing on Platform	Some tabs are missing on Platform.	1. Create catalog item on Catalog Builder. 2. Add a question with the variable type 'Label'.

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Problem	Short description	Description	Steps to reproduce
PRB1881549			**3.** Add all details. **4.** Insert the question. **5.** Open the catalog item on Platform. **6.** Observe the tab. Expected behavior: The 'Default value' and 'Permission' tabs should be present on Platform. Actual behavior: The 'Default value' and 'Permission tabs' are missing on Platform.
Service Catalog Builder PRB1881673	Editing an existing catalog item client script using Catalog Builder shows the sys_id for the selected question	The selected question shows sys_id, even though was previously blank before switching between the 'Settings' and 'Actions' tabs.	**1.** Create a catalog item with a couple of variables in Platform. **2.** Define onLoad and onChange client scripts on variables. **3.** Open the item using Catalog Builder for editing. **4.** Open the onChange client script definition. **5.** Notice that the selected question is blank, when it should show the display value. **6.** Navigate to the 'Settings' tab. **7.** Return to the 'Actions' tab. Notice that it shows sys_id in the selected question, which is not expected.
Service Catalog Builder PRB1881680	The tooltip in the 'Question' tab and checkbox in the 'Availability' tab are missing for **Rich Text Label** fields	Two issues occur in the problem; in the 'Compare Question' tab, the **Tooltip** field is missing on Catalog Builder, and the 'Visible on Summaries' checkbox is missing 'Compare Availablity' tab on Platform.	**1.** Create catalog item on Catalog Builder. **2.** Add a question with the variable type 'Rich Text Label'. **3.** Add all details under the 'Question' tab and 'Availability' tab. **4.** Insert the question. **5.** Select **Submit**. **6.** Open the catalog item on Platform. Notice that the **Tooltip** field isn't visible in the 'Question' tab on Platform, and the 'Visible on Summaries' checkbox isn't visible on platform. Refer attached ss

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1881716	For the 'Attachment' variable, the 'Default' tab is missing on Platform	The attachment type variable added on the catalog item in Catalog Builder doesn't appear in Platform.	**1.** Navigate to Catalog Builder. **2.** Create a catalog item. **3.** Add an attachment type variable on the catalog item. **4.** Complete all the details. **5.** Insert the question. **6.** **Submit**. **7.** Open same catalog item on Platform. Expected behavior:The 'Default' tab should be visible on Platform for the attachment variable. Actual behavior: The 'Default' tab isn't visible on Platform for attachment variable.
Service Catalog Builder PRB1881725	For custom variables, the 'Permission' tab is missing on Platform	The 'Permission' tab for custom variables doesn't appear on Platform.	**1.** Navigate to Catalog Builder. **2.** Create a catalog item. **3.** Add custom type variables on catalog item. **4.** Complete all the details. **5.** Insert the question. **6.** **Submit**. **7.** Open the same catalog item on Platform. Expected behavior: The 'Permission' tab should be visible on Platform for custom variables. Actual behavior: The 'Permission' tab isn't visible on Platform for custom variables.
Service Catalog Builder PRB1882070	Fields under the 'Type specification' tab aren't listed for all the fields for custom/ custom with the label variable	Configuration sections of new variable types in Catalog Builder. Fields should have the search option enabled as it is in Platform.	**1.** Log in as catalog_builder_developer. **2.** Navigate to Catalog Builder. **3.** Create from scratch. **4.** Enter the item name. **5.** Navigate to the 'Question' section. **6.** Create a new question as Custom. **7.** Observe the 'Additional details' section.

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Problem	Short description	Description	Steps to reproduce
Service Catalog Builder PRB1882079	For a few variables, the 'Question' type isn't shown in the 'Questions' tab	Configuration sections of new variable types in Catalog Builder.	**1.** Log in as catalog_builder_developer. **2.** Navigate to Catalog Builder. **3.** Create from scratch. **4.** Enter the item name. **5.** Navigate to the 'Question' section. **6.** Create new question for 'Masked', 'URL', 'Numeric scale', and 'Custom'. **7.** Observe the 'Questions' tab after creation. Expected behavior: The 'Question' type should be displayed in 'Question' tab. Actual behavior: For lookup multiple choice, 'Question' type is displayed before 'Subtype'.
Service Catalog Builder PRB1884912	Client script with a compilation error is also getting saved		**1.** Log in to the instance. **2.** Navigate to Catalog Builder. **3.** Navigate to **Create catalog item flow**. **4.** Add a name. **5.** Navigate to the client script. **6.** Add script as 'mefrt;',gtyb tb,;rgwbn'. **7.** Save the script. Expected behavior: The script shouldn't get saved as is in Platform. Actual behavior: The script gets saved.
Service Catalog Builder PRB1890510	In the Catalog Builder, when the **Use confirmation** option is selected for a masked type variable, the text boxes in the question preview are highlighted in red even before any values are entered	Both fields are highlighted in red before any values are entered or compared in the Question preview.	**1.** Navigate to **Catalog Builder**. **2.** Create an item from scratch. **3.** Enter the item name and short description. **4.** Insert a new question with the type 'Text' and 'masked' under 'Questions'. **5.** Select **Use confirmation** in the 'Additional details' tab. **6.** Observe the Question preview on the right hand side. Expected behavior: Since no values have been entered initially and both fields are empty, they shouldn't be highlighted in red by default.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Even before any values are entered or compared, both fields are highlighted in red as if they contain mismatched input.
Service Catalog Builder PRB1891330	In Catalog Builder, when creating a new lookup variable with a **Name** field that already exists, the 'Question preview' automatically displays the values of the existing variable by default	The 'Question preview' displays the values by default even before any tables are selected.	1. Navigate to **Catalog Builder**. 2. Create an item from scratch. 3. Enter the item name and short description. 4. Insert a new question in the 'Questions' tab with the type 'Choice' list (values from table)'. 5. Enter the **Name** field as the same as above the question in the 'Details'. Expected behavior: Since no tables have been selected initially, there should not be any values on the 'Question preview'. Actual behavior: Even before any tables have been selected, the 'Question preview' automatically displays the values of the existing variable by default.
Service Catalog Builder PRB1891381	When the 'Add script' button is selected twice, the submission gets stuck forever for client script in Catalog Builder	The user is able to select the 'Add script' button again because its not disabled after the first time, resulting in the user getting stuck on the submission message.	1. Login in to the instance as catalog_builder_developer. 2. Navigate to **Catalog Builder** > **Create new catalog item flow**. 3. Enter the 'Details' tab into the 'Client script' section. 4. Enter the client script name and type. 5. Select **Add script** twice. Expected behavior: The client script is created. Actual behavior: It is stuck with the submission message forever.
Service Catalog Builder PRB1892257	Previous default value isn't cleared from the list while editing the question with new set of default values in Catalog Builder	Previously set default value should be cleared off from the list.	1. Navigate to **Catalog Builder**. 2. Create a question with a Numeric scale. 3. Mention the default values as 1 to 4. 4. Set default value as 3. 5. **Save** it. 6. Edit the same question to change the default value to 5 to 9.

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Problem	Short description	Description	Steps to reproduce
			7. Navigate to the 'Default value' tab **8.** Observe the list values.
Service Catalog Builder PRB1916121	Create a new role and provision to create a catalog item without templates	This is a product update.	
Service Catalog Builder PRB1916126	Platform parity for Catalog Builder	This is a product update.	
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.

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Problem	Short description	Description	Steps to reproduce
			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 Portal Widgets PRB1917271	Data model support for the 'Actions' framework	This is a product update.	
Service Catalog PRB1813722	Warning message is displayed in English in 'Fulfillment' under 'Custom task' instead of Spanish		**1.** Navigate to **Catalog Builder**. **2.** Navigate to **User preferences**. **3.** Select any available language other than English, such as Spanish. **4.** Create a Catalog Item by adding questions or select any existing Catalog Item which has questions added. **5.** Navigate to the **Fulfillment** step. **6.** Select the Flow as **Step based request fulfillment**. **7.** Select the **Add task** list. **8.** Select **Custom approval**. **9.** Select **Add** without providing any data. Expected behavior: The warning message should be displayed in Spanish. Actual behavior: The warning message is displayed in English.
Service Catalog PRB1879960	Creating a masked variable using Catalog Builder isn't showing the **Confirmation**	After going into 'Additional details' for 'Use Confirmation', the **Confirmation** field doesn't display in the 'Preview' section.	**1.** Pick the latest track Catalog Builder instance. **2.** Create a new catalog item using Catalog Builder.

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Problem	Short description	Description	Steps to reproduce
	field in the preview		**3.** Create a masked-type question using the 'Questions' section. **4.** Use 'Additional details' to try to use the options such as 'Use Confirmation'. **5.** Observe the 'Preview' section on the right side. Expected behavior: The **Confirmation** field should be displayed in the preview. Actual behavior: The **Confirmation** is not displayed in the preview.
Service Catalog PRB1884919	Invalid Catalog Builder info banner in case text to catalog is not enabled	The banner appears even if sn_text2catalog isn't active or installed.	**1.** Navigate to **Maintain items**. **2.** Select **New**. The banner shows 'Created using Now Assist' even if the instance doesn't have sn_text2catalog active or installed.
Service Catalog PRB1888902	While creating a new question for the type 'Display Label', the sub type 'Plain Text' shows as the 'Default value' tab		**1.** Launch Catalog Builder. **2.** Attempt to create a catalog item from scratch. **3.** Attempt to create a new question of the type 'Display Label'. **4.** Select the subtype as 'Plain text'. **5.** Observe the displayed tabs. Expected behavior: As it is a static label of plain text, it shouldn't display the 'Default value' tab. Actual behavior: It shows the 'Default value' tab, which is not correct in Platform UI16.
Service Catalog PRB1889278	Item links in the 'Categories' page of the Service Operation Workspace (SOW) aren't shown in the color blue	Links aren't underlined in the color blue.	**1.** Launch SOW. **2.** Open any incident with new state. **3.** Select the **Create Request** UI action. **4.** Observe the launched sc_categories page. Expected behavior: The item links shown for each category should be displayed with blue color underlined.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The links are underlined with black color which is not expected. Scenario 2: **1.** Launch SOW. **2.** Open any incident with new state. **3.** Select the **Create Request** UI action. **4.** Observe the launched sc_categories page. **5.** Search for any catalog item using the search. Expected behavior: The search results links should be shown in blue color underlined. Actual behavior: It is not shown with blue underlined color.
Service Catalog PRB1889281	In Catalog Builder, the lookup source for selectbox variable shows		**1.** Create a new catalog item using the Catalog Builder. **2.** Create a new question of type 'Choice' and subtype as 'List' fixed values. **3.** Observe the additional detail section. Expected behavior: The lookup source shouldn't be there for the selectbox variable. Actual behavior: The lookup source is displayed for the selectbox variable, which has no significance for the selectbox variable.
Service Catalog PRB1890938	The value in the **Name** field doesn't change based on the value selected in the **Table** field for the record producer in Catalog Builder	The **Name** field is dependent on the value in the **Table** field with **Map to a specific field** on the table is selected.	**1.** Log in to Catalog Builder. **2.** Create a Record producer. **3.** Select the question type **Text** and sub-type **Single-line text**. **4.** Check **Map to a specific field on the table**. **5.** Select the value from the **Table** field. **6.** Validate the value on **Name** field. **7.** Repeat the step 5 multiple times. Expected behavior: The **Name** field is dependent on the value selected in

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Problem	Short description	Description	Steps to reproduce
			Table field when **Map to a specific field on the table** is checked. Actual behavior: When the value selected for the first time, the **Table** field updates the **Name** field, but the values don't change when **Map to a specific field on the table** is checked.
Service Catalog PRB1894620	The **lookup_depends_on** field isn't updated with the new reference on catalog item for copy/checkout		**1.** Create a new catalog item. **2.** Add a single line text variable called var1. **3.** Add a variable as the type lookup select box (for example: var2). **4.** Select **Choice** as the source type. **5.** Set 'Choices depend on' to 'var1'. **6.** Use the **Copy** UI action for the catalog item. **7.** Observe that the copied item will have its own copy of the 2 variables. Expected behavior: The new var2 should have its **Choices depends on** field point to the new var1 copy. Actual behavior: It still points to the previous items var1.
Service Catalog PRB1904034	Selected link nudges aren't captured in telemetry		**1.** Deactivate a skill. **2.** Assign the creator role to any user. **3.** Impersonate the user. **4.** Navigate to Catalog Builder. **5.** Select the 'Nudge' link. Expected behavior: The link should be logged to the catalog_builder_analytics table. Actual behavior: None of the link nudges are working.
Service Catalog PRB1916120	Client scripts in Catalog Builder	This is a product update.	
Service Catalog	The ability for catalog authors to	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1916122	control prefill behavior (KG, user personalization API, chat history)		
Service Catalog PRB1916139	Lookup selectbox and lookup multiple choice to take values from the sys_choice table as choices	This is a product update.	
Service Catalog Wizard PRB1874235	Scripted UI Policies don't run in the Service Catalog Wizard		1. Create a scripted UI policy on the Catalog Item Builder CRP. 2. Open the Catalog Item wizard. Expected behavior: Scripts of the policy must run in wizard. Actual behavior: Scripts of the policy don't run in wizard.
Service Catalog Wizard PRB1877107	Variable permissions are not honored on the Catalog Wizard framework	Two scenarios occur in this problem where variables aren't being honored. In scenario 1, the value for the **Meta** field is reset. In scenario 2, write permissions aren't honored and the script is executed.	Scenario 1: 1. Create a new field on the 'Create a catalog item' producer to map to the **Meta** field on the catalog item table. 2. Have a default value on the question created previously, for example, 'Testing meta tag'. 3. Navigate to the 'Permission' tab on the question created. 4. Add Catalog Developer as the read role. 5. Impersonate a builder editor. 6. Attempt to create an item. 7. Notice that the question was added to the wizard, when it shouldn't have been added. 8. Navigate to Platform. 9. Modify the value to 'Modified meta tag value' for the **Meta** field. 10. Edit the item again in Builder. 11. Change a field on the form that is visible.

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Problem	Short description	Description	Steps to reproduce
			12. **Submit** it. 13. Notice that the item published. Expected behavior: The value for meta should be 'Modified meta tag value'. Actual behavior: The value is reset the default value provided on the question. The same should be the behavior on the variables in the producer set of type one to one. Permissions are not supported if a variable is in the MRVS producer set. The behavior should remain same for MRVS producer set. Scenario 2: 1. Create a custom variable with a save script and post insert script. 2. Navigate to the 'Permissions' tab. 3. Add 'Catalog developer' as the read role. 4. Add the variable to the wizard. 5. Notice that the scripts run irrespective of the permissions when they shouldn't be executed if the read permission is not met on the variable. 6. Give the 'Create' role. 7. Notice that the script gets executed irrespective, when the script shouldn't be executed if the main record is inserted because the mode should consider insert and honor the 'Create' permissions. 8. Give the 'Write' role. Expected behavior: The mode should be considered if the main record is updated, and should honor write permissions. The script shouldn't be executed. Actual behavior: The script gets executed.
Service Model Foundation -	Addition of Query ACLs in Service Model Foundation - Business Location	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
Business Location PRB1896747			
Software Asset Management PRB1795842	'Created Source' is not always stamped on software models by content update jobs	This issue usually occurs because the scheduled jobs below don't stamp the **Created source** field if it's empty on the suite parent: SAM - Apply latest content changes and SAM - Create lifecycles and suites for a software model.	
Software Asset Management PRB1807639	Some Software Asset Management (SAM) properties can be edited by a SAM admin	Some SAM sys properties exist in different folders and have different write roles.	1. Install the plugin 'com.sn_samp_master_ws'. 2. Navigate to **sys_properties_category_m2m**. 3. Filter by the Software Asset Management. 4. Open 'com.snc.samp. recon.subgroup' 5. Check that 'write_roles = admin' and 'write_roles = sam_admin'. 6. Install the plugin 'com.glide.domain.msp_extensions.installer'. 7. Check that 'write_roles = admin'.
Software Asset Management PRB1857027 KB2214434	Performance enhancement for the 'Bookkeeping for dedup on delete' business rule	The number of records to update may be reduced if there's an additionally query on primary_install is not null and deduplicated=true.	Refer to the listed KB article for details.
Software Asset Management PRB1916117	Create a reclamation rule on the License Workbench 'Product results' page	This is a product update.	
Software Lifecycles	There's a duplicate	The duplicate might be coming from the older field as they don't	

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Problem	Short description	Description	Steps to reproduce
(Family Channel) PRB1910582	sys_choice for current_lifecycle_phase in sam_sw_product_lifecycle_report	exist in that older field anymore.	
Stream Connect Core PRB1899152	Change the labels for the sys_sc_alerts table	UX has suggested to change labels for some of the columns in the sys_sc_alerts table: 1. Target ID: Affected Entity, 2. Alert Level: Severity, and 3. Type: Alert Type.	
System Notifications PRB1838563	The base instance bell notification hover does not work intermittently	Full details are not showing whenever the pointer hovers on top of the bell notification to see the full details.	**1.** Log in to an instance. **2.** Navigate to the bell icon of notification. **3.** Hover on the notification. Observe that the full details are not showing.
System Update Sets PRB1885422	Importing an update set of an upgrade plan or items also installs the applications on the instance		**1.** Log in to a subprod instance. **2.** Navigate to **Admin Menu** > **Upgrade Management**. **3.** Start the upgrade on the sub-prod instance after completing the export for update set. **4.** Import update set on prod. Observe that the upgrade plan/items are installing applications on the prod instance while importing it.
System Update Sets PRB1909130 KB2250914	An installation from an update set overwrites customized records	To remediate the update set, the commit should be backed out (including a rollback of the app install) and a different way of installing the application should be used.	Refer to the listed KB article for details.
Table Cleaner PRB1860821	TableCleaner doesn't resolve gateways	Since TableCleaner is uses the API 'DBConfiguration.getDBI', which can only resolve it.	**1.** Configure a gateway for any table. **2.** Call the TableCleaner.clean API.

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Problem	Short description	Description	Steps to reproduce
Territory Planning PRB1837020	In Dispatcher Workspace, there's an issue with a search territory agent	If the agent belongs to multiple groups, and the last group returned from the glideRecord query doesn't belong to the territory, and triggers the issue.	
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 PRB1890721	Tier 2 offload runs should be visible in the 'Archive rules' page	Users have no visibility of whether the offload is running or not. Progress should be viewed in the 'Archive rules' page.	**1.** Configure Tier 2 offload rule. **2.** Offload some records. Expected behavior: On the Archive Rule form next to Archive Run, there is a tab where the users can review offload runs. Actual behavior: Information is not available on the Archive Run form.
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 PRB1871282	There's an IndexOutOfBounds and StringIndexOutOfBounds exception in transaction prioritization	This issue can occur under heavy load testing. This has been identified as the cause for a memory leak where HTTPTransaction objects are held onto after this exception causes the request to fail.	
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,	

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Problem	Short description	Description	Steps to reproduce
		the modal doesn't appear if it has an **HTML** type field defined.	
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 Form Administration PRB1887884	A **Dependent** field onChange handlers fires when the **Depends on** field changes when there's no change to the **Dependent** field	There are client scripts on various task-based tables that clear the assigned_to when assignment_group changes. These tables can't be tested on (for example: change_request, incident, problem, problem_task) as it will appear that the **Dependent** field onChange handlers fire when the **Depends on** field changes. A table that doesn't have existing client scripts on the **assignment_group** field like change task (change_task) must be used.	**1.** Create a new client script with the following: **a.** Table: Incident **b.** UI Type: All **c.** Type: onChange **d.** Field name: **Assigned to** **e.** Script:function onChange(control, oldValue, newValue, isLoading, isTemplate) { **2.** Start a new Change Task (change_task) record in UI16. **3.** Set an Assignment Group. Notice that the info message isn't displayed because onChange handlers for the **Dependent** field **(assigned_to)** are not fired.
UI Form Administration PRB1893949	A **Mandatory** field hint sometimes is missing the 'Mandatory' prefix	The help text (hint) is missing the prefix of 'Mandatory' for certain fields even when the field is mandatory.	**1.** Log in to any Yokohama instance. **2.** Navigate to the incident record and make the **Sub-category** field mandatory on dictionary. **3.** Enable help tips in preferences/ settings. **4.** Add a hint for a **Sub-category** field. **5.** Hover the '?' next to the field.

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Problem	Short description	Description	Steps to reproduce
			See that the prefix 'Mandatory' is missing.
Upgrade Center PRB1891562	A user is unable to determine the purpose of a link when it has the context 'Here'		**1.** Start JAWS. **2.** Navigate to the 'Home' screen. **3.** Navigate to the **Dashboard page** > **Instance upgrade panel** > **Visit Upgrade Center link**. **4.** The respective page opens in a new tab. Note that the screen reader announces 'here' as the link and not what the link is for.
Upgrade Center PRB1895609	Glide upgrade failed due to node getting restarted	This is an edge case where a certain combination of plugins trigger this behavior.	**1.** Reset to baseline builds for Yokohama for Loadsim. **2.** Trigger an upgrade.
Usage Analytics PRB1898047 KB2306210	On Yokohama, User Analytics data isn't refreshing post-clone, copy, or restore	Cloned/Restored/ Copied instances start tracking usage data and are able to see the data on the UXA Dashboard.	Refer to the listed KB article for details.
Usage Analytics PRB1904448	Some users don't want internal ServiceNow instances such as support, impact, or nowlearning to track their users	ServiceNow instances should be able to turn off the tracking of Usage Analytics data with their custom script and system property.	**1.** Navigate to any instance. **2.** Confirm that the 'Disabled' policy is configured in Policy Script Provider. Actual behavior: Observe that the metric calls are still going with Essential Tracking Level. Expected behavior: There should be no metric calls.
Usage Analytics PRB1905285	An empty or invalid hashUserId column in the sys_user table breaks metric call validation and user event enrichment, leading to inaccurate UXA	Users with incorrect usage data displayed on the UI due to user table settings now have usage data being collected properly and reflected on the UXA dashboard.	

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Problem	Short description	Description	Steps to reproduce
	dashboard metrics		
UX Framework PRB1889441	Pagination is broken in Multi-Data source broker	Cursors are stored in the format of the map, which is converted to the byte stream and base64 encoded. While decoding, the cursor is expected to be JSON, and throws an exception.	1. Create a state to store the cursor and page number. 2. Create a page with multi-table data with two data sources. 3. Bind the state variables to it. 4. Add a button to fetch more data, which will update the state variable with the cursor from the response. Notice that the response doesn't have updated results.
UX Framework PRB1889452	The name/ sys_id of the data source is not returned in the response of multi-table data	The response of the data broker only returns the table.	1. Create a page with Multi-table data broker. 2. Add two data sources with different names and queries. Notice that the response of the data broker only returns the table, but, not the name/sys_id of the data source.
UX Framework PRB1890019	Using Zing search results in wrong pagination with Multi-Source data broker		1. Create a page with a multi-source data broker. 2. Add a data source with filter condition as 'Keywords' 'are'. 3. Pick the value such that the result count is less than a page size. 4. Execute the databroker. Notice that is_last_page value is true, when it should've been false.
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_FEEDBACK action is missing generatorForFeedback from meta'.	

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1904903	Results of different data sources have the same source ID	The datasource ID is set as static, hence all the results share the data source of the last result.	1. Configure the multi-table data broker to take different data sources with different sys_ids. 2. Notice that the results belonging to the different data source have the same sys_id.
UX Framework PRB1916142	Intent library updates for Gen AI Canvas	This is a product update.	
Virtual Agent PRB1826252	User inbound messages to a Live agent end up in the picker pagination logic in specific scenarios for channels	The user inbound message to a Live agent somehow ends up in the picker pagination logic in CAF if the last rich control before invoking the live agent was a paginated picker.	1. Create a custom topic for invoking a Live agent. 2. Add a paginated picker nod before invoking the Live agent. For example, choose a preferred language picker with 15 options. 3. Make this the default topic for Live agent.
Virtual Agent PRB1874005	A record in provider_user_map is still inactive, causing Now Virtual Agent to fail approvals	When a sys_user record becomes active after being deactivated, provider_user_map is still inactive and there's no logic to activate the mapping. The user still receives a notification for record approval in Microsoft Teams because the mapping exists, even though provider_user_map is inactive. When the user attempts to approve the record, an error occurs because their record in provider_user_map is still inactive.	
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

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Problem	Short description	Description	Steps to reproduce
			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 PRB1892510	Support 'Sync' mode for Java execution path	Currently, the Java execution path for OE system executor capabilities are limited 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 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'.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The unmasked email/phone numbers are displayed. Actual behavior: The email/phone numbers are displayed with masks.
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 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 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 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 PRB1905944	enableDynamicTranslation and enableNativeTranslation should be passed as boolean values		

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1908511	Now Assist panel (NAP) assistants should read agentic mode from now_assist_va_search_results_output_type	NAP assistants (both legacy client and new dynamic window) should read agentic mode from the Now Assist panel record on now_assist_va_search_results_output_type. The new dynamic window UI for NAP has been reading from the mweb record instead.	
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	AiAgentSecurityMigration and AiAgentSecurityHelper script includes needs to be in the global scope		
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.
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 empty condition. Since it is expected to used with Background script, the user should be	

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Problem	Short description	Description	Steps to reproduce
		informed of the invalid value used for the security attribute.	
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 PRB1916762	An ACL restriction on sys_one_extend_resource_edge prevents websearch from being accessible to users		1. Set up a new instance. 2. Enable the search for Virtual Agent (VA). 3. Make /esc available for VA. 4. As Abel Tuter, navigate to /esc. 5. Select **globe**. 6. Type 'who is bill clinton'. Observe a 'sorry' message.
Virtual Agent	Update the ACL name for OE skills	Update the ACL name format to use the '<sys_name.skillConfigId'	

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Problem	Short description	Description	Steps to reproduce
PRB1917121	to align with changes from the OE team	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.** Go 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.
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.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1921142	Pass agentic data to the conversational pipeline	This is a product enhancement.	
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.

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Problem	Short description	Description	Steps to reproduce
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 Virutal Agent.	
Virtual Agent Web Client PRB1901424	Chat client lets multiple messages be sent through simple scripting		**1.** Open any chat client. **2.** Enter a message in the text box. **3.** Inspect the browser page and in the 'Elements' tab, highlight the now-button corresponding to the **Send** button. **4.** Move to the 'Console' tab. **5.** Enter a small script to simulate clicks multiple times. **6.** Observe all 15 messages are sent in the chat client. Expected behavior: Chat client shouldn't allow multiple inbound messages. Actual behavior: Chat client allows multiple inbound messages.
Virtual Agent Web Client PRB1904063	Typing too fast in an NLU-based text choice picker for a lot of rows prevents upgrades		**1.** Create a topic with a Dynamic choice picker in NLU. **2.** Ensure that the selected records have a lot of rows (10K+). **3.** Type fast in the text choice picker. Expected behavior: It should update the filtered items in the list. Actual behavior: The results never update due to 423 errors in the backend responses.
Virtual Agent Web Client PRB1910411	A user receives notifications when a notification toggle in the settings is turned off		

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Problem	Short description	Description	Steps to reproduce
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.
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. 8. Observe that the card remains on the VTB even though it no longer meets the conditions for the board. 9. Refresh the VTB page. Observe the card is no longer on the board.
Web Content Accessibility Guidelines (WCAG) Conformance PRB1818332	The tool tip for catalog items is not announced by the screen reader for accessibility		

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Problem	Short description	Description	Steps to reproduce
Window Manager PRB1920314	Upgrade to Yokohama Patch 6 is broken with the Windows Manager (WM) plugin	Adding the Windows Manager plugin to the glide-core-ui-components plugin in a patch creates a new version that uses the next commit SHA. The commit SHA is lower, and in the upgrade process, the lower version is skipped even though it is the 'new' version with the WM plugin added.	1. Open a Yokohama instance. 2. Upgrade the instance to Yokohama Patch 6. 3. Notice that AIEX/WM is broken. 4. Navigate to **v_plugin.list**. 5. Search for 'window-manager' in the name column. Notice that Window Manager is not activated whereas it should be.
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	The white markp shows an inaccurate work schedule for the agent with the updated schedule.	1. Assign a Work Schedule to an agent in a collapsed group. 2. Reassign the same Work Schedule to another agent in the collapsed group. 3. Refresh the calendar panel. Expected behavior: White markp should be displayed for the updated user, and the previous user that was assigned the Work Schedule should go back to gray. Actual behavior: White markp now appears for the previous agent that was assigned a work schedule as well as the updated agent, and two markps are present.
Zero Trust Access PRB1830413	Zero Trust Access (ZTA) policy-based authentication is applied for Impersonation		1. Install a ZTA policy-based plugin. 2. Create a configuration with a condition as if role is ITIL. 3. Remove the ITIL role.2. Log in as a user with elevated privileges. 4. Attempt to impersonate the ITIL user. Expected behavior: ZTA shouldn't apply for the impersonated user. Actual behavior: ZTA policies are applied, and the ITIL role is relegated from impersonation.

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

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release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Yokohama Patch 5 Hotfix 2
- Yokohama Patch 5 Hotfix 1
- Yokohama Patch 5
- Yokohama Patch 4 Hotfix 1
- Yokohama Patch 4a
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 5 Hotfix 3

The Yokohama Patch 5 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 07-31-2025_0932

Build tag: glide-yokohama-12-18-2024__patch5-hotfix3-07-28-2025

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
Metric Intelligence (Family) PRB1921270	Ignite does not support IPv6	Fixing the implementation to support IPv6.	
Process Mining PRB1920054	Condition with transitions are failing when viewing the 'Schedule task' results	This issue occurs when upgrading from Xanadu to Yokohama.	1. Create Xanadu instance. 2. Set up pre-upgrade data with all necessary configurations. 3. Apply conditions (for example: Active as 'false').

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Problem	Short description	Description	Steps to reproduce
			4. Apply the transitions 'Process Start' (for example: Process Start - Stop (Incident)). **5.** Notice that eventually followed by Process Start - Stop (Incident) is Process End, with the constraints 'from condition 1 to condition'. **6.** Ensure that the min duration, max duration and relation constraint type is 'None'. **7.** Upgrade to Yokohama. **8.** Open the model which has condition with transition combination above. **9.** Select **View results** from the Scheduled task. Notice that an error occurred, 'Exception encountered processing path: / GlidePromin_Query/scheduleModel - Constraint is empty. Please add either Field constraint or Duration constraint.'
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.

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.

- Yokohama Patch 5 Hotfix 2
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 5 Hotfix 2

The Yokohama Patch 5 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 07-10-2025_1005

Build tag: glide-yokohama-12-18-2024__patch5-hotfix2-07-07-2025

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
Virtual Agent Web Client PRB1904063	Typing too fast in an NLU-based text choice picker for a lot of rows prevents upgrades		**1.** Create a topic with a Dynamic choice picker in NLU. **2.** Ensure that the selected records have a lot of rows (10K+). **3.** Type fast in the text choice picker. Expected behavior: It should update the filtered items in the list. Actual behavior: The results never update due to 423 errors in the backend responses.

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.

- Yokohama Patch 5 Hotfix 1
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 5 Hotfix 1

The Yokohama Patch 5 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 07-01-2025_0630

Build tag: glide-yokohama-12-18-2024__patch5-hotfix1-06-30-2025

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
Asynchronous Message Bus (AMB) PRB1910946	The Record Watcher (RW) Asynchronous Message Bus (AMB) message censor doesn't work when AMB lazy load is disabled	When glide.amb.message. lazy.load is set to 'false', having a record open in two browsers and updating it in one doesn't update it in the other browser.	1. Set glide.amb.message. lazy.load to 'false'. 2. Open a record in two different browsers. 3. Update the record in one browser. Notice that the **Record** field in the other browser window isn't updated.

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.

- Yokohama Patch 5
- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 5

The Yokohama Patch 5 release contains important problem fixes.

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Yokohama Patch 5 was released on June 27, 2025.

- Build date: 06-25-2025_1836
- Build tag: glide-yokohama-12-18-2024__patch5-06-11-2025

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.

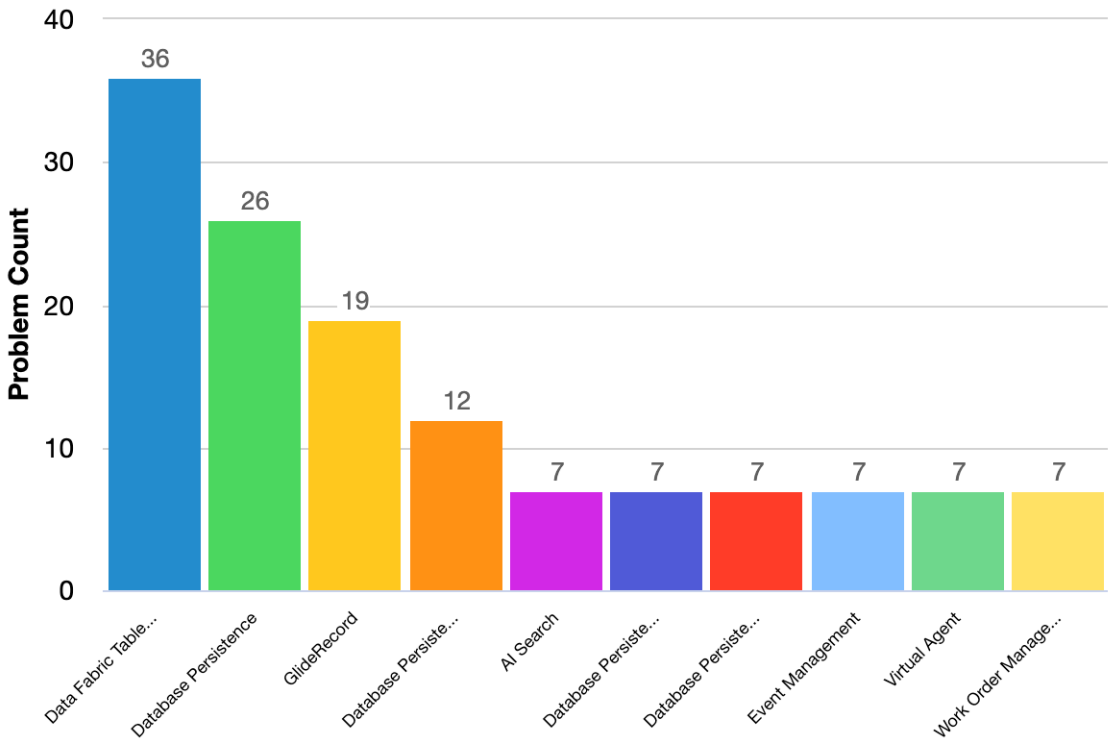
Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Yokohama Patch 5 includes 329 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

Yokohama 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 Yokohama Patch 5, refer to KB2192702.

Changes in Yokohama Patch 5

QueryRangeACLAuditor

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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.

Workflow Data Fabric Hub

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
Agent Chat PRB1900981 KB2226265	Inbox audio is delayed when the 'Workspace' tab is inactive or out of focus before receiving the first work item		Refer to the listed KB article for details.
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.	
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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		ultimately results in the duplication of the comment whenever the next update to the incident occurs.	
Internal Platform Security Services PRB1813597 KB1790767	There's a MIME type check error when attaching a txt (sjis code) file after upgrading to Xanadu	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.
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. 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.
UI Form Administration PRB1866407	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.	

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All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1889272	GlideSearch_Query suggestions user context gathering triggers role creation	When gathering user context, the platform triggers role creation.	
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 the vertical limit	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**. Expected behavior: The email text box auto-resizes vertically. Actual behavior: The email text box doesn't auto-resize.
Activity Stream PRB1881272	'Multiple delete' should check the condition list for archive tables	The 'Archive destroy' task uses multiple delete to remove sys_journal_field data. Users have to query the table to find which records specifically are deleted so that it can create a delete message for them. ActivityDBListener. removeMultipleEvents() has to check the dbDeleteQuery. getQueryConditions() for the rule's documentTable and	

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Problem	Short description	Description	Steps to reproduce
		ignore it if it isn't a table they care about.	
Activity Stream PRB1888279	The **Translation** button isn't turned on in a legacy Agent Workspace when dynamic translations are turned on		1. Apply an update set to install, configure, and turn on dynamic translations, legacy Agent Workspace, and CSM/FSM Workspace. 2. Open an incident in either legacy Agent Workspace (/now/workspace/agent) or CSM/FSM workspace (/now/cwf/agent). 3. Add a comment in another language. Expected behavior: When hovering over the journal tile for the newly added comment, a **Translation** button should be visible and clickable. Actual behavior: When hovering over the journal tile for the newly added comment, there's no **Translation** button.
Activity Stream PRB1888552	Attachments aren't removed from an activity stream when stored on a secondary DBI	In a multiple delete scenario, when the activity stream DB listener creates a DBQuery to select all Activity Stream records to remove, it uses the default DBQuery constructor, which selects the primary DBI by default. The DB listener needs to pass the same DBI that's used by the DB action to ensure that the correct DBI is utilized in a multiple DBI situation.	
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.	
Activity Stream PRB1894361	Timeago elements (sn-time-ago) should display a tooltip when		1. Navigate to any instance. 2. Launch the Employee Service Center (ESC) portal by appending '/esc' to the URL.

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Problem	Short description	Description	Steps to reproduce
	accessed via the keyboard		**3.** Navigate to the 'My Requests' menu item in the header and select. The 'My Requests' page opens. **4.** Using the keyboard, navigate through the list of requests. Select 'tab' until the time focus goes on a sn-time-ago element. Expected behavior: If the focus should move to the non-interactive elements for sighted users who use the keyboard, then the tooltip should appear without hovering over it. Actual behavior: The tooltip isn't visible when the focus moves to the 'created/ updated' elements using the tab key.
Advanced Risk PRB1896933	Addition of Query ACLs in Access Control List (ACL) Rules in Advanced Risk	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
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.
AI Search PRB1850255	ScriptableSearchActionHandler throws a NullPointException (NPE)	There are several areas where NPEs in AI Searches should be better handled.	**1.** Create a search profile with no search sources. **2.** Search using that profile. Observe the NPE in the log.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1875255	Glide sends an 'admin' value in the **Date** field	There's an error in the logs.	
AI Search PRB1885792	AI Search only logs sources that match a search in the sys_search_source_event		Search with a query term that returns no results. Observe that no sources are logged in sys_search_source_event. The entry for each source that was searched and has_results=false.
AI Search PRB1892363	Citations in Genius Results, after selecting 'Ask in Chat', don't automatically close the pop-up, causing overlay	The Virtual Agent open page refresh pop-up appears if not permanently dismissed.	1. Search 'Request laptop'. 2. In the synthesized response, select **Citations** > **Ask in chat**. Virtual Agent opens, but the citations pop-up is still open and doesn't close automatically.
AI Search PRB1893376	Need to support filters on KBBs in AI Search sources	Users currently lack the ability to exclude specific KBBs from the search sources. There should be a way to define and apply filters on KBBs within the search configuration—filters that are respected when retrieving results from AI Search.	1. Create a KB containing a KBB. 2. Index the 'Knowledge' table. 3. Create a search profile with a search source containing that KB. 4. Publish the search profile. 5. Execute a query against that search profile, which only matches the content of the KBB (and not the parent KB). See that the corresponding KB displays in the results. 6. Add a KBB filter by adding sys property 'glide.ais.kbb_filters'. Only KBBs that match the encoded query are returned. 7. Execute the same query as step 5. The same KB shouldn't appear on the results if the KBB doesn't pass the filter condition.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1900322	A synthesized response isn't displaying on Portal when Dynamic Window (DW) is turned on	A response is present in the sys_generative_ai_log. It's working fine in the chat.	1. Open a Yokohama instance with recent Store apps. 2. Enable DW on Portal. 3. Perform a search for any query. Notice there's no synthesized response.
Analytics Data API PRB1839577	A chart is rendered with a default group by option when the 'None' group by option is selected		1. Navigate to **All** > **Library** > **Dashboards**. 2. Create a dashboard. 3. Add a data visualization component to the dashboard. 4. Select: ○ Visualization type: Line ○ Data source: Asset table (alm_asset) ○ Add Group by: Assigned to ○ Add several 'Alternative group by' values 5. Save the changes and exit from the editing mode. 6. Check that the line chart is rendered according to the default 'group by - Assigned to'. 7. On the line chart, select the three dots in the right top corner. 8. Select **Show change group by**. 9. Select the **None** option in the 'group by' menu. 10. Check the re-rendered line chart. Expected behavior: When the **None** option is selected, the line chart should be rendered as there's no group by. Actual behavior: The line chart is rendered with the 'Assigned to' group by.
Application Install Engine PRB1869500	The user is unable to upgrade a base app version when a batch install hosts a customized app		

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1894443	Integrate sn_app_deploy JSON functionality into Glide	This is a product update.	
Application Manager PRB1886735	The 'Switch to Virtual Agent Web Client' link isn't receiving the keyboard tab focus	This impacts keyboard users who navigate documents sequentially and expect the focus order to be consistent with the sequential reading order.	1. Navigate to any instance. 2. Append sys_store_app_list.do to the instance URL. 3. Search for any Store plugin app, such as 'Virtual Agent Web Client'. 4. Change the application scope to 'global'. 5. Open the form. 6. Tab to the 'Switch to Virtual Agent Web Client' link. Expected behavior: The 'Switch to Virtual Agent Web Client' link should be receiving the keyboard tab focus. Actual behavior: The 'Switch to Virtual Agent Web Client' link isn't receiving the keyboard tab focus.
Application Manager PRB1891971	The 'How Search works' info icon tooltip details are not announced by the screen reader	The JAWS screen reader doesn't read the tooltip content.	1. Start JAWS. 2. Navigate to the Home screen. 3. Navigate to **Dashboard** > **Entitled ServiceNow apps** > **View all Applications**. 4. Tab to the 'How Search works' info icon. Notice that JAWS does not read the tooltip content.
Application Manager PRB1891976	The Application Manager pop-up title is incorrectly described as 'Activity Log' by screen readers		1. Start JAWS. 2. Navigate to the home screen. 3. Navigate to **Dashboard** > **Entitled ServiceNow apps panel** > **View all Applications link**. 4. Press **enter** on the **Activity log** button. Note that the screen reader dialog title announced is nothing like the visible modal dialog title.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: It says 'Activity Log'. Actual behavior: It says 'Application Manager'.
Application Manager PRB1892000	There's a focus management issue on selecting **View More**	On selecting **View More**, more content is loaded. When pressing the tab key, the focus is going to the 'Skip to Main Content' link and not to the newly loaded items.	**1.** Launch an instance in a Chrome browser. **2.** Navigate to **Filter** > **All**. **3.** Navigate to **Admin center** > **Application manager** > **View all Applications link.** **4.** Scroll down and press **Enter** on the 'View more' link. **5.** Check where the keyboard focus is placed when the view more link is activated. Once more options are loaded and the user presses the tab key, the keyboard focus should go to the updated content and not to the 'Skip' link. However, when pressing the tab key, the focus is going to the 'Skip to Main Content' link and not to the newly loaded items.
Application Manager PRB1892002	The 'Sync in progress' and 'Sync completed' details aren't announced to screen reader users	On selecting 'Enter' on the **Sync Now** button, the sync starts progressing. That isn't communicated to the screen reader users.	**1.** Launch an instance in a Chrome browser. **2.** Navigate to **Filter** > **All**. **3.** Navigate to **Admin center** > **Application manager**. **4.** Turn the screen reader on. **5.** Press enter on the **Sync** button. **6.** Check whether the screen reader communicates the sync in progress/ complete state. Expected behavior: The 'Sync in progress' and 'Sync completed' details should be announced to screen reader users. Actual behavior: The 'Sync in progress' and 'Sync completed' details aren't announced to screen reader users.
Application Scoping	Apply cross-scope restrictions when querying		**1.** Create a Glide table in scope-A. **2.** Set its RCA property to 'Restricted'.

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Problem	Short description	Description	Steps to reproduce
PRB1889050	Locally mapped data fabric (DF) tables		**3.** Create a DF table in another scope (Scope-B). **4.** Map it to the Glide table. **5.** Query the DF table. RCA records should be created from Scope-B to Scope-A, in Scope-A, with source type = Data Fabric Table, with the correct source and target tables.
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.	
Audit Management PRB1896927	Addition of Query ACLs in Access Control List (ACL) Rules in Audit Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Case and Knowledge Management for HR Service Delivery PRB1860702	The Vendor Portal 'Take-questionnaire' page stops working when the HR application is installed	Users observe an error on the page.	
Case Management PRB1892871	Cases RL on PI isn't accessible to a customer contact on the Business Portal due to query match and query range ACLs		
Change Management Collision Detector	The 'Conflict Detection' job, especially the ChangeCheckConflictsSNC script include,	This seems to happen when the Affected CIs [task_ci] table has a large amount of records on it. In one of	Run the 'Conflict Detection' job and notice it loops in the ChangeCheckConflictsSNC script include.

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PRB1868251	can lead to an OutOfMemoryError and node restarts	the cases, there were 23,685,849 records.	
Change Management PRB1862569	Change CheckConflict can cause stale reads and updates, which causes unexpected other behaviors		
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	On the 'Sample change requests' filter, after selecting a field, notice that all the operators are empty except for 'is'.	
CMDB Query Builder PRB1791382	CMDB Query Builder results' count isn't consistent	There's a missing result from the CMDB Query Builder query. This causes missing some records in the result with a default batchsize (100) without the user knowing they are missing the records.	
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 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'.

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Problem	Short description	Description	Steps to reproduce
			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'.
Configuration Management Database (CMDB) PRB1893434	A11y bug fixes on CMDB Workspace	Info tooltips are identified by screen readers as 'Search Button' and there's multiple H1 elements on a page.	Issue 1: Info tooltips are identified by screen readers as 'Search Button'. **1.** Start JAWS. **2.** Navigate to **Home** > **All** > **CMDB Workspace** > **Management tab**. **3.** Move the input focus to the info icon in excluded CIs. Note that the info tooltip is described as 'Search button'. Issue 2: Multiple H1 elements on the page. **1.** Navigate to **Home** > **All** > **CMDB Workspace**. **2.** Start NVDA. **3.** Display the speech viewer in NVDA. **4.** Navigate through the page's headings. Note that there are two H1s when there should only be one.
Content Analytics PRB1895477	The **agg_period_in_tz** field causes a zero action_count	Although sn_cd_analytics_stat aggregation records for Content Analytics now populate both agg_period (date-only) and agg_period_in_tz (full timestamp), the _calculateNumEvents method still does an exact match on agg_period_in_tz using a date-only string. Because the query value omits the time portion, no records qualify and every non-impression count is recalculated to zero.	**1.** Follow the Content Analytics KB to activate and set a tracking profile to default. **2.** Using the 'Schedule Content' module, publish content on all tracked widgets. **3.** Using SCA and content templates, publish content on all tracked widgets. **4.** Follow the Content Analytics KB to publish a tracked campaign. **5.** Verify that the new dashboard 'Content Overview' appears as expected. Expected behavior: Audience, views, and clicks are recorded. Actual behavior: Only audience and views are recorded.

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Problem	Short description	Description	Steps to reproduce
Content Experiences PRB1895089	Welcome Banner (CD) carousel dots are moving in reverse when pressing previous/next arrows		
Content Experiences PRB1895347	Topic header banner images aren't displaying for users without elevated privileges	This happens when 'Schedule Content' records reference pointers for a widget instance (sp_instance) are broken, such as when the widget instance was deleted on the instance. With these schedules in this state, the topic header widget is somehow matching to the blank **sp_instance** field and triggering the altered UI instead of the banner.	1. Create a 'Schedule Content' [sn_cd_content_visibility] record. 2. Select a widget instance [sp_instance]. 3. Save the 'Schedule Content' record. 4. Delete the widget instance. 5. Open a Employee Center page (topic) with a banner image. Expected behavior: A banner image displays for all users. Actual behavior: A banner image doesn't display for users without elevated privileges.
Content Experiences PRB1897513	New update/ repair of a plugin causes the mass deletion of sys_translated_text records	After repairing and updating the plugin, the records in sys_translated_text table are completely erased.	
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.
Data Archiving PRB1865429	Infinite recursion is possible in the 'Archive Reparent Retry' job	In the 'Archive Reparent Retry' job (though not in the reparenting code in the archive job itself), a cycle in the sys_archive_related records causes infinite recursion. This can	

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Problem	Short description	Description	Steps to reproduce
		obstruct reparenting of other rules.	
Database Persistence - Data Access PRB1855719	The cmn_skill table isn't available to select as a node in the Knowledge Graph (KG) UI	In Project Management, there's a 'Resource Assignment' table that specifies which user/ resource is working on which task. Also, a project manager can request for resources either by group or role or skill. Users are able to add a group or role via the KG UI. But currently, users are unable to add Skill (cmn_skill) as a node.	
Database Persistence - Data Access PRB1885744	List view for a Glide table joined with an external table returns SQL syntax error if filtered with conditions based on the external table	An SQL syntax error occurs when the user tries to run the list view of the Glide table with a filter that uses fields from the data fabric table.	
Database Persistence - Data Access PRB1886440	When glide.db.trino.collate_ci.references is turned on, 'lower()' isn't used on 'JOIN' statements	The lower() function is used in the 'WHERE' clause, but not in the 'JOIN' statement.	1. Open an instance. 2. Open the 'List' view. 3. Set glide.db.trino.collate_ci.references to '=TRUE'. 4. Set glide.db.trino.collate_ci to '=TRUE. 5. Turn on SQL Debug. Notice that the lower() function isn't used in 'JOINS', but is used in the 'WHERE' clause.
Database Persistence - Data Access PRB1886577	Because of incorrect datatype mapping, users are unable to map float_type to Glide	Users aren't able to use the 'Float' and 'Long' data types, as they are inconsistent in usage.	
Database Persistence	CMDB list view never loads when grouped by	'Group by' never completes and times out.	1. Navigate to an instance. 2. Impersonate a system administrator user.

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1889900	'Location' after a reference to a data fabric table is added		**3.** Open the sys_db_object record for incident table. **4.** Add a new field that refers to a data fabric table. **5.** Save the sys_db_object record. **6.** Add the field to the list layout. **7.** Open the cmdb_ci list view. Notice that when attempting to group by 'Location' the CMDB list never loads.
Database Persistence - Data Access PRB1890265	Users are unable to build a report due to the inability to run aggregate methods avg/ sum for the **Long Integer String** field brought in by BigQuery and Databricks		
Database Persistence - Data Access PRB1894406	SQL error messages can't be enabled	If glide.db.loguser is set to 'false' by running the background scripts 'gs.setProperty("glide.db.loguser", false)', then only one error message appears. If glide.db.loguser is set to 'true', two error messages appear.	**1.** Run the background script 'gs.setProperty("glide.db.loguser", true)' **2.** Create a table by creating a record in the sys_db_object table. **3.** Navigate to the sys_db_object record in that table. **4.** Create a column with the type 'Auto Increment' in the 'Columns' section. **5.** Create a new record on the table, for example put the value '1' in the new column. **6.** Create a new record with the same value. Expected behavior: Two error messages appear when the user should only receive one; 'Unique Key violation detected by database ((conn=493) Duplicate entry '1' for key 'PRIMARY')' and 'Invalid insert'. Actual behavior: Only one error message is shown, 'Invalid insert'.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB1864182	An unreferenced record cleaner doesn't handle parent tables that are sharded and archived		1. Create a parent table that is sharded or extension. 2. Create an attachment that points to a record in this table. 3. Create an archive rule for that table. 4. Get the record archived. 5. Create a table rotation for sys_email with type 'extension'. 6. Set up an archive rule for incident. 7. Configure an archive related record with sys_email that references the incident table. 8. Run archive. The incident is moved to ar_incident, and related sys_email is moved to ar_sys_email0000. Expected behavior: This record shouldn't be considered unreferenced and eligible for deletion. Actual behavior: This record could be deleted by the unreferenced record cleaner.
Database Persistence - Data Management PRB1865408	An unreferenced record cleaner can potentially cause unintentional deletion when a reference table is an archive table	In case of document ID type references, if a table **name** field has a table which is an archive table (ar_x), currently the unreferenced record cleaner consumer doesn't check the corresponding base table(x) for existence. This can lead to data loss. This is because it is possible that the record is restored from ar_x to x but the document ID reparenting process didn't update the table **name** field back to x.	1. Create a document ID column table doc_id_tab. 2. Create a table test_tab. 3. Archive records from the table test_tab to ar_test_tab. 4. Restore records from ar_test_tab. 5. Insert a record in the table doc_id_tab with the table name as ar_test_tab and table_sys_id as sys_id of one of the restored records. 6. Create and run the unreferenced record cleaner rule for doc_id_tab. See the record from doc_id_tab being deleted equals data loss.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB1866360	An unreferenced record cleaner is incorrectly applying GlideRecord.canDelete() logic		1. Create an unreferenced record cleaner rule for sys_attachment/ sys_attachment_doc. 2. Run the unreferenced 'Record Cleaner' job on the rule. Observe orphans in sys_attachment/ sys_attachment_doc aren't deleted.
Database Persistence - Data Management PRB1869761	An unreferenced record cleaner (URC) doesn't handle parent tables that are sharded and archived	Currently, URC checks for a base reference table and an archive reference table. But if the base reference table is part of a hierarchy, when the reference record gets archived, it doesn't go to ar_base_table, it goes to ar_child_table. Archiving flattens the table hierarchy. The URC can delete such records as unreferenced but they are actually not orphaned.	1. Create a table tab_parent. 2. Create a table tab_child extending tab_parent. 3. Create table ref_test with a 'Reference' type column referencing tab_parent. 4. Add records to the ref_test referencing records in tab_parent and tab_child. 5. Create an archive rule for tab_parent which archives tab_parent and tab_child records to ar_tab_parent and ar_tab_child. 6. Create a URC rule for ref_test. 7. Preview a sample of unreferenced records/run the 'URC' job. Expected behavior: No records are deleted. Actual behavior: Records belonging to ar_tab_child are deleted.
Database Persistence - Data Management PRB1871043	The unreferenced record cleaner (URC) rule using JoinUnreferencedRecordFinder can delete data that it shouldn't	JoinUnreferencedRecordFinder deletes data that shouldn't be deleted, and can return less than the chunk limit even if there is more data to be deleted.	1. Create a test_table with a reference to the test_reference table. 2. Insert data into test_table with null references. 3. Set the glide property glide.db.unreferenced _record_cleaner. verify_before_delete to '=false' when the default is '=true'. 4. Verify that the glide property glide.db.unreferenced _record_cleaner.consider _nulls_unreferenced is set to the default '= false'. 5. Run the unreferenced record cleaner for the rule.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Records with null references shouldn't be deleted. Actual behavior: Records with null references are deleted.
Database Persistence - Data Management PRB1884643	Unreferenced record cleaner (URC) doesn't handle parent tables which are sharded and archived	The archived record that is orphaned by the sharded parent table can be deleted by the URC, even though it should be considered unreferenced and shouldn't be deleted.	1. Create a parent table that is sharded. 2. Create an attachment which points to a record in this table. 3. Create an archive rule for that table, for example, so that a child table such as ar_sys_email_001 is created. 4. Archive the record, so that it's in the example child table ar_sys_email_001. Expected behavior: This record should not be considered unreferenced and ineligible for deletion. Actual behavior: This record could be deleted by the unreferenced record cleaner.
Database Persistence - Data Management PRB1888624	Archiving on data fabric (DF) tables results in multiple archive runs, but no records were archived	These process all create chunks which the framework later tries to execute on.	1. Create an archive rule on a DF table to archive less than ten records. 2. Wait for the hourly job. It won't produce any runs if users try to execute **Archive now** or manually from sys_trigger. Notice that over 3000 archive runs were created but no records were archived, and DF tables are read-only tables.
Database Persistence - Data Scale PRB1881044	User session context needs to be identified appropriately during a Trino loop back call	When creating a HTTP session using OAuthToken in a loopback case, some context about the original session is lost. A nonce table needs to be set up that can be used to persist the original session ID, transaction ID, and the session type (interactive/non-interactive) along with user sys_id using OAuthToken as nonce.	1. Create a reference field on an incident table to a data fabric table. 2. Log in as an interactive user. 3. Look up an incident list with the reference field in the view. Observe the loopback session created is non-interactive.

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Database Persistence - Data Scale PRB1881949	Fast lock aren't released if a Tx is cancelled	This is a product update.	
Database Persistence - Data Scale PRB1884709	The user session context needs to be identified appropriately during the data fabric loop back call		1. Create a reference field on an incident table to a data fabric table. 2. Log in as interactive user. 3. Look up an incident list with a reference field in the view. Observe that the loopback session created is non-interactive.
Database Persistence - Data Scale PRB1887442	Don't shut down the Trino connection pool upon an InternalErrorException	Currently, when a Trino query fails execution and the translated exception is of 'InternalErrorException', the Trino connection pool shuts down. With the introduction of the ServiceNow Connector, any authentication error is translated as 'InternalErrorException', which causes the Trino connection pool to be retried and recreated. This is unnecessary and can make things slower as the cluster is really intact and has no issues.	1. Establish a Trino connection. 2. Load a data fabric table list view. 3. Set the 'glide.db.df_engine .sn_connector. loopback. oauth_access_token. enabled' property to false. 4. Load the same data fabric table list view. It should complain in the UI about not having the oauth token in the request. Observe in the log that the trino_primary pool was actually shut down and re-created. It would have 'unpooled: trino_primary' in the log after the oauth token exception.
Database Persistence - Data Scale PRB1888243	Loading the 'List' view for a Glide table that has an element referencing a data fabric table on a reference key is almost impossible	The list loads slowly and the 'Form' view doesn't open.	
Database Persistence	Users are unable to open the 'Incident Form'	This also happens on an 'Incident' table in a SURF clone. It displays	

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Problem	Short description	Description	Steps to reproduce
- Data Scale PRB1890184	view when it references a Workflow Data Fabric (WDF) table	'Record not found' or users see no records.	
Database Persistence - Data Scale PRB1891598	Exponential backoff upon refresh failure	This is to improve the resilience around cluster reservation.	
Database Persistence - Data Scale PRB1891600	Better handle pool shutdown during pool configuration	An error occurs when trino_primary pool is shutdown (by another thread) during pool configuration.	
Database Persistence - Data Scale PRB1893025	A potential deadlock can occur if the loopback query lands on the same box	A semaphore isn't released if all of the transactions are executing Trino queries are waiting, and a 'deadlock' can potentially occur if the loopback request happens to come back to the same box.	
Database Persistence - Data Scale PRB1893055	Workflow data fabric for parent Epics	This is a product update.	
Database Persistence - Data Scale PRB1898714	A connection becomes vulnerable to sharing when it's marked for recycle	When a connection is marked for recycle, it's returned to the pool and can be picked up for allocation, where it's marked as 'Assigned'. The connection is checked for recycling and a new physical connection is established. Glide marks the connection as 'Available', which allows it to serve other requestors in the pool,	

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Problem	Short description	Description	Steps to reproduce
		causing connection sharing.	
Database Persistence PRB1857963	A string containing an underscore doesn't work in an encoded query with StartsWITH, LIKE, ENDSWith etc. on data fabric (DF) tables		1. Load any DF table list view. 2. Filter a column with phrase that contains an underscore character. 3. Turn on Debug SQL (detailed). 4. Reload the list view. Notice an 'ESCAPE' clause in the SQL running for 'trino_primary' DBI.
Database Persistence PRB1861792	A Glide query with a **date/time** field throws an error	'Enable debug SQL detailed' throws this error after 25 seconds: 'Error executing query: Cannot invoke "io.trino.jdbc.$internal.client.QueryResults.getNextUri()" because the return value of "java.util.concurrent.atomic.AtomicReference.get()" is null'.	
Database Persistence PRB1862601	DatePart functions and 'Trend By' aren't working	Error: 'Query failed (#20250307_002425_02173_asrt2): line 1:1610: Function 'dayofweek' not registered'.	
Database Persistence PRB1864019	A boolean field in Snowflake isn't mapped to any data type in a data fabric table		
Database Persistence PRB1864033	From the 'Form' view, exporting a PDF exports an empty PDF document		
Database Persistence PRB1864034	From the 'Form' view, 'Export as XML' doesn't work		

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Problem	Short description	Description	Steps to reproduce
Database Persistence PRB1869557	Running any GlideScript errors out when run after around 10 minutes of inactivity	The error executing query: 'Cannot invoke "io.trino. jdbc.$internal. client.QueryResults. getNextUri()" because the return value of "java.util. concurrent.atomic. AtomicReference.get()" is null'.	
Database Persistence PRB1870521	Upsert to reservation tables throws an exception	A unique key violation is detected by a database. Upsert throws an exception for duplicate entries.	
Database Persistence PRB1872092	LOWER() usage in query predicate turns off predicate push down from Trino to an external data source	This means that when the SQL is executed, partial SQL is sent to an external data source: SELECT col1, col2, and col3 from sample_table. This leads to bad query performance as PUSHDOWN of predicate doesn't happen, and that the entire table is downloaded from an external data source leading to (a) excessive data download, (b) bad query performance, and (c) high resource usage at Trino layer. Functionally, this bloats the 'data downloaded from external source' licensing metric.	
Database Persistence PRB1872106	'Show matching' in list view doesn't work for truncated data	In the 'List' view, if the user selects a field that displays a truncated value and selects 'Show matching', no value is returned.	
Database Persistence PRB1872607	Loading data fabric (DF) tables coming out of 'Idle time' for Trino throws a 500 error	A first time query hits an error: 'Error executing query: Error starting query...'	**1.** Let 'Idle time' trigger for Trino. **2.** Stop queries for remote tables. **3.** After 10 minutes, query remote tables.

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Problem	Short description	Description	Steps to reproduce
Database Persistence PRB1872718	There's an incorrect data type in the source table on the mapping screen	The data types of source columns doesn't match the data types on external databases.	
Database Persistence PRB1873237	Importing a BigQuery table is getting an error on the table name and blocking the import	Error: 'Failed to create remote table with error: Data Fabric Hub: Unable to create a remote table. com.glide.datafabric.model.DataFabricException: Expecting a prefix of "u_df_" for table name "df_u_supplier_bg" Cause: null'.	
Database Persistence PRB1873825	countRemoteTable throws an error 'failed to get remote schemas' on a deactivated connection		**1.** Navigate to an instance. **2.** Create a Snowflake connection. **3.** Deactivate that connection. The screen refreshes and displays an error and the connection detail doesn't get loaded.
Database Persistence PRB1874006	Running any GlideScript errors out after 10 minutes of inactivity	The table list view was able to load before upgrading.	
Database Persistence PRB1876398	A join between cmdb$par1 or any table with special characters and a data fabric table would fail when the query gets to Trino	This issue only occurs with a base instance SNC connector.	**1.** Create a join between a CMDB table (for an element on $par1) and a data fabric table. **2.** Execute a list or a glide record query. Observe the error.
Database Persistence PRB1877079	When a field is mapped and the field's Glide type is identified as UNKNOWN or DB_UNKNOWN, this field shouldn't be	There's an error querying a data fabric table.	**1.** Log in to an instance that has data fabric setup. **2.** Import a table with a boolean field. **3.** Load a list view of the table. Users are getting an error: 'Query failed (#20250404_164711_05824_egbw8):

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Problem	Short description	Description	Steps to reproduce
	available for mapping		line 1:853: Unexpected parameters (boolean) for function lower'.
Database Persistence PRB1882958	From Glide UI, the column type returned is displayed as glide_date for minimum viable product (MVP) connectors		1. Navigate to Workflow Data Fabric (WDF). 2. Create a connection. 3. Create a DF table. See the column type for 'Date'. The date is coming as glide_date.
Database Persistence PRB1883871	Create an API for that returns a selective list of elements for a glide table that are allowed to have a reference key assigned	Relaxing requirements for glide tables and having 'persistence' control those requirements to provide an API. Currently, when a reference is created to a glide table from a data fabric table, a sys_id is provided as the only option unless there is a unique key.	
Database Persistence PRB1883877	GlideRecord.query() should limit the max number of rows returned when used in conjunction with a data fabric table		Execute GlideRecord.query() on a data fabric table that has large result set (for example, more than 100k). Observe the rb_*.tmp files grow in size and count based on the number of row blocks created.
Database Persistence PRB1885159	Add support/ capability for a guardrail or killswitch for an instance with Workflow Data Fabric (WDF) turned on	The guardrail or switch should be available to turn off the DF-specific processing and the transaction or operation should work as if no DF table exists. Glide Table elements should still continue to work without interruption.	1. Introduce a field on a glide table that joins a data fabric table. 2. Ensure 1,000 rows are loaded on the list. Observe amount of time it takes to load the list.
Database Persistence PRB1887082	'Catalog not found' exceptions are thrown when de-activating a connection		1. Navigate to the Data Fabric Hub. 2. Deactivate a connection. Notice that this triggers the ScriptableConnectionManager. jsFunction_deactivateConnection(), updateConnectionStatus

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Problem	Short description	Description	Steps to reproduce
			AndRefreshRemoteDB(), getDataFabricEngine Service().invalidateTablesForCatalog (connectionName). This throws the following exception 'com.snc.db.df_engine. DataFabricEngineException: failed to get remote schemas at com.snc.db.df_ engine.DataFabricCatalog. getSchemas(DataFabric Catalog.java:29) at com.snc.db.df_engine. DataFabricCatalog. getSchemaToMappedTables(DataFabricCatalog.java:40) at com.snc.db.df_engine. DataFabricCatalog. invalidateAllTables (DataFabricCatalog.java:85) at com.snc.db.df_engine. service.DataFabricEngineService. invalidateTablesForCatalog (DataFabricEngineService.java:260) at com.glide.datafabric. connection.ScriptableConnectionManager. updateConnectionStatus AndRefreshRemoteDB(ScriptableConnection Manager.java:631) at com.glide.datafabric. connection.ScriptableConnection Manager.jsFunction _deactivateConnection (ScriptableConnectionManager.java:463)'.
Database Persistence PRB1887434	Ensure sys_df_data_dictionary inherits ClientScripts and UIPolicies from sys_dictionary	The script and UI policy changes should apply for sys_dictionary table, however not for var_dictionary table which is another child of sys_dictionary.	1. Navigate to a data fabric table dictionary column record. 2. Attempt to make any changes on the data fabric dictionary record. Expected behavior: The user should be able to make changes such as string length edit without the formula being mandatory, and calculated and function types are not supported. Actual behavior: The calculated value section, **Formula** field is mandatory and doesn't allow the user to make changes.
Database Persistence PRB1891532	Add a guard rail to not allow certain Glide tables from having a reference field set out to	Currently, users are able to add a field on central tables such as sys_user and reference to data fabric tables. Guard rails are being added to ensure no	

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Problem	Short description	Description	Steps to reproduce
	reference data fabric table	outgoing references that refer to a data fabric table are allowed from a Glide table.	
Database Persistence PRB1897768	Running a GlideRecord query via a script on a large data fabric (DF) table results in a large amount of records queried	A large amount of records are queried even though results are truncated to 10,000.	1. Have a large Workflow DF table with much more than 10,000 rows. 2. Run GlideRecord.query() in a script on that table without a limit set. Expected behavior: Some limit should have been applied on the remote data store. Actual behavior: Only 10,000 records are returned. On the remote data store, many more rows than 10,000 were queried.
Database Persistence PRB1898737	API returns a selective list of elements for a data fabric table that are allowed to have a reference key assigned	Currently DataFabricReferencableGenerator only returns referenceable columns for a Glide tables, and a similiar API is needed for data fabric tables.	
Data Fabric Table Glide Services PRB1866372	The read ACL for sys_df_connection_metadata doesn't work for data steward roles with upper cases		1. Create a data steward role using at least one upper case letter. 2. Assign this role to some connection. See that the data steward user can't see that connection.
Data Fabric Table Glide Services PRB1868977	The createRemoteTable method should allow a data steward to call it if they have read access to the connection	The access needs to be checked for the APIs created.	1. Create a user with a data steward role for some connection. 2. Impersonate the data steward user. 3. Navigate to the 'Workflow Data Steward' UI. 4. Try mapping a table using the connection. Notice that this should be allowed, but it's not.

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Problem	Short description	Description	Steps to reproduce
Data Fabric Table Glide Services PRB1871926	Connection admin users need appropriate ACL access for table reads and services	Currently, there's no special permissions or roles bundled under our provided df_connection_admin role. Connection admin users must be able to assign user and data steward roles, which is currently breaking due to security constraints, preventing users from accessing/reading these tables.	1. Log in to an instance as a user with elevated privileges. 2. Navigate to the sys_user_role table to assign roles, accessing Workflow Data Fabric (WDF) app pages, etc. 3. Navigate to the sys_user table and assign any user with the df_connection_admin role. 4. Impersonate or log in as this connection admin user. 5. Navigate to the sys_user_role and related tables, and see a security constraint preventing access message. 6. Check the WDF app. See that the connection admin users are now returned with no results when trying to access sys_user_role, or other impacted tables. Similarly, on connection creation and setting scope, they run into the issue with access constraints to sys_scope records.
Data Fabric Table Glide Services PRB1874586	Users without the 'admin' or 'delegated_developer' role can create tables via Workflow Data Fabric	Currently, only users with the 'admin' or a user that has a 'delegated_developer' roles and when added as as a delegated developer to an application by an Admin/Application Admin can create tables.	1. Assign a user with only the 'df_data_steward' role. 2. Navigate to **WorkFlow Data Fabric** > **Established Connection** > **Create Remote Table**. 3. Navigate to Sys_db_object to confirm the table is created.
Data Fabric Table Glide Services PRB1878836	A system administrator attempting to navigate to the 'Data Assets' page for an established connection encounters an error	A system administrator should have the necessary permissions to access the 'Data Assets' page for established connections and be able to create, edit, and delete tables without encountering an error.	1. Navigate to the 'WDF overview' page. 2. Select an existing established connection. Note that an error message is displayed: 'Data Fabric Hub: Unable to retrieve connection fields. com.glide.processors.json.ACLException: getSavedConnection is only authorized for role df_connection_admin'.

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Problem	Short description	Description	Steps to reproduce
Data Fabric Table Glide Services PRB1878928	Error messages from the remote system aren't bubbled up on the UX	With a bad username or key, all it says is 'Encountered an unexpected exception. Please try again later', instead of bubbling up the right error message.	1. Navigate to Workflow Data Fabric (WDF). 2. Create a new Snowflake connection. 3. Enter a bad username. Note the error: 'Encountered an unexpected exception. Please try again later'.
Data Fabric Table Glide Services PRB1881090	listAllMappedTables fails when connections mapped to tables are missing	If a table mapped to a connection/catalog is missing in the sys_df_connection_metadata table, the listAllMappedTables API fails with an error: 'Cannot invoke "com.glide.datafabric.schemamapping.SchemaCaches $ConnectionInfo.getConnectionSysId()" because "connectionInfo" is null'.	
Data Fabric Table Glide Services PRB1881218	Update handleConnectorError to read from parm2	Connection/catalog details are now provided as part of 'parm2' when a warn/error event is generated.	1. Create a ConnectorErrorException. 2. Verify that this generates an event 'data_fabric.error.connector_error'. Notice connection details are available in parm2.
Data Fabric Table Glide Services PRB1881820	A system admin isn't able to create a connection		1. Impersonate a system admin. 2. Navigate to any connection form on Workflow Data Fabric (WDF) UI Hub. 3. Fill the form with correct credentials. 4. Select the **Connect** button. Expected behavior: The connection is established. Actual behavior: The connection isn't established.
Data Fabric Table Glide Services	Users can't delete columns from a data fabric (DF)	In the create (or update) DF application table flow, it calls the persistence loadSchema() API before dropping the	1. Create a Glide table with 3 columns. 2. Call the createAppTable API to create a data fabric table based on this Glide table.

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Problem	Short description	Description	Steps to reproduce
PRB1884525	application table	columns. This order is incorrect because the loadSchema API updates the TableDescriptor, and in case of when the column was deleted, the TableDescriptor doesn't contain that column. When dropColumn is called, an error displays.	**3.** Delete 1 column from the Glide table. **4.** Call the createAppTable again. Expected behavior: This column should get deleted from the data fabric table as well. Actual behavior: There's an error.
Data Fabric Table Glide Services PRB1884668	listAllMappedTables doesn't return glideTableLabel		**1.** Create a data fabric (DF) table. **2.** Using 'Scripts Background', call SchemaMapping.listAllMappedTables. See that the response doesn't include any table's label.
Data Fabric Table Glide Services PRB1884675	Unable to connect to Oracle connector	Error: 'GlideElementPassword2 SEVERE * ERROR * GlideElementPassword2 couldn't encrypt the column: snc.oracle.wallet-pem-content from table...java.lang.Exception: Action abort: Password value is too long and could be truncated after encryption. Please either reduce password length or increase field size'.	**1.** Navigate to an instance. **2.** Try to connect to Oracle. Notice the error message from the attachment.
Data Fabric Table Glide Services PRB1885160	Users are unable to update the connection details in 'Edit' mode		**1.** Navigate to Workflow Data Fabric (WDF). **2.** Create a connection. **3.** Try to edit the connection and update the connection details. Notice that this doesn't work and the connection attributes remain as is.
Data Fabric Table Glide Services	Data Steward is unable to delete a Workflow Data Fabric (WDF)		**1.** Navigate to an WDF UI Hub. **2.** Create a new connection in any scoped app. **3.** Navigate to the 'Access Controls' tab.

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Problem	Short description	Description	Steps to reproduce
PRB1885246	table from a scoped app		4. Add a Data Steward/Connection Admin role. 5. Save it. 6. This assigns the user with a Data Steward role to have access to the 'Data Assets' page of the established connection. 7. Additionally, provide the Delegated Developer role to the same user so that they are able to create tables in the same scoped app. 8. Impersonate the user having the Data Steward role. 9. Create a WDF table. 10. Attempt to delete the table. Expected behavior: The table gets deleted and there's a success message on the WDF UI. Actual behavior: The table doesn't get deleted and an error is displayed: 'Failed to delete table. Please try again'.
Data Fabric Table Glide Services PRB1887047	Updating UI messages based on product review feedback	No functional issue exists. The changes are related to improving clarity, tone, or consistency of UI text messages as per the latest product expectations.	
Data Fabric Table Glide Services PRB1888231	The 'Glide Internal Connection' isn't displaying in the established connections if the Workflow Data Fabric (WDF) license check fails	'Glide Internal Connection' should be available in the established connection by default, regardless of the instances licensed to WDF or not.	1. Check for an instance that isn't licensed to WDF. 2. Navigate to WDF Hub. See that the 'Established Connection' section has no connections.
Data Fabric Table Glide Services	Schema mapping API responses should return as a NativeObject	When the table doesn't exist, it throws an exception. The jsFunction_listColumnsInTable doesn't catch it and lets the exception pass through, resulting in	

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Problem	Short description	Description	Steps to reproduce
PRB1888349		an error message that doesn't make sense.	
Data Fabric Table Glide Services PRB1888617	Users can't drop a locally mapped data fabric (DF) table without a Workflow DF (WDF) license	There's an error: 'Failed to establish connection. Check your credentials or try again later. If the issue persists, contact your administrator. Additional Details: Instance is not licensed for Zero Copy Connectors cannot execute dropDataFabricRemoteTable.'	1. Navigate to an instance that doesn't have Trino configured, and which doesn't have the WDF license. 2. Create a locally mapped DF table. 3. Try to delete this new table. Notice that dropping a locally mapped DF table should be possible without a WDF license.
Data Fabric Table Glide Services PRB1888676	A data steward can't create a data fabric (DF) table in a scoped app for a local instance connection	When a data steward connects a application table, it can connect it to local tables. During selecting columns, the column that isn't supported should be grayed out and not selectable from the menu. This scenario occurs for developed applications that have a space in the name(" ").	1. Log in as a user having the delegated_developer role and data steward role for any scoped app. 2. Navigate to Workflow Data Fabric Hub. 3. Select **Servicenow Local Instance** connection. 4. Select any table belonging to the sn_admin_center scope from the schema list. 5. Make the column selection for the DF table to be created. 6. Select **Continue**. Expected behavior: The table gets created. Actual behavior: The table doesn't get created and throws the following error: 'Alert level: critical. Failed to create data fabric table with error: Data Fabric Hub: Unable to create a data fabric table. Failed to create data fabric table. You must have delegated development roles in this application scope to create a data fabric table'.
Data Fabric Table Glide Services PRB1889059	An upgrade resets to an 'open' instance status workaround on production test instances	Data fabric tables and zero copy connectors require a product to operate due to their additional Trino infrastructure. The zero copy connector metadata has been moved into a licensed	1. On a production instance, set the instance status to 'Open'. 2. Upgrade the instance to an updated track version. Note that the status is reset to 'Closed'.

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Problem	Short description	Description	Steps to reproduce
		store application sn_data_fabric_ connector_metadata. The Trino code is part of a core plugin, and the ability to reserve a Trino cluster should be limited to instances that are entitled to the zero copy connector application.	
Data Fabric Table Glide Services PRB1889097	Users encounter an error when attempting to map a 'char' column from an application table to a data fabric table	Additionally, users are unable to add a new column with the 'char' data type when creating a data fabric table from scratch.	1. Navigate to the 'Data Assets' page. 2. Select an existing schema and table. 3. Select **Create Table**. 4. Provide a name for the new data fabric table. 5. Select **Continue**. 6. In the column definition section, attempt to add a new column with the data type set to 'char'. Alternatively, if editing an existing data fabric table, try to change the data type of a column to 'char'. Observe that the option to select or add a 'char' column is unavailable.
Data Fabric Table Glide Services PRB1889647	'Ship First Party App to a new instance' and 'Edit connection' doesn't handle the TD cache properly		
Data Fabric Table Glide Services PRB1890695	Ensure that empty non-mandatory connection fields passed to the backend are handled correctly for all connectors		
Data Fabric Table Glide Services	Integrate with the 'Persistence' API for to check the referenceable	Today, if users try to create a reference to a Glide table from a DF table, it provides the sys_id as the only	

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PRB1892019	columns from a table during data fabric (DF) table creation	option unless there's a unique key.	
Data Fabric Table Glide Services PRB1892093	Address decryption issues with **password2** fields	Users are getting an error when trying to establish connections: 'Alert level: critical. Failed to establish connection. Check your credentials or try again later. If the issue persists, contact your administrator. Additional Details: data fabric engine connection test failed'.	
Data Fabric Table Glide Services PRB1893391	Users are able to make a reference from-to any type when creating a data fabric table	As part of this, references aren't allowed if the remote column type is integer. Only strings are supported.	
Data Fabric Table Glide Services PRB1893437	Data fabric (DF) table default ACLs aren't consistent with a regular table's	DF tables should have default ACLs and table access policies set correctly.	Create a DF table in a private scope or in the global scope. Expected behavior: Default ACLs match to that of regular platform table's. Actual behavior: All the table access policies are set true except delete. No ACLs are created by default.
Data Fabric Table Glide Services PRB1893502	Deactivated connection tables are missing from the data fabric 'Tables' page		**1.** Navigate to the 'Established Connections' page. **2.** Open an existing connection with associated tables. **3.** Deactivate the connection. **4.** Navigate to the data fabric 'Tables' page. **5.** Observe the displayed tables. Expected behavior: The deactivated tables should be available under the 'other' section within the data fabric 'Tables' page. The user should be able

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Problem	Short description	Description	Steps to reproduce
			to change the connection of the tables under the deactivated connection. Actual behavior: Tables associated with a deactivated connection aren't on the data fabric 'Tables' page.
Data Fabric Table Glide Services PRB1894742	Adding a mapping level checks to check if the source table has RCAs	Currently, when a data fabric (DF) table is created from a Glide local table as the source, there are no checks in place to enforce if the source Glide table needs RCAs to access the table.	**1.** Create a DF table using the Glide_internal connection. **2.** Select a Glide local as source, which needs RCAs to access the table. **3.** Select columns to be mapped and complete the mapping.
Data Fabric Table Glide Services PRB1895491	There's an ACL exception as part of the exception translation service	When a user tries to delete a data fabric (DF) table when not authorized, it can throw an ACL exception. This exception must be handled in the exception translation class.	**1.** Log in as an non-admin user. **2.** Try to delete a table created in the global scope. Observe that this throws an ACL exception: 'Failed to establish connection. Check your credentials or try again later. If the issue persists, contact your administrator. Additional Details: You must have the admin role to create or delete a data fabric table in the global scope'. The error message is misleading. The expected message is 'Failed to delete data fabric table. You must be authorized to create or delete a data fabric table in the global scope'.
Data Fabric Table Glide Services PRB1896064	A Snowflake established connection is broken after PEM key expiry and new key replacement	After updating the new key in established connections, in some instances the connection is successful, but the page goes blank.	
Data Fabric Table Glide Services PRB1897712	Query errors from connectors change the connection status to NOT_CONNECTED	When there was a query error from a connector, the connection status was changed to NOT_CONNECTED. The connection status is supposed to change to not connected only when there's a real connection level error.	

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Problem	Short description	Description	Steps to reproduce
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 PRB1843083	The Discovery monitoring job to search for future jobs before deciding to terminate a status	The monitoring job cancels the status even though the instance has a job for it but hasn't pick it up yet.	1. Have a status that is 'stuck' - input ECC queue in 'ready' state for more than 20 minutes. 2. Have a record for that ECC queue in sys_trigger table that is for the future. The job should cancel the status even though the instance has a job for it but didn't pick it up yet.
Discovery PRB1884527 KB2078932	A pattern on Agent Client Collector (ACC) requires MID specific configurations to the target device	When running a pattern on ACC, it requires the MID server to have discovery-specific port connectivity to the target instead of only using the ACC specific port.	Refer to the listed KB article for details.
Document Intelligence Unified Backend PRB1802663	A reference qualifier isn't applied for reference fields in the Agent Viewer experience		
Document Intelligence Unified Backend PRB1897412	Enable field group name update using Glide	This is a product update.	
Dynamic Scheduling PRB1851315	When a dispatcher from an Australian timezone creates a personal event, the tasks overlapping		1. In Dispatcher Workspace, set the timezone of the dispatcher to be an Australian timezone. 2. Create a task on one agent. 3. With the same dispatcher, create a personal event that overlaps the tasks.

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Problem	Short description	Description	Steps to reproduce
	the events aren't unassigned		Expect behavior: The overlapping task would be unassigned. Actual behavior: The overlapping task isn't unassigned and still overlaps the event.
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	This issue occurs in Yokohama.	**1.** Create a WOT in a 'pending' dispatch state with no assignment group associated with it. **2.** Log in to Dispatcher Workspace. **3.** Select any WOT that doesn't have an assignment group associated with it. **4.** From the 'Task' panel, select **Overflow action** > **Assignment assistance**. **5.** Select any agent that has been recommended. **6.** Select **Save**. Expected result: Either a proper message should be displayed that no agents should be recommended or the proper assignment group should be selected and the WOT should be assigned to the selected agent. Actual behavior: The following message is displayed and the WOT isn't assigned: 'This agent is busy during this time. Choose another agent.'
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)'		**1.** Log in to any instance. **2.** Open any NRLC Workspace. **3.** Navigate to **Incidents** > **All/Open**. **4.** Double-click a cell in the 'Caller' column to enable inline editing, then select the magnifying glass icon. **5.** Select the three-dot filter next to the 'Email' column and change the operator to 'is'. Expected behavior: The operator should be changed to 'is'. Actual behavior: Changing the operator to 'is' reverts the reference list to a normal list and makes the **Caller** field '(Empty)'.

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Problem	Short description	Description	Steps to reproduce
Email Notifications PRB1887279	After a Yokohama upgrade, notifications broke because of an email script update	After an Yokohama upgrade, the email notification content broke. On analysis, it was found it might be caused by a change in one of the email scripts during the upgrade.	
Employee Profile PRB1895942	There's encryption of attachments by users with the 'sn_employee.admin' role after upgrading to Xanadu	The user is creating attachment records via a table API through a MID server script include. The attachments were previously not coming in as encrypted. After upgrading to Xanadu, they are being encrypted due to the 'sys_kmf_crypto_caller_policy_0b3419d867323110fc90a2aeb8f922c0' policy.	
Event Management PRB1842971	Service Dashboard doesn't load due to a slow API	When there are many services (~2 million) on cmdb_ci_serice_auto and cmdb_ci_service_auto_cache is empty, Service Dashboard doesn't load.	
Event Management PRB1867782	Slow EM Events processing due to the default value for 'evt_mgmt.max_characters_in_additional_info' is too low	When there are many events with addional_info length > 600,000 characters, events processing becomes slower.	
Event Management PRB1872971 KB2060302	Tag-based groups can include alerts which don't match the rule's filter	In the Xanadu release, a new tag-based alert correlation mechanism was introduced using the 'Query' job (via the Service Analytics RCA/Alert Aggregation job). There's an issue where alerts matching different tag-based	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		definitions may not be grouped correctly if they arrive close together in time.	
Event Management PRB1884824 KB2082291	Tag-based groups can include alerts which don't match the tag-based alert clustering definitions tags		Refer to the listed KB article for details.
Event Management PRB1884862	If there's an automatic group filter for automated groups, tag-based groups aren't created	The alerts that are supposed to be grouped aren't grouped.	1. Create a TAG definition or use a base instance definition. 2. Create an automatic group filter for automated groups with something illogical so that the automated groups won't be created. 3. Send at least two events that fit the definition. 4. Wait for grouping job to run. 5. Verify that alert exists in sa_agg_group_alert_staging table. Notice that alerts that should be grouped aren't grouped.
Event Management PRB1886771	Alerts with the same CI metric name aren't grouped together in the CMDB group if automated alert grouping is turned off	When Automated (ML based grouping) is turned off, the CMDB group isn't created for alerts with the same CI metric name.	1. Turn off automated (ML based) alert grouping. 2. Send two events with same CI metric name to create two alerts. Observe that CMDB group isn't created.
Event Management PRB1889397	If there's an alert with its initial event generated time in the future, an alert isn't added to tag-based group or alerts are split into a different group		1. Create a tag definition. 2. Create several events, whose alerts may be grouped by tag according to the definition above. 3. Create another event. 4. Change via script the initial event generated time (initial_remote_time) to the future of the relevant alert. 5. Create one more event and don't change the time. It should be added to the exiting group.

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Problem	Short description	Description	Steps to reproduce
			All events should be in the staging table, but aren't.
External Triggers PRB1878365	Change sys IDs to readable values in GCF definitions of external triggers		
Field Service Marketplace PRB1874290	The 'Add Contractor' action is still active in lane 2 of the playbook even after moving it to lane 3	The issue is reproducible in Yokohama and Xanadu.	1. Provision an instance with the Contractor Management and Marketplace Plugins installed. 2. Log in as wm_dispatcher. 3. Create a work order task (WOT) in Workspace. 4. Push to marketplace. The user lands on playbook experience where in the lane 1 request is created. In lane 2, after selecting contractors and moving to lane 3, if the user navigates back to lane 2, the **Add Contractor** action is still active. But when selected, it throws an error.
Field Service Marketplace PRB1895775	'Add contractor' isn't turned off in playbook lane 2 and lane 3 after the status is complete for that lane until the page is refreshed		1. Create a task. 2. Push to MP. 3. In lane 2, select **Contractors**. 4. Push the request. It redirects to lane 3. Notice in lane 2, **Add Contractor** is still enabled until the page is manually refreshed. Similarly on lane 3, **Add contractor** is enabled even after selecting the **Close response** window.
Field Service Task Bundling PRB1888651	'Add to Bundle' fails on the latest 28.x DWS		
Flow Engine	Nodes went offline and won't rejoin a node pool	Self hosted instance few nodes crashed due to the 'com.glide.event_manager.process_	1. Navigate to /sys_trigger_list.do. 2. Add filter Name=Process Automation Event Handler.

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Problem	Short description	Description	Steps to reproduce
PRB1811796	after a restart due to stack overflow in EventHandlerJobProv	automation.event_ handler.workers' system property with Previous value -1.	By default, there should be 2 per node. 3. Change the system property 'com.glide.event_ manager.process_ automation.event_ handler.workers' to -1. 4. Navigate back to check the same page/filter as step 1. There should now be 0 Process Automation Event Handler records. 5. Navigate to **All** > **Node Logs File Download**. 6. Download the localhost_log.current_date.txt. Observe that the logs contain a retry attempt message multiple times and afterwards throws a StackOverflowError.
Flow Engine PRB1853618	High priority (P0-P4) flow events should be queued on the current node for lower latencies	High priority events aren't cached to the current node. This results in longer latencies (30+ seconds), which shouldn't exist for high priority flows.	
Flow Engine PRB1860060	sys_flow_context_inputs_chunk record was removed by the table cleaner before the SLA timer resumed	Currently, the table cleaner of sys_flow_context_inputs_chunk has the condition matchfield=sys_created_on with age = 3,628,800 sec (42 days) and the original inputs is false. The original inputs field is set to false right after the flow starts. If the SLA definition has a long duration, the table cleaner may remove the sys_flow_context_inputs_chunk record before the SLA timer resumes.	
Flows (Family Channel)	The update number on the record remains the	When the subflow updates the trigger record, and parent flow updates the same	

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Problem	Short description	Description	Steps to reproduce
PRB1816646	same when it is updated by the subflow and parent flow in sequence, causing inconsistencies in SLA executions	trigger record, the update number on the trigger record remains the same. This impacts respective SLA executions on the record.	
Flows (Family Channel) PRB1891084	Alias override mappings for V2 action instances aren't captured in flow update XML	This issue was caused by the introduction of JSON save on action instances. The FlowDesignerSychnronizer isn't syncing related records for V2 action instances.	**1.** Ensure glide.flow.version != '1'. **2.** Provision an instance with the ID com.glide.hub. integrations.enterprise plugin installed. **3.** Add an outbound connection for the spoke being used. **4.** Create a flow. **5.** Add either the **Create a Container** action or some other action with a 'connection' action property. **6.** Pick the connection from step #1 as the 'Docker Connection' on the 'Create a Container' action instance just added. **7.** Save the flow. **8.** Look for the most recent sys_update_xml for the flow. **9.** Open the XML viewer for the **sys_update_xml** payload field. Observe that the sys_hub_alias_mapping is missing.
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.
GlideRecord	When creating a reservation	Sometime when loading the UI page, the	

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Problem	Short description	Description	Steps to reproduce
PRB1864786	with an incorrect warehouse, the connection is set up but the Glide Table UI fails to log, and errors display	first page displays data but the data is invalid. The next page is empty with no errors. There's an error in the log: '*** ERROR *** Encountered Exception while loading Table from ResultSet, closing java.sql. SQLException: Query failed (#20250312_ 222003_00046 _c99gn): No active warehouse selected in the current session. Select an active warehouse with the 'use warehouse' command.'	
GlideRecord PRB1865565	The data fabric (DF) Logger and error event handling mechanisms are missing the catalog, details, and queue	The current implementation of the logger and error event handling mechanisms has three issues. The logger doesn't automatically include the catalog when it is missing in the logger builder, even though it is available in the exception details. The generated error events lack essential details such as table, schema, and catalog information, making it difficult to trace the source of issues. Error events are currently handled in the generic queue.	Trigger a ConnectorErrorException where the catalog is available in the exception details but not explicitly set in the logger builder for an inactive connection/catalog. Observe that the df_log table log records display up without the catalog name, the first parameter field of the generated event doesn't include the catalog/table/schema name as a **key/ value** field, and events are not part of any queue.
GlideRecord PRB1865622	GlideRecord queries are processed even though the connection status is 'INACTIVE'	Currently, the connection status to 'INACTIVE' is ignored, and the queries are processed. Users expect query requests to be blocked when the connection status is 'INACTIVE' to prevent unnecessary processing and failures. An error	

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Problem	Short description	Description	Steps to reproduce
		message should be displayed.	
GlideRecord PRB1869620	'Data Fabric Logger' and 'Error Event Handling' are missing catalog, details, and queue	'Data Fabric Logger' was using 'Map.of', which throws an error when any values are null. Some of the values for catalog, schema, table, dfTable, logcategory could be null, so this shouldn't have thrown an error.	
GlideRecord PRB1871360	Review the RecordCache API in relation to the data fabric (DF) table	The SQL query is executed 9 times on the workspace form view load. Extra queries occupy the cluster as well as semaphores which may impact non only Workflow Data Fabric (WDF) related traffic on the instance, but non-WDF as well, by exhausting semaphores.	**1.** Navigate to /now/sow/list. **2.** Create 'My list' using a WDF table. **3.** Open the created list. **4.** Open the form from the list.
GlideRecord PRB1871916	If **PK** fields are defined where values are null, there should be an alert on lists, forms, and Genius Results stating that platform functionality is limited		**1.** Define a Workflow Data Fabric (WDF) table. **2.** Set the PK to 1 or more fields that have null values. Platform behavior related to the sys_id is strange because it's difficult to identify that record uniquely and reliably. An alert should be present and a warning log message in 'df_log' should be present stating that platform functionality is limited. There should be an error message in the 'df_log' table. There should also be a sysevent starting with the name 'data_fabric.error.PrimaryKeyProblem'.
GlideRecord PRB1871950	If **PK** fields are defined where values are null, there should be an alert on 'List', 'Form', and Genius Results stating that platform	If a Genius Results (GR) query includes query params on all the **PK** fields, and the database returns 0 or more than 1 record, GR should set LastErrorMessage and lastException	**1.** Define a Workflow Data Fabric (WDF) table. **2.** Set the **PK** to 1 or more fields where the fields don't uniquely identify each record. Expected behavior: The platform lists display a list of records when selecting

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Problem	Short description	Description	Steps to reproduce
	functionality is to be limited	stating that the primary key isn't unique. The list and/or form view should display the error message.	a record to open the form view. There should be an alert stating that there is a problem with how the PK is defined. This doesn't fix the form or list operation, but it tells the user that something is not right. Actual behavior: The platform list displays a list of records when selecting on a record to open the form view. The expected record isn't selected. There should be a warning/info message on the list and/or form page if the GlideRecord query on a WDF table where the primary key isn't defined to have actual unique records. There should be an error message in the 'df_log' table. There should also be a sysevent starting with the name data_fabric.error.PrimaryKeyProblem.
GlideRecord PRB1872592	A sys-event record non-translatable exception is created with the **Name** field having 'data_fabric' appearing twice	The **Name** field of the record contains the text 'data_fabric .error.data _fabric.operation. unsupported'. All teams write to that log.	
GlideRecord PRB1874644	A 'PK Problems' warning displays in cases when it shouldn't	If **PK** fields are defined, and the query condition is on **PK** fields but it's not an equals condition, there's a warning that 1 or more record was found. The warning should only display if the condition is on an equals operator. Also, if a query is on **PK** fields, but the query also has an exception that results in zero records returned the PK warning that zero records were found displays. Warnings about PK problems shouldn't display if there was a separate exception preventing	

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Problem	Short description	Description	Steps to reproduce
		the query for executing properly.	
GlideRecord PRB1881668	Every message logs as an error in the df_log table	For example, 'Error WDF_CONNECTION_MANAGER Successfully refreshed remote connection DataFabric'.	**1.** Navigate to any instance. **2.** Connect to Big Query. **3.** Map a table. **4.** Navigate to the df_log table. Notice every log is recorded as an error.
GlideRecord PRB1884480	GlideTrinoStatsListener log update	The log level should be changed to 'DEBUG' on GlideTrinoStatsListener of the processStats.	Trigger a Trino Query. See that GlideTrinoStatsListener logs TrinoStats at the 'INFO' level.
GlideRecord PRB1887896	Unsanitized cache TTL attribute read causes NumberFormatException	The 'Data Fabric Cache' table is created during the first query execution. This approach introduces unnecessary query latency for the user's first access to the cache.	**1.** Enable caching. **2.** Add or modify a cache TTL configuration with a non-numeric value (for example, '30s' instead of '30'). Observe that the log throws a NumberFormatException.
GlideRecord PRB1888657	Add indexes on the 'Data Fabric Cache' table	The 'Data Fabric Cache' table lacks necessary indexes on two critical fields: **cache_key** and **cache_expires_at**. This absence can cause performance degradation when querying the table, particularly in high-volume transactions and during cache cleanup operations.	
GlideRecord PRB1889243	There's a NamedMessage.getMessage (L10N_CODE, errorMsg, map)' variable warning		
GlideRecord PRB1889865	Getting an error for a standard record page template in runtime when using a test	Error: 'Platform behavior may be limited because of problem detected with primary key definition, zero records were returned for table...'	**1.** Navigate to UI Builder. **2.** Create a page from the 'Standard Record Page' template. **3.** Update the table test value. **4.** Select **incident**.

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Problem	Short description	Description	Steps to reproduce
	value table as 'incident' in UI Builder		**5.** Save the page. **6.** Select the preview menu and select 'Open URL path'. Expected behavior: The page loads in runtime without any error. Actual behavior: The page loads fine but the user is alerted about the error.
GlideRecord PRB1894453	Create a scripted definition for usage metrics		
GlideRecord PRB1895699	A cache table creation message is displayed for data fabric (DF) tables		Create a DF table. A message for cache table creation is displayed when the user visits the list page of the newly created DF table.
GlideRecord PRB1897719	Optimizations for data fabric caching	Introduced strict validation and logging for 'IQueryCondition' types. Only allow caching for queries using fully supported conditions. Added support for longer than 74 characters table names by using a new format for the cache table name when the table name length is between 74 and 80 characters. Flushing the data fabric cache every time the TTL attribute gets changed to prevent serving stale data. Changed the log category for the 'Data Fabric Cache' table to 'WDF_CACHE_TABLE' to improve log filtering and analysis. A new scriptable API method 'DataFabricCacheManager.flushCache(df_table_name)' is available and accessible via scoped application scripts.	

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Problem	Short description	Description	Steps to reproduce
GRC: Business Continuity Planning PRB1894008	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Business Continuity Planning	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Business Continuity Planning PRB1897810	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Business Continuity Planning	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Continuous Authorization and Monitoring PRB1893692	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Continuous Authorization and Monitoring	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Metrics PRB1894403	When EBA is enabled, a query range isn't working on the 'Threshold' table due to a 'deny unless' ACL	It throws an error, but it should be able to query the records if the user has access.	1. Log in as a ESG user to the latest main instance. 2. Open the 'Threshold table list' view. 3. Try searching thresholds by query range.
GRC: Operational Resillience PRB1896635	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Operational Resillience	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Privacy Management PRB1900172	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Privacy Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Profiles	Addition of Query ACLs in Access Control	This change adds new Query ACLs on certain table(s) and field(s)	

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Problem	Short description	Description	Steps to reproduce
PRB1894767	List (ACL) Rules in GRC: Profiles	to grant query_range access.	
GRC: Regulatory Change Management PRB1890993	Addition of Query ACLs in GRC: Regulatory Change Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Risk Shared Common Components PRB1897619	Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Risk Shared Common Components	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Vendor Portal PRB1889689	Addition of Query ACLs in GRC: Vendor Portal	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
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'.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The 'Suspended Reason' is set to 'User'.
HTML Field Type Editor PRB1897036	NACM auto-grow functionality doesn't work correctly for Hebrew language content	Selected text is incorrect and elaborate/shorten is done on empty text. When the default preset action is present along with preset actions, the user doesn't see a preset menu and instead sees a default preset action.	
Identification and Reconciliation API PRB1898162	Dynamic IRE key enhancement and validation	This is a product update.	
Install Base Management Store PRB1890911	Due to query match and query range ACLs, related list cases on product inventorie (PI) aren't accessible to a contact on Business Portal		
Instance Data Replication (IDR) PRB1884096	When a consumer replication set is created, the replication entry should have 'Preserve Modified By' set to true		
Instance Data Replication (IDR) PRB1893073	Implement a not-allow list for data fabric (DF) tables in Instance Data Replication	Users shouldn't be able to create replication entries against DF tables.	
Knowledge Management	A source field isn't attached	There's a field-level ACL	

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Problem	Short description	Description	Steps to reproduce
PRB1882852	with the GlideRecordSecure insert operation	kb_knowledge.source with the role 'nobody' on the write operation, which prevents populating the source field for the 'create' operation.	
List Administration PRB1808314	The user is unable to personalize list columns for Oracle DB instances	A related list renders with old columns.	**1.** Log in to an Oracle DB instance as an admin user. **2.** Open an incident on Service Operations Workspace. **3.** Select **Related records**. **4.** Select any of the related lists (for example, Task SLAs). **5.** Select the gear icon and **Edit Column**. **6.** Select some new columns and select **Ok**. Expected behavior: The related list should render with new columns. Actual behavior: The related list renders with old columns.
List Administration PRB1847198	featureFlags of sys_ux_list isn't working when switching between list menu lists in a 'New list' template	The default values of controller props are used on the cases, other than the first load.	**1.** Create a UI Builder page with a 'New list' template page. **2.** Update some feature flags in one of the sys_ux_list items. **3.** Navigate to the 'Realtime' page of the newly created list template page. **4.** Select the list menu list where the feature flags are modified. **5.** Switch to some other list in the same menu. **6.** Switch back to the previous list. Expected behavior: quickEdit should be hidden by honoring the sys_ux_list config. Actual behavior: quickEdit is visible.
List Administration PRB1861358	The rich description appears as NULL in the 'List' view but displays		**1.** Log in to an instance. **2.** Create an HR case. **3.** Navigate to sn_hr_core_case.LIST. **4.** Open the newly created case.

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Problem	Short description	Description	Steps to reproduce
	correctly in the case record		5. Select the hamburger icon and configure the form layout. 6. Add the **Description** field. 7. Save the changes. 8. Return to the HR case form. 9. Enter a message in the **Description** field. 10. Save the changes. Observe that the same value is automatically updated in the **rich_description** field. This behavior is due to the 'Sync Description with rich_description' business rule that synchronizes the values of the **Description** and **rich_description** fields. When users go to the list view and add the 'Description' and 'rich_description' columns, notice that the rich_description field doesn't contain any value. The reverse works as expected; when users update the **rich_description** field in the HR case form, the value appears in the **rich_description** field in the list view.
List Administration PRB1887929	A list type field isn't displaying the choice label on a list and instead displays its choice value	If choices are created on a task it works as expected. If choices are created on an incident only, there's a behavior difference between Xanadu and Yokohama. If choices exist for both tasks and incidents, the incident list in Yokohama incorrect displays task choice labels.	1. Navigate to a Yokohama instance. 2. Navigate to a dictionary. 3. Create a list type field on a 'Task' table. 4. In the choices related list on a dictionary, create some choices for an 'Incident' table where the label differs from the value. 5. Navigate to an incident form. 6. Configure the form. 7. Add the created list type field on the form. 8. For the list type field, add some value in the form. 9. Navigate to incident.list. Notice the list type field is displaying the choice value instead of the choice label. Repeat the same step in a Xanadu instance and observe it is working fine.

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Problem	Short description	Description	Steps to reproduce
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 PRB1892485	Reference fields in a 'Workspace' list cause slowness, as each reference triggers an additional SQL call	In workspace, every reference in the list is requested separately. In contrast, in UI16, a single query with a JOIN is executed for the whole list representation. While for the primary database it doesn't have a significant impact, for Workflow Data Fabric tables (WDF), where each query takes >1s, even with small tables loading a list with 20 records can cause significant performance degradation.	1. Create a table with a reference to the WDF table. 2. Open /now/sow/list. 3. Create 'My list' using the newly created table. 4. Open the list. All references are requested from the external data source one by one for each record, even if there's duplicates.
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.
MID Server PRB1864193	Upgrading a Linux MID Server to Xanadu reverts mid.shconf_override	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
	to the default setting		
Mobile Platform PRB1883251	The 'Block Mobile Attachment Sharing' property for Mobile doesn't support exemption based on user roles	Changing the property glide.sg.block_ mobile_attachment _sharing from 'false' to 'true' should exempt some users based on their roles for the security property.	1. Navigate to **sys_properties.list**. 2. Change the property glide.sg.block _mobile_attachment _sharing from 'false' to 'true'. Notice that this applies to all users, when only some users require the ability to download or view attachments on Mobile based on their role.
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.
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 PRB1893263	A query range error displays when the Automated Certificate		

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Problem	Short description	Description	Steps to reproduce
	Management Environment (ACME) rota_admin is accessing cmn_rota_member record filters		
OneExtend PRB1864500 KB2216882	Activating Now Assist skills creates unnecessary [sys_update_xml] records which shouldn't be transferred between instances	Unexpected customer updates are being automatically generated for one_api_* tables extending [sys_metadata]. This 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.	Refer to the listed KB article for details.
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 Component API PRB1783660	A search isn't giving the expected results when the user language is set to non-English	The localization of the title of 'Visualisations' is also not working.	
Platform Analytics Filters PRB1841953	A filter is unexpectedly dispatching the 'reference' type	A filter is used to return 'choice' in the filter configuration type, but it was changed it so that it may return 'reference' when the field isn't 'choice'. This isn't fully correct, and it may also cause issues to other BUs and users. The filter should always return 'choice' for single and multi-select filters.	1. Create a dashboard. 2. Add a filter component to it. 3. Select as it as a 'data source incident' table and the 'field assignment' group. 4. Add a data visualization to the dashboard. 5. Select a 'single score' type and an 'Incident' data source table. 6. Save the changes. 7. Apply any value from the filter.

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Problem	Short description	Description	Steps to reproduce
			8. Open the Webinspector to look at the network calls. 9. Refresh the visualization and look at the payload of the network call for the multivis API call. Expected behavior: The existing filterConfigurations has a type 'choice' for single or multi-select filters. Actual behavior: The existing filterConfigurations has the type 'reference'.
Platform Analytics Migration API PRB1882396 KB2072479	**Recipient Users** and **Recipient Groups** fields don't populate on migrated scheduled export records after the Platform Analytics migration	After the Platform Analytics migration on Yokohama, the **Recipient Users** and **Recipient Groups** fields from scheduled reports records don't populate to the **Recipient Users** and **Groups** fields for the migrated scheduled export records.	Refer to the listed KB article for details.
Platform Analytics Migration API PRB1894148 KB2173216	Bulk migration rewrites the scope of all Core UI dashboards		Refer to the listed KB article for details.
Platform Licensing PRB1894922	Apps update to true-up a newer version of LE and SM in Yokohama	'Delete auditing' is on by default for all tables. In one of the tables, there's logic that's deleting all records and re-creating them, which is flooding user audit records. By adding the no_audit_delete flag for the table, it avoids creating these audit records.	1. On an instance with SM 4.1, create a test record in the unconfirmed_user_role table. 2. Navigate to a sys_audit record. 3. Filter the table by unconfirmed_user_role. Observe that there's delete audit records.
Platform Runtime PRB1900474	There's a difference in the number of sys_journal_field records		

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Problem	Short description	Description	Steps to reproduce
	created when running GR.setDisplayValue() before GR.insert()		
Predictive Intelligence PRB1820635	Users see a 500 internal server error when doing a prediction from the Rest API explorer	Error: 'error: ava.lang.IllegalArgumentException: Invalid input format...'	**1.** Create a classification solution and train. **2.** Open the Rest API explorer. **3.** Select the API name as 'predictive intelligence'. **4.** Select for multiple records. **5.** Add all the queries. Expected behavior: The status code should be 200. Actual behavior: User see a 500 error.
Predictive Intelligence PRB1832015	The training failed because the solution has a table as an input field, but the platform_ml_read role is missing from the input table	This issue occurs because the scheduler worker is logged in with a user that has the platform_ml_read role. If this role is missing from the table, the scheduler worker is unable to read the table data, causing the training to fail.	
Process Mining PRB1887194	A root cause analysis (RCA) fails when an invalid field is present in a content pack shipped by a process configuration	There's an issue when an ITSM content pack was installed on an instance and it had an **RCA** field 'hold_reason', which was not present in the 'Incident' table of that instance. Since there was an invalid field, RCA was failing and in guided setup and this process configuration record wasn't opening.	
Process Mining PRB1903878 KB2229304	After upgrading from Xanadu to Yokohama release, process mining filtersets and	During the upgrade from Xanadu to Yokohama, the process mining filter set conditions and scheduled tasks are being deleted.	Refer to the listed KB article for details.

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	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 customer data was affected, this issue may disrupt functionality where the deleted filter sets or scheduled tasks were actively used.	
Project Management PRB1859066	A Resource Assignment (RA) is associated to a new Resource Plan upon migration	The resource plan associated with an RA is in the 'Completed' state. When the effort value is updated, a new resource place is created and attaches the RA to the new resource plan. A new plan shouldn't be created, and the resource assignment should be pointing to the initial completed resource plan.	1. Create a resource plan. 2. Allocate it. 3. Complete the plan. 4. Migrate the plan to resource assignment. Notice that upon migrating the plan, the newly created resource assignment will be linked to the completed resource plan; when attempting to change the effort type on the resource assignment record, a new resource plan with an allocated state is created.
Project Management PRB1889859	Actuals for planning item are not rolled up to the task type breakdown	Enable actual costs from expense lines to rollup to the 'Actual cost' on associated cost plans related to planning items without the core table integration. When user creates a new expense line for a planning item in the 'New financials' page for a planning item, the actual cost value on the cost plan breakdown should add up to the total amount from processed expense lines.	1. Create a planning item without integrations. 2. Add cost plans and expense lines. 3. Validate the actual roll up to task type breakdown. 4. Validate the roll up to investment entity.

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Remote Tables PRB1885282	There's an out of memory exception when there's JavaScript and ^NQ in the encoded query string	Encoded strings are saved by calling setEncodedString on the query condition. This is done per row bases. As it is checking query conditions for each row, a saved encoded query is appended to the previous one. Eventually, it eats up the memory.	
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'.
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	When a project that has an existing resource assignment is added to another project as a child project the top task of the resource assignment isn't being updated. Additionally, when a project with an existing resource is removed from being a child of another project, the top task of the resource assignment isn't being updated.	

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Problem	Short description	Description	Steps to reproduce
Resource Management PRB1877603	In Resource Management Workspace, there's a NullPointer exception	In Resource Management Workspace, users get nullpointer exception when changing resource status for an allocation.	1. Open Resource Management Workspace. 2. Open a card. 3. Change the status of the assignments for a user.
Rollback and Recovery PRB1809473	When truncating a logical non-root table in TPH or TPP, all records are stored for ancestors and siblings in a shadow table		1. Create 2 tables using the 'Table Per Hierarchy' extension model (u_table1 and u_table2 extending the former). 2. Seed some test data on each tables. 3. Invoke 'DBI.tableDrop()' for u_table2 with rollback enabled. 4. Confirm that records from u_table1 were recorded in the shadow table 'sh $u_table1'. That shadow table should only have records for u_table2 since those are the ones that were deleted and therefore the only ones that could be restored by rolling back the truncate of the logical table 'u_table2'. This can become a costly, unnecessary operation if the parent table is large.
Schedule Optimization PRB1891169	On Demand Intraday, selecting multiple territories displays an 'Optimizing' icon even when there's no optimization running		1. Create an Intraday configuration for multiple territories, and ensure that those are overlapping territories. 2. In the config, set the 'On Demand' boolean to true. 3. As a dispatcher, navigate to Dispatcher Workspace (DWS). 4. From DWS settings, turn off the 'Territory single select' toggle. 5. From the territory selection on top left, select those same territories that are present in the intradat config. Expected behavior: We shouldn't see the 'Optimizing' icon when there's no optimization running. Actual behavior: Users are seeing the 'Optimizing' icon on the calendar for those territories even if there's no optimization running.

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1898555	When one of overlapping territories has 0 tasks, double booking happens		1. Create overlapping territories. 2. Ensure that one or more overlapping territories have 0 tasks. 3. Run optimization. Actual behavior: None of the existing assignments for that territory are sent as locked, so it double books. Expected behavior: Double booking shouldn't happen.
Server-side scripts PRB1883239	ESLatestScriptLoader returns a warning message	The message reads, 'Version loading was stopped by ESLatestScriptLoader for sys_es_latest_script...'.	
Service Mapping PRB1883153	Blob reaper alerts for jobs that are running for less than 48 hours		1. Navigate to sys_status. 2. Look for records with the name 'glide.service.modeling.startSweep, glide.service.modeling.lastSweep'. 3. Change one of them so that the value in lastSweep is 25 hours after the value in startSweep. 4. From the browser URL, type 'https://<InstanceName>.service-now.com/xmlstats.do'. 5. Look for blob_reaper_job_stuck and see its value is 'true'.
ServiceNow Voice (Family) PRB1894893	Add an AI Voice Agent service type to libkmf		
Service Portal PRB1625349	The 'Ideas' tablist widget breaks accessibility requirements	The 'Ideas' tablist widget isn't screen reader accessible because it doesn't conform to the WCAG 4.1.2 Name, Role, Value (Level A) rule. Specifically, it's missing the tabpanel role and also missing various states, properties, and values required	

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		for screen readers to be able to parse the markup and make sense of it for people with low or no vision. Right now, the screen reader isn't able to tell users when focus lands on the first tab that it is 'One of two' or 'Two of two' when focus moves to the second tab. It doesn't indicate what tab is currently selected, meaning which content is currently visible. Focus doesn't automatically move into what should be the tabpanel area, so nothing is read when the selected tab changes.	
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.
Service Portal	The scroll doesn't work on the Portal		1. Navigate to Service Portal. 2. Zoom the size to 400%. 3. Scroll from the top to the bottom.

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Problem	Short description	Description	Steps to reproduce
PRB1891178	when it is 400+ zoom		Expected behavior: The scroll should happen at 400% zoom. Actual behavior: The scroll doesn't work.
Service Portal PRB1894604	To reduce regressions, query ACLs are only enforced when certain conditions are met for widget-data-table		
Smart Assessment Engine PRB1900594	Addition of Query ACLs in Access Control List (ACL) Rules in Smart Assessment Engine	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Software Asset Management PRB1830073 KB2120852	The 'Software Asset Connections' job fails when a cmdb_rel_ci record doesn't have a child	The job fails with the error: 'Script: SAMPDataSource IntegrationUtils: [2024-11-22T23:32:26.885Z]: Unable to match value 'undefined' with field 'sys_id' in table 'cmdb_ci. Expecting type 'GUID''.	Refer to the listed KB article for details.
Software Asset Management PRB1845794 KB2186255	The 'ITAM License Report' module isn't displaying in upgraded instances from Washington DC/Xanadu to Yokohama releases	The module is missing.	1. Install HAMP. 2. Log in to the instance and check for the 'ITAM License Report' module under the 'ITAM Licensing' menu. 3. Note that the module isn't available. Expected behavior: The 'ITAM License Report' module should be visible under the 'ITAM Licensing' menu. Actual behavior: The 'ITAM License Report' module is not visible under the 'ITAM Licensing' menu.
Software Asset Management PRB1878871	The 'Publisher Overview' page doesn't load after a user clicks on the publisher card after	The 'Publisher Overview' page should be loaded completely, but only loads after selecting the **Refresh** button.	

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Problem	Short description	Description	Steps to reproduce
	recon is completed		
Software Asset Management PRB1883407	The default value for month in the samp_sw_usage table remains in the dictionary after upgrading to Xanadu		1. Provision a Washington DC instance with samp plugins. 2. Upgrade the instance to Xanadu. 3. Observe the default value of **month** in the samp_sw_usage table. Actual behavior: The default value is 'January'. Expected behavior: The default value should be empty.
Software Asset Management PRB1892609	The install date isn't in the expected format when the date format is changed		1. Open the 'Download GLAS' report page. 2. Update the data and time format of the user or system. 3. Download the vCenter VM Report. Observe that the 'Install date' column isn't in the expected format.
Software Asset Management PRB1893997	Install consumption journey nodes aren't displaying the correct number of installs	The issue is the redundant query on the software install model.	1. Create some software installs for SQL Server. 2. Make a few installs inactive (active=false). 3. Run recon and wait until the recon is complete. 4. Navigate to install consumption analysis. 5. Select the SQL Server root node to see the installs modal. Expected behavior: The number of installs on the node should match the number of installs displayed on the modal. Actual behavior: In the modal, the inactive installs are missing.
SSH MID Server Communication Protocol PRB1887914	SSHProtocolEngine thread is overwhelmed when SSH server starts dumping instead of	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	sending a protocol version string		
Store IRM GRC Core Case Management PRB1892851	Addition of Query ACLs in Access Control List (ACL) Rules in Store IRM GRC Core Case Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Store IRM Privacy Case Management PRB1894359	Addition of Query ACLs in Access Control List (ACL) Rules in Store IRM Privacy Case Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Stream Connect Core PRB1892411	If users get an exception during assignPartitions(), GlideHermesConsumer isn't closed in MessagePollSubscription	The root cause appears to be an instance of GlideHermesConsumer that is created but not closed in the case of exceptions.	1. Create a topic, consumer, and subscription. 2. Shut down the Hermes cluster or do something to cause exceptions when trying to read from the topic in Hermes. This creates a situation where Glide picks up a subscription and tries to read from the underlying topic but can't because it is missing. This produces some stack traces in the logs.
Stream Connect Core PRB1900417	A kafka_admin doesn't have report view access to the sys_sc_alerts table		1. Create a user. 2. Add the kafka_admin role to the user. 3. Impersonate as the user. 4. Navigate to the Store app. In the 'Overview' page, users aren't able to view the alerts in the 'Active alerts' section.
System Update Sets PRB1834468	A sys_db_object record was created when the **Function** field was loaded through update, set, and commit	When creating a database view and **Function** fields on the instance through UI, a sys_db_object isn't created for the database view table. If a commit or update contains certain	1. Import the update set that contains sys_update_xmls for the **Function** field for a database view. 2. Preview it. 3. Commit it.

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		actions, it will create a sys_db_object for the database view table.	Expected behavior: The sys_db_object record was not created for the database view. Actual behavior: The sys_db_object record was created.
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	After the field is created with its storage alias mapped to cmdb but the actual column in the backend being created on cmdb $par1, there's the following error when accessing cmdb_ci.list: 'Syntax Error or Access Rule Violation detected by database ((conn=218714) Unknown column 'cmdb0.list_field_name' in 'field list')'. The list displays all empty rows.	1. Confirm that sys_table_partition.is_current_target is true for cmdb$par1 or any of the other partitions other than the base partition. 2. Navigate to sys_db_object.list. 3. Open the 'cmdb_ci' table. 4. From the related links on the form, select the **Show Form** link. 5. Right-click on the form header and select **Configure** > **Form Layout**. 6. Enter any name for the field and select: a. **Type** > **List** b. **Table to Reference** > **cmdb_ci_service_discovered** OR **task.** Notice that the field in the database gets created on the current partition like cmdb$par1 but if users look at sys_storage_alias for the new field it is pointing the storage table name as cmdb. Navigate to cmdb_ci.list to notice the syntax error message.
Table Administration and Data Management PRB1888056	DMTSchedulerUtils.scheduleDM expects a global Genius Results (GR) parameter	DMTSchedulerUtils().scheduleDM results in an error: ''gr' is not defined'. There's a bug in the script that expects 'gr' as a defined global variable.	
Territory Planning PRB1899540	Field Service Management data filters are restricting access for RSO/CSM personas	Both wm_location_agent and wm_location_assignment_manager roles should be able to see all the wm_order and wm_task.	
Third-party Risk Management	Addition of Query ACLs in Third-	This change adds new Query ACLs on certain table(s) and field(s)	

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Problem	Short description	Description	Steps to reproduce
PRB1889679	party Risk Management	to grant query_range access.	
Transform Maps PRB1847878	Slow loading of related lists for particular transform maps	It takes several minutes to load a related list from a sys_transform_map record.	
UI Field Administration PRB1891838	The TinyMCE editor is missing on the 'Share to work notes' model	An error message is displayed on the console: 'TypeError: Cannot read properties of undefined (reading 'themeOptions')'.	**1.** Open any active incident record. **2.** Select the **Summary** button. **3.** Find if that summary is generated. **4.** Select the **Share** button. **5.** Observe that the TinyMCE editor is missing on the 'Share to work notes' model.
UI Field Administration PRB1892439	When a preset action is selected and autogrow is false, there's infinite loading		**1.** Have a quickAction with autogrow as false. **2.** Have this quickAction configured on a **Form** field as a default or normal preset action. See that when this quick action is selected, the modeless dialogue opens but nothing happens.
UI Form Administration PRB1860501	A form's cache key doesn't account for roles with external and internal users	A generated cache key doesn't contain roles.	**1.** Enable the 'Explicit Roles' plugin. **2.** Modify ACLs to incident to allow read access to the snc_external role. **3.** As an external user, navigate to any given incident. **4.** As an admin, navigate to the sys_db_cache table. Expected behavior: The cache entry created by the external user, should include the users roles in the cache key. Actual behavior: The cache key generated doesn't contain roles.
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 tag not permitted' error	**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
		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.
Usage Analytics PRB1879227	Users aren't able to filter UX Analytics Data on 'User Properties' as User Property Sync Service fails due to inbound mTLS not being turned on	Users can't filter their user experience analytics data by user roles, departments, and related user properties.	**1.** Log in to the instance where an inbound mTLS isn't turned on. **2.** Configure the user properties in the sys_analytics_user_property_config table. **3.** Run the scheduled job 'User Property Config Change Sync Job'. Expected behavior: The user properties data should be synced from the instance to ClickHouse. The user shouldn't see the warning message when the sys_analytics_user_property_config table is opened. Actual behavior: The user properties data isn't synced to ClickHouse.
User Presence PRB1767417	Multiple threads can unnecessarily race to build the user presence cache, adding a load to the primary database		
UX Framework PRB1834547	An additional HR case creation form opens when selecting	Occurs on the HR Agent Workspace 'HR Case creation' page.	**1.** Log in as an HR Agent. **2.** Navigate to the HR Agent workspace. **3.** Select the **New HR Case** creation button.

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Problem	Short description	Description	Steps to reproduce
	the 'View All' details of 'Cases for Subjected Person', 'Cases for Opened For', or 'Interactions' in a some scenarios		**4.** Search for and select an employee. **5.** Select the **Next** button. **6.** Refresh the page. **7.** Enter the employee name again. **8.** Once the 'Create a New Case' page loads, select **View All** for 'Cases for Subjected Person', 'Cases for Opened For', or 'Interactions'. Observe the issue where an additional HR case creation form appears.
UX Framework PRB1884471	Incorrect page variant is displayed when the variant audience is mapped to user criteria and glide.ux.user_ criteria_enabled=true	There is performance degradation between the two versions when the system property glide.ux.user_ criteria_enabled is to 'true'. The incorrect page variant is displayed when the variant audience is mapped to user criteria.	Scenario 1: **1.** Open a Washington DC instance. **2.** Set glide.ux.user_criteria_enabled to 'true'. **3.** Navigate to a list in the Service Operations Workspace. **4.** Measure the page load times. Notice that the average page load time is less than 5 seconds. Scenario 2: **1.** Open a Xanadu instance. **2.** Set glide.ux.user_ criteria_enabled to 'true'. **3.** Navigate to a list in the Service Operations Workspace. **4.** Measure the page load times. Scenario 3: **1.** Create two page variants which have two respective audience records, which are mapped to two distinct user criteria. **2.** In the user criteria, use two different groups to map two different users. **3.** Open the SOW landing page. Expected behavior: The user should see the variant, 'Variant Landing Page Demo Level 2'. Actual behavior: The user

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Problem	Short description	Description	Steps to reproduce
			should see the variant, 'Variant Landing Page Demo Level 1'.
UX Framework PRB1898329	Service Worker fails to cache shell-bundle.jsdbx which causes a blank page on the page load	The page that's loaded is blank, and an error message appears in the console. This issue occurs on Chronium browsers.	Log in to a Xanadu or Yokohama instance. Notice that the page loaded is blank, and in the console an error shows, 'Cannot cache the response UnknownError: Failed to execute 'put' on 'Cache'.
Virtual Agent Designer Legacy PRB1891033	Marking the AI Agent/Agentic Workflows as 'Promoted' from Virtual Agent (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 doesn't 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.cach e.topic_type.enabled is false, it should return an empty list and log why.	
Virtual Agent	Now Assist Virtual Agent (NAVA) web client unread	Unread messages from the Employee Service Center (ESC) web client appear on the NLU web	**1.** Set up NAVA on an ESC portal. **2.** Keep open NLU AI Search in the Service Portal (SP).

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Problem	Short description	Description	Steps to reproduce
PRB1821950	message appears on Natural Language Understanding (NLU) web client	client in the Service Portal when it is open in another tab in the browser.	3. Open an ESC portal in one tab of the browser. 4. Log in. 5. Open SP in another tab. 6. Open the ESC portal webclient. 7. Start any LLM topic. 8. Complete the topic flow. 9. Wait for the summary card to appear. 10. Select **Submit**. 11. Open the SP tab. Notice that all the unread messages applicable only to the ESC web client appears on the NLU based web client.
Virtual Agent PRB1878360 KB2092161	'Show more' links are displayed, even for a topic which doesn't have any additional lines in an Edge browser	.	Refer to the listed KB article for details.
Virtual Agent PRB1880242	'interaction_context' is overwritten with new conversation variables	When a requester is starting a conversation via sn_va_web_client_app with sysparm_skip_load_history=true and other parameters, the 'interaction_context' takes the params as we'd expect. But if the requester has an ongoing chat, but starts a new conversation with different params, the initial chat's interaction_context is overwritten with the new interaction_context values.	
Virtual Agent PRB1881387	In Virtual Agent, dynamic translation isn't working		1. Provision an instance with Now Assist in Virtual Agent and the profanity filter for Agent Chat plugins installed

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Problem	Short description	Description	Steps to reproduce
	when an agent sends a message to the end-user		on any Washington DC or Xanadu instances. 2. Verify the record has the value 'OneExtend Profanity Filter' in the **Type document** field. 3. Upgrade the instance to Yokohama. 4. Verify that the **Type document** field has an empty value, due to which the dynamic translation is failing with below error: 'com.glide.oneapi.exception. OneApiRequestException: Error calling One API for feature Profanity Filtering : service invocation Id'. Expected behavior: For the profanity filter on the one_api_feature_provider record, the **Type document** field shouldn't be empty. Actual behavior: For the profanity filter the one_api_feature_provider record, the **Type document** field is empty.
Virtual Agent PRB1881393	An Agent Chat new message desktop notification should be clickable and redirect to the 'Calling' tab	When there's an agent in the workspace doing a live chat with a user, if users move the focus to another tab, with desktop notifications turned on, they receive a notification. The need is for the notification to be clickable and redirect to the 'Chat' tab.	1. Navigate to an instance. 2. Impersonate a system admin. 3. Open Service Operations Workspace. 4. Navigate to the inbox and set yourself to 'available'. 5. Ensure that the desktop notifications are set up with the gear icon. 6. Open an incognito window. 7. Impersonate Beth Anglin. 8. Open the Service Portal. 9. Open the chat. 10. Ask for a live agent. 11. Wait for the connection with the agent. 12. From the system admin window, open a new tab and stay on that tab. 13. From the Beth window, send a message. Users should receive a desktop notification, but it's not clickable and doesn't redirect.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1896976	The 'Start a new conversation' pop-up box in Virtual Agent is out of the screen	In the instance, the padding is cut off, and the popover should be contained in the Web Client window.	1. Navigate to Virtual Agent on an instance. 2. Start a new conversation with the Now Assist' pop-up. Observe that when hovering over the **+** button, it's cut off on the right side.
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		1. Verify that the user doesn't have any interactions with web-client/channels for more than 60 days. 2. Set up and trigger a non-actionable/ actionable notification. Expected behavior: A new sys_cs_notification record should be created for the user. Actual behavior: There's an error in the notification log on the lines of 'sessionResponseV2Dto is null'.
Virtual Agent Web Client PRB1869054	Adding the ability to customize/ update the default 'FAB' icon	The custom 'FAB' icon is configurable by defining this variable: $now-sp-nass-FAB-icon.	
Virtual Agent Web Client PRB1881938	Boolean choice pickers aren't translated to the user's language in Dynamic Window		1. Install a language. 2. Switch the profile language to that language. 3. Ensure that Dynamic Translation and Native Translation are turned on in Now Assist. 4. Create a topic with the user input using the input selector. 5. Navigate to Dynamic Window. 6. Run the topic from step 4 until completion. Expected behavior: Boolean topic choice pickers are translated to the user's selected language (Yes/No input). Actual behavior: Boolean topic choice pickers are still in English (Yes/No input).

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Problem	Short description	Description	Steps to reproduce
Work Order Management PRB1853297	Users are seeing an error message on a work order task whose state is >= Assigned' in the CSM Portal	An error message displays for querying the 'Map integration usage' table when getting a work order task as a user out of the scope of map integration ACLs.	
Work Order Management PRB1882671	Ignore sys_user schedule when assigning tasks in the background	In the case where the 'com.snc.dynamic.scheduling.useWorkScheduleOnly' system property is true, the work schedule for an agent is absent. sys_user.schedule isn't empty. Dynamic scheduling uses sys_user.schedule to identify work blocks.	**1.** Set 'com.snc.dynamic.scheduling.useWorkScheduleOnly' to true. **2.** Add sys_user.schedule. **3.** Don't define any work schedule for an agent. Expected behavior: The task shouldn't assign to the agent. Check the DS log, and there should be no workblock for the agent. Actual behavior: The task could still assign to the agent. Check the DS log, there's a workblock based on sys_user.schecdule for the agent.
Work Order Management PRB1889505	A fix script isn't executed while upgrading	A fix script isn't executed when upgrading from Washington DC to Yokohama.	**1.** Create an instance in Washington DC **2.** Upgrade the instance from Washington DC to Yokohama. **3.** Check for the logs for execution of fix script: sys_script_fix_ 6e154ec7c3d13010 a0cd587c1f40ddd1 Expected behavior: The sys_script_fix_ 6e154ec7c3d13010 a0cd587c1f40ddd1 must be executed. Actual behavior: The sys_script_fix_ 6e154ec7c3d13010 a0cd587c1f40ddd1 isn't executed.
Work Order Management PRB1890343	In the CSM portal, the user is unable to see the Worker Order Task (WOT) details in the fsm_ticket page	The WOT details aren't displayed and an error message on the **wm_task.parent** field appears.	**1.** Create a Work Order (WO) with a user as a contact. **2.** Select **Ready for qualification**. Notice that the WOT gets created for the WO in the RL. **3.** Impersonate the user set as the contact in the WO.

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Problem	Short description	Description	Steps to reproduce
			4. Access the CSM portal. **5.** Select the WO from the Work Orders list. Expected behavior: The user should be able to see the WOT details on WO page. Actual behavior: The WOT details aren't displayed and a query_match error message on the **wm_task.parent** field is appearing.
Work Order Management PRB1893187	The location contributor staff lost access to the work order tasks associated to the work orders on the portal	Error message: 'org.openqa. selenium. TimeoutException: Expected condition failed: waiting for visibility of element located by By.xpath: //*[@id="related-wot"]//table/tbody/tr/td[1]/a (tried for 20 second(s) with 500 milliseconds interval)'.	**1.** Log in with the location contributor associated with a location having work order tasks associated with work orders. **2.** Navigate to the cases associated to the work order on the BLSP Portal. **3.** Select work orders RL. **4.** Select the work order task. Expected behavior: The user should get access to the work order tasks. Actual behavior: The user is getting a query_range error.
Work Order Management PRB1895750	A work order task template doesn't display the skill associated/ linked to it	Users aren't able to associate the task skills with levels to a work order task template and display the value to the UI. Also, the **Task skills** field isn't available from the field picker of the work order task template, even though the form layout includes the field.	
Work Order Management PRB1895909	Add the mktplace_requestor role for wm_task.parent		**1.** Log in with the location contributor associated with a location, and having work order tasks associated with work orders. **2.** Navigate to the cases associated with the work order on the BLSP portal. **3.** Select **work orders RL**. **4.** Select **work order task**.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The user should get access to the work order tasks. Actual behavior: The user is getting a query_range error.
Zero Copy Connectors (Glide) PRB1877371	An established connection with the state 'Needs Configuration' throws an exception on the 'Connection details' tab	Error: 'Data Fabric Hub: Unable to retrieve connection fields. Error: Connection details not found, connection ID...'.	
Zero Copy Connectors (Glide) PRB1879783	Move muninn controller sys_service endpoints to data-fabric-connector-metadata project		
Zero Copy Connectors (Glide) PRB1888130	A reservation request in Glide should send whether an instance is a production instance or not		
Zero Copy Connectors (Glide) PRB1900907	Requests using shortname URLs for a controller don't get routed	This may be caused by the HTTP Client not setting the SNI.	
Zero Copy Connectors (Glide) PRB1906629	Scope name change for the 'Connectors metadata' app	The previous scope name is 'sn_data_fabric_connector_metadata'. The new one is 'sn_data_fabric_zcc'. With the previous scope name, users get an error: 'Encountered an error on Technology Partner Portal: Scope name should be max 18 characters'.	

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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.

- Yokohama Patch 4
- Yokohama Patch 3 Hotfix 3
- Yokohama Patch 3
- Yokohama Patch 2 Hotfix 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 4 Hotfix 2

The Yokohama Patch 4 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 07-05-2025_0001

Build tag: glide-yokohama-12-18-2024__patch4-hotfix2-07-03-2025

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
Virtual Agent Web Client PRB1874847	The **Cancel** icon doesn't close the tooltip, and the citation and feedback options aren't displayed when opened in a new tab	Two issues occur in this problem when using the Enhanced Chat in Customer Service Management (CSM) and interacting with the **Create case for a product** citation link. In the first scenario, selecting the **Cancel** icon after hovering over the**Create case for a product** link doesn't	Scenario 1: **1.** Log in to the instance. **2.** Open Customer Service Management (CSM). **3.** Select the **Enhanced Chat** icon. **4.** Input the query, **Can you help me in raising a ticket for my product issue?** **5.** Notice the options in the response received:

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Problem	Short description	Description	Steps to reproduce
		close the tooltip. In the second scenario, when selecting the **Create case for a product**, the 'Feedback options' and 'Go to search results' options are not displayed in the new tab.	○ Create case for a product: Submit a case about your product, and our support team will assist you Create case for a product. ○ Get Help with a Product (Template): Use this template to get help regarding a product issue Get Help with a Product (Template). ○ The 'Feedback options' and 'Go to search results' options are displayed. **6.** Hover over the **Create case for a product** citation link. **7.** Select **Cancel**. Observe that selecting the **Cancel** icon doesn't close the tooltip. Scenario 2: **1.** Log in to the instance. **2.** Open Customer Service Management (CSM). **3.** Select the Enhanced Chat icon. **4.** Input the query, **Can you help me in raising a ticket for my product issue?** **5.** Notice the options in the response received: ○ Create case for a product: Submit a case about your product, and our support team will assist you Create case for a product. ○ Get Help with a Product (Template): Use this template to get help regarding a product issue Get Help with a Product (Template). ○ The 'Feedback options' and 'Go to search results' options are displayed. **6.** Select **Create case for a product**. **7.** Notice that the catalog form page is opened in a new tab, and the 'Chat' icon is loaded. Observe that the 'Feedback options' and 'Go to search results' options are not displayed in this new tab.

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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.

- Yokohama Patch 4 Hotfix 1
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 4 Hotfix 1

The Yokohama Patch 4 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 06-28-2025_2229

Build tag: glide-yokohama-12-18-2024__patch4-hotfix1-06-24-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		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.	
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.
Asynchronous Message Bus (AMB) PRB1910946	The Record Watcher (RW) Asynchronous Message Bus (AMB) message censor doesn't work when AMB lazy load is disabled	When glide.amb.message.lazy.load is set to 'false', having a record open in two browsers and updating it in one doesn't update it in the other browser.	1. Set glide.amb.message.lazy.load to 'false'. 2. Open a record in two different browsers. 3. Update the record in one browser. 4. Notice that the Record field in the other browser window isn't updated.

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.

- Yokohama Patch 4
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 4

The Yokohama Patch 4 release contains important problem fixes.

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Yokohama Patch 4 was released on June 6, 2025.

- Build date: 06-04-2025_1836
- Build tag: glide-yokohama-12-18-2024__patch4-05-14-2025

Important:
For more information about how to upgrade an instance, see ServiceNow upgrades.

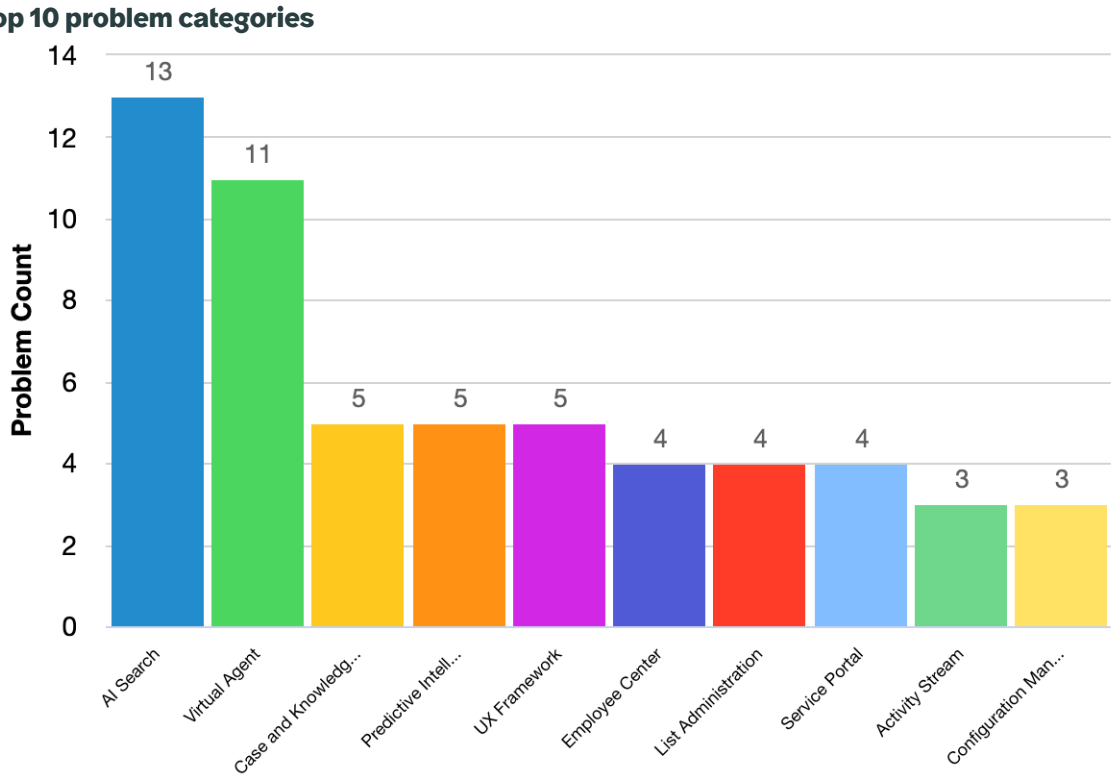
For more information about the release cycle, see the ServiceNow Release Cycle.

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

Yokohama Patch 4 includes 281 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama 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 Yokohama Patch 4, refer to KB2150760.

Changes in Yokohama Patch 4

QueryRangeACLAuditor

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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.

Create multiple configurations

The product configurator displays the product configuration, including the bundle product options and characteristics. Child offerings that can have multiple configurations have information icons. Select the Information icon to view a message indicating that the offering can have multiple configurations.

Navigate to the child offering in the product hierarchy, which displays the offering summary page.

Multiple configurations

When agents add configurable products to new opportunities, quotes, and orders, they can create multiple configurations for a child offering. They navigate to a summary page for a selected child offering. From this page, they can do the following:

- Change the quantity of a child offering.
- Clone a child offering.
- Split a child offering that has a quantity greater than 1, to create child offering instances with different quantities.

Each offering instance becomes a new line item that can be configured separately.

In the following example, the Home Automation Bundle is a child offering that has a default quantity of 2 in the Quadplay Home Tech Bundle. An information icon displays next to each child offering that can have multiple configurations. The information icon, when selected, displays a message indicating that multiple configurations can be created for the child offering.

When agents review a bundle offering in the product configurator, they identify the child offerings that can have multiple configurations. They navigate to the summary page for the appropriate child offering to create multiple configurations.

In the offering summary page, a message indicates that the offering supports multiple configurations and the aggregated quantity of configurations that can be created. Agents can change the quantity of the child offering on this page.

The More options icon displays next to the **Quantity**. Selecting the icon lists the options available for creating and managing multiple configurations.

When the child offering configurations are created, each offering name reflects the child product offering name followed by an incremental number. For example, Home Automation Hub configurations are named Home Automation Hub 2, Home Automation Hub 3, and so on. Agents can then select the appropriate offering instance to configure it. If the agent changes the **Quantity** value, the Current Selection pane reflects the new quantity and associated pricing.

The system also uses the cardinality rules to determine when certain configuration options (**Split** and **Delete**) should be enabled or turned off, based on the context. For example, if the minimum child offering quantity is 1 and a child offering has a quantity of 1, the system disables the **Delete** option in the More options menu.

Create multiple configurations

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Change the quantity of a child offering that can have multiple configurations.

Even when the multiple configurations feature is enabled, there are scenarios in which some configuration options might not be available. The system uses the default, minimum, and maximum quantity values from the product definition to determine valid configurations and then enables or disables the **Split** or **Delete** options for managing child offering configurations. For more information on validation, see .

Navigate to the child offering in the product hierarchy, which displays the offering summary page.

Identity Type

Use the Identity Type define the correct identity type while creating a user. You can select **Human**, **Machine**, or **AI Agent** based on the user identity.

The Web service access (WSA) only checkbox is automatically enabled for Machine identities and read-only for Human or AI Agent identities. You can mark Identity Type as Machine for creating WSA accounts.

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 PRB1823459	AI Search indexing Topic Path Translation doesn't work for 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' will have topic paths indexed in this language. The set language is not 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 will fail.
Condition Builder PRB1843987	Predicate builder Date Time filter is displaying JavaScript	Quotation marks should be surrounded by the condition '-->', causing an issue with the query.	

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Problem	Short description	Description	Steps to reproduce
	condition with quotation marks missing around the date parameter		
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.
Flows (Family Channel) PRB1834406	App installation deletes base instance sys_complex_object 'FDCollection'	Deleting the flow does not remove the sys_complex_object record from the source instance, but the app installation removed the record from the target instance. Sys_complext_object is not listed in the application file of the app, but appears in the payload of the sys_hub_flow record.	**1.** Hop onto 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.** Publish 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.
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.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		Removing the 'read-only' attribute from the reference field restores expected functionality, confirming the change in behavior post-upgrade.	
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.
Service Portal PRB1502280 KB0994649	The **File attachment** field does not appear on portal form page	The file attachment field **My file** doesn't appear on the form page of the 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.
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.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1891090	Addition of Query ACLs in Access Control List (ACL) Rules	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Access Control PRB1889718	Addition of Query ACLs in Access Control	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
Access Control PRB1889719	Addition of Query ACLs in Access Control	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Access Control PRB1892867	Basic query range operation is broken	The basic query_range operation on allowed fields is not working, and the user sees records not applied by the filter.	**1.** Log in as an admin user. **2.** Navigate to any table, for example: sn_customerservice_case. **3.** Apply any query_range filter on any field. Notice that the list shows all the records instead of the filtered.
Accounts Payable Invoice Processing PRB1889729	Addition of Query ACLs in Accounts Payable Invoice Processing	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
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 PRB1882348	Avatars are not shown for AI agent updates in the Activity Stream	When agents update fields and post work notes to the Activity stream the agent avatars are not shown next ot their activities.	
Activity Stream	Two extras in the SQL count from the activity		

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Problem	Short description	Description	Steps to reproduce
PRB1890397	Jelly template are seen in znowassiststable, causing a DMT SQL Spike		
Advanced Risk PRB1891325	Addition of Query ACLs in Advanced Risk	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Advanced Work Assignment PRB1825616	Enhance the log statements for capturing the time it takes to route a work item in QueueRouter.java	There are no timing metrics or entries present in the log statements for the time taken to route a work item.	1. Install Advanced Work Assignment on any Yokohama instance. 2. Install Agent Chat. 3. Create a chat and a work item. Observe the node logs.
Advanced Work Assignment PRB1888546	Default service channel group routing limit of 25 is too low and noticeably affects throughput	An instance with the service channel group's routing limit set to the default of 25 experiences steady degradation of performance, with the backlog of un-routed cases growing into the 10000s and the time between cases and work items created growing to several minutes.	
Agent Chat PRB1886920	Interaction divider shows up as 'undefined' on Agent Workspace	Interaction divider shows up as 'undefined' on Agent Workspace after starting a conversation as a requester and ending it as an agent.	1. Enable conversation history for Agent chat. 2. Start a conversation as a requester and accept it as an agent. 3. End the conversation. 4. Start a new conversation and accept it as an agent. 5. Scroll up to see the conversation history. Observe that the interaction divider shows up as 'undefined' on Agent Workspace.
Agile Development	Addition of Query ACLs in Agile Development	This change adds new Query ACLs on certain table(s) and field(s)	

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Problem	Short description	Description	Steps to reproduce
PRB1889742		to grant query_range access.	
AI Search PRB1755617	The **DocID** field is being populated with the wrong sys_id in the Search Signal Result Event table results	The sys_search_signal _result_event table is not capturing the correct sys_id in the result AIS DocID for the Knowledge Genius search.	**1.** Hop into a base instance. **2.** Navigate to the /ESC portal. **3.** Search for **Microsoft outlook issues**. **4.** Select the Genius Result. **5.** Search anything else so that the previous search session data is stored. **6.** Navigate to sys_search_signal _result_event table. Notice that the DocID is not populating, however XML has value since the sys_id is not valid reference field not capturing any value
AI Search PRB1814576	The property glide.search. onboarding. popover.dismissed is not created for external users	The property glide.search.onboarding. popover.dismissed is not being created for external users with the role snc_external in the sys_user_preference table. It is being created only for internal uses, such as agents with the snc_internal role, but does not appear for a second time once it is cancelled.	**1.** Log in to the instance. **2.** Open /CSM. **3.** Cancel the smarter chats modal that is displayed for the first time. **4.** Reload the page. Expected behavior: The smarter chats modal is not shown again once it is cancelled. Actual behavior: The smarter chats modal continue to appear for the type-ahead search widget.
AI Search PRB1850651	The 'All' tab is selected after a page is refreshed or when using the browser **Back** button	When performing a search in global, the The 'Knowledge' tab and the facet should be selected even after refreshing the page or using the **Back** button on the browser.	Scenario 1: **1.** Open a Xanadu or Yokohama instance. **2.** Perform search in global for an incident or knowledge. **3.** Select the 'Knowledge' tab. **4.** Select any facet. **5.** Refresh the page. Expected behavior: The 'Knowledge' tab and the facet should be selected. Actual behavior: The facet is not selected after refreshing the page, and the 'All' tab is selected.

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Problem	Short description	Description	Steps to reproduce
			Scenario 2: **1.** Perform a search in global for an incident or knowledge. **2.** Select the 'Knowledge' tab. **3.** Select any facet. **4.** Select any search result. **5.** Use the **Back** button on the browser. Expected behavior: The 'Knowledge' tab and the facet should be selected. Actual behavior: The facet is not selected after using the **Back** button on the browser, and the 'All' tab is selected.
AI Search PRB1857215	There's a KB performance issue when there are a large number of user criteria assigned to a KB	The AI Search on ITSP has become slow after a Washington DC upgrade. AI Search is invoking Knowledge Management without any filters on the KB bases that are associated with the profile. Once the property 'glide. ais. disable_kbb' is set to true, response times come back to the pre-upgrade times.	
AI Search PRB1880703	The 'Find what you need faster with Now Assist' pop-over is displayed even though FPE is not enabled	The pop-over is stuck to the homepage search bar. This should only be displayed when Full Page (FPE) is configured for a given portal and not for Dynamic Window.	**1.** Navigate to **sys_now_assist_ deployment_ channel_list.do**. **2.** Set the active 'false' for self-service dialog setting for customer support portal. **3.** Set it back 'active: true'. **4.** Log in to an instance. Observe that the pop-over is stuck to the homepage search bar.
AI Search PRB1885285	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	**1.** On an instance with Next Experience enabled, turn off AI Search for global search by setting the 'glide.ui.polaris. ais_ready' system property to false. **2.** In the navigator, type **rest batch**. **3.** Select the link to **Suppress REST Batching**.

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Problem	Short description	Description	Steps to reproduce
		executes every time it changes after the initial search.	**4.** Select **Confirm**. **5.** Navigate back to the landing page. **6.** Refresh the page. **7.** Execute a search. **8.** Open the 'Network' tab and clear past transactions. **9.** Filter on 'exec'. **10.** Change the search term in the search bar. **11.** Note how many 'exec' calls have already happened, then hit **Enter**. Expected behavior: No additional exec call should happen after hitting **Enter.** Actual behavior: A new exec call happens, and if inspected, it's a call to the composite data broker. Additionally, if users then look in the syslog when the composite data broker is executing, it's polluting the syslog.
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 sys_attachment.do? sys_id=undefined& searchterm=detail.
AI Search PRB1886467	AI Search results match incorrect template	When a View Config condition uses a reference field for a table the user doesn't have access to, AIS returns the field, but with a value of '' (empty string).	
AI Search PRB1887357	The AI Search experience doesn't work as expected with dynamic window enabled for a		

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Problem	Short description	Description	Steps to reproduce
	portal in New Assistant		

AI Search
 	
PRB1887375
	'OR' conditions aren't correctly evaluated in EVAM lite	In SearchResultTemplate Generator, there's logic to revert to legacy EVAM template engine if the condition is complex, but it doesn't currently catch 'OR' conditions.	1. Set active=false to the Service Portal default view configuration.
			2. Search for 'IPV6' in Service Portal.
			  ○ Observe users get 1 result (expected).
			3. Modify the Service Portal 'Knowledge Search Results' view config to add 'knowledge_base is Known Error'.
			4. Search for 'IPV6' in Service Portal.
			  ○ Observe users get 1 result (expected).
			5. Add an 'OR' condition to the 'Knowledge Search Results' view config for 'knowledge_base is IT'.
			6. Search for 'IPV6' in Service Portal.
			
			Observe users no longer get the result (not expected).

AI Search PRB1888274	Enlarged loading sign before loading synth response on portal	When searching on an instance with the latest znowassist build and May store apps with DW enabled on portal, an enlarged loading sign appears before results load.	
AI Search PRB1895431	The first 'regular' search in Full Page Experience (FPE) doesn't log SEARCH_EVENT, causing subsequent clicks not to be logged	This issue only happens on the first search.	1. Open an AI Search-enabled instance with NA4S set up. 2. Enable Full Page Experience in a portal. 3. Open the portal. 4. Enter something in the search bar. 5. Select **Enter**. 6. Open the Network tab. 7. Filter for **event**. 8. Switch from the chat to the search page. 9. Execute the search. Expected behavior: A call to the Signals API to log a SEARCH_EVENT occurs.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: No call is made to log the search event.
AI Service - Glide Interfaces PRB1858539	Remove 'sys_policy' as 'read-only' for records under sys_one_extend_definition_config table	Records with the sys_policy as read-only in the sys_one_extend_definition_config_list table are not allowed to update with the CDS sync job.	
AI Service - Glide Interfaces PRB1889667	Addition of Query ACLs in AI Service - Glide Interfaces	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Analytics Export API PRB1847676	Metrics for the export using GCF	Metrics include source types for the export and number of exports by export method; exports with error codes and the number of exports by artifact type.	
Application Install Engine PRB1875817 KB2055547	Script Assets aren't getting the latest content post upgrade, even though the plugin version has the ...latest/ open FrameAPI setICContext method	OpenFrame is a hosted plugin and brings in UI scripts as part of it. On the upgrade of the plugin, the newer methods in the UI scripts aren't showing up even though it exists in that version.	Refer to the listed KB article for details.
Application Manager PRB1834952	Service Bridge Base plugin doesn't automatically upgrade when the Service Bridge for Providers plugin is upgraded	This issue occurs for users in a non-global domain or scope.	
Application Manager PRB1872436	Access to a crypto module is set to 'reject' by default for some users	There's a 'Issue while uploading .store file: Unwrapping failed' error due to the crypto	

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Problem	Short description	Description	Steps to reproduce
		module being set to 'reject' by default.	
Application Rationalization PRB1885498	Software asset management is a dependency for Technology Portfolio Management	This is a product update.	
Assessments PRB1895396	Query range error seen on Surveys & Assessments table even for privileged users	Query range errors are seen on the asmt_assessable_record table in Surveys & Assessments.	1. Create a user Assessment Admin. 2. Assign the assessment_admin role to the user. 3. Impersonate as the user. 4. Open the asmt_assessable_record.list page. 5. Search for 'test' in the **Type** field search. Expected behavior: No error should be seen. Actual behavior: The 'Query range' error is seen even though the user has full access to the table.
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.
Capacity and Reservations Management PRB1877635	The data in the capacity console does not populate properly when the capacity is counted in buckets	The data in the capacity console does not give the aggregated values for the demand channels.	1. Log in as a user with elevated privileges. 2. Create a capacity definition for the territory San Francisco in buckets and add two buckets or more. Notice that the data in the capacity console does not give the aggregated values for the demand channels.
Career Aspirations	Addition of Query ACLs	This change adds new Query ACLs on certain	

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Problem	Short description	Description	Steps to reproduce
PRB1890426	in Career Aspirations	table(s) and field(s) to grant query_range access.	
Career Conversations PRB1889708	Addition of Query ACLs in Career Conversations	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Case and Knowledge Management for HR Service Delivery PRB1842199	RCA is generated when an HR lifecycle event is created		Create an HR lifecycle event case. Expected behavior: The RCA should not be generated. Actual behavior: The RCA with 'source_copre: Human Resources: Lifecycle Events' and 'target_scope: Human Resources: Core is generated'.
Case and Knowledge Management for HR Service Delivery PRB1874503	RCAs created during Email reply recommendation [GenAI-2025-May]	The error message, 'Wrong status for RCA privilege' occurs.	
Case and Knowledge Management for HR Service Delivery PRB1874549	RCAs for KMGenAISimilarTaskSearchUtil are generated during multi-case KB generation	RCAs from KMGenAISimilarTaskSearchUtil to HR Core, Employee Relations, Legal Entities were added as requested RCAs in app-hr-gen-ai and will be allowed with the fix script. They previously did not target app-hr-genai, but did not get added to the apps that target them. This causes RCAs to be generated when we generate multi-case KB that are in a 'Requested' state. It would need to be allowed for multi-case KB generation.	
Case and Knowledge	AI Agent Invoker topic	Selecting the usecase in NAP with an open	**1.** Log in as an admin user. **2.** Open an HR case for total rewards.

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Problem	Short description	Description	Steps to reproduce
Management for HR Service Delivery PRB1874746	errors out when usecase is executed from Now Assist Panel (NAP) with a case open	case throws an error in NAP and the logs.	**3.** Open NAP. **4.** Enter **Help me resolve this tuition reimbursement case**. **5.** Open the usecase **Resolve policy for tuition reimbursement**. Observe the error in NAP and in the logs, and that an execution plan is not created.
Case and Knowledge Management for HR Service Delivery PRB1876687	Notification Agent is unable to fetch and update HR case details	The event will be generated and the notification will not be created. In some cases where the notification is generated, 'Actions' will not perform the expected operation.	**1.** Hop on the instance. **2.** Impersonate as admin. **3.** Navigate to **AI Agent Studio** > **Testing**. **4.** Test the use case 'Notification AI Agent'. **5.** Test the task. Notice that the event will be generated, but the notification will not be created; for generated notifications, selecting **Actions** will not perform the expected operation.
Case Management PRB1889703	Addition of Query ACLs in Case Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
CIWF UI Component PRB1894610	To reduce regressions, query ACLs are only enforced when certain conditions are met for portal_knowledge_quick_links widget		
Cloud Cost Management PRB1889713	Addition of Query ACLs in Cloud Cost Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Cloud Cost Management	Addition of Query ACLs in Cloud Cost Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
PRB1891183			
Cloud Provisioning and Governance PRB1889715	Addition of Query ACLs in Cloud Provisioning and Governance	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
CMDB Workspace PRB1894924 KB2181389	Remove CUD access to sn_cmdb_editor roles on cmdb_ci records	Users with the role 'sn_cmdb_editor' shouldn't be able to have access to the cmdb_ci table and edit the records.	Impersonate as a user with the role sn_cmdb_editor. Expected behavior: The user shouldn't be able to perform CUD access to cmdb_ci table. Actual behavior: In the CMDB Workspace or in UI16, users with the role are able to edit edit any cmdb_ci data.
Communities PRB1889697	Addition of Query ACLs in Communities	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Communities PRB1889700	Addition of Query ACLs in Communities	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Compliance Case Management PRB1890990	Addition of Query ACLs in Compliance Case Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Configuration Compliance PRB1891686	Addition of Query ACLs in Configuration Compliance	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Configuration Management Database (CMDB) PRB1868458 KB2015207	The empty domain path in the cmdb_datasource_last_update table causes problems with IRE Reconciliation rules in a	Typically, when users insert or update a (Configuration Item) CI with a higher-priority data source defined in reconciliation rules, any other data source with a lower priority can't update the existing CI	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	domain separated instance	for the same attributes. However, attempted to replicate this behavior in a domain separated instance, the reconciliation rules weren't honored, and the lower-priority data source was able to update the CI. The domain path in the cmdb_datasource _last_update table was empty, which causes the reconciliation rules to be ignored.	
Configuration Management Database (CMDB) PRB1872524	There's an exception RTE BeforeScript when trying to replace values corresponding to an item	When users try to replace item values, it causes an exception, like: 'ava.lang.RuntimeException: Before script unable to process records with error message: null'. IREScopedMapValues is expecting a map instead of an object. This needs to fixed for all other places where it is expecting java native objects.	
Configuration Management Database (CMDB) PRB1880595	Some script includes marked as sandbox use APIs not compatible with sandbox	The issue occurs in an instance using multisource with non-cmdb ci sys_user, and has related properties set to true. Once the sys_user exists in the multisource table, the table cleaner seeks to remove multisource deny classes. Non-cmdb based on the sys_property gets the wrong value for the non-cmdb sys_property from gs.getProperty() when this script runs in the sandbox. This results in non-cmdb classes being removed from the multisource table	1. Set the glide.identification_engine.multisource_non_cmdb_ci_enabled property to true. 2. Navigate to the background script. 3. Run a critical line from the script once with the sandbox not checked, and then with the sandbox checked. Observe gs.getProperty fails and returns the wrong result in the sandbox environment.

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Problem	Short description	Description	Steps to reproduce
		even though properties are configured to have these classes in multisource.	
Contract Management PRB1889710	Addition of Query ACLs in Contract Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Database Persistence - Data Access PRB1859194	Identified shadow tables containing 'my_row_id' as a primary key (PK), causing PK mismatch with TableCloner	This issue was found in Xanadu instances. When a record is deleted from the table, an error can occur because it attempts to sync schema between the original table, and the shadow table can't alter the PK. This fix ensures the PK will be a 'sys_id' on tables where 'sys_id' is required.	
Database Persistence - Data Management PRB1784019	Unoffload is not preserving the attachment upload date and time for the record	The unoffloaded time of the attachment becomes the attachment's new upload time.	**1.** Create an incident with two image attachments, audits, journals **2.** Offload the record to S3. **3.** Unoffload the record to ar_ table. **4.** Restore the record and related records to S3. **5.** Verify the attachment's uploaded time. Expected behavior: The attachment's original upload time is preserved in the record. Actual behavior: The unoffloaded time becomes the attachment's upload time.
Database Persistence - Data Management PRB1859906	Investigating failing archive restore operation	This issue occurs in a Xanadu instance.	Run archive restore on the parent record. Notice that only a subset of archive related records in the original archive run are restored, and the transaction is showing high SQL counts and times.
Database Persistence - Data Management	Randomize the monthly/ yearly physical table stats aggregator/	The monthly and yearly jobs are randomized over the day instead of in-between an hour.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1885210 KB2127357	gatherer scheduled jobs		
Database Persistence - Data Scale PRB1800843	Orbit class loader no longer uses ParallelWebapp ClassLoader	Orbit class loader no longer uses ParallelWebappClassLoader likely due to resource usage. This is noticeably one of the larger concurrency bottlenecks in glide. Glide runs with reloadable='false' flag to prevent reloading class files, therefore access to cache of class files don't need to synchronized.	
Database Persistence - Data Scale PRB1844798	Error message for unknown system variable 'sql_generate_invisible_primary_key' warning 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''.
Data Loss Prevention PRB1889727	Addition of Query ACLs in Data Loss Prevention	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Developer Sandboxes PRB1866844	Table configurations should be preserved during cloning	The table configurations are overwritten when they are cloned from another instance.	1. Create some custom table configurations. 2. Clone them over from another instance. Notice that the table configurations should be preserved, but they are overwritten.
Discovery PRB1657280	Inaccurate error logging for application patterns failed due to running processes that have bounced or stopped before pattern process	Commands using the PID and PORT from the ADM Probe will 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	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

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Problem	Short description	Description	Steps to reproduce
	detection executes	the failure message of the HD Log that the pattern failed due to the running process having bounced with a new PID or PORT.	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. 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, and there's no logging to the Discovery Log table of what occurred during Process Detection.
Dynamic Translation for Virtual Agent PRB1884635	Cached dynamic translations are not cleared when exclusion framework is disabled/ enabled	Excluded terms in a new utterance are translated when the cache should have been cleared.	1. Disable Exclusion Framework via the sn_dt.dynamic_framework. enable_ exclusion_framework system property. 2. Translate something with excluded terms 'The words apple and (dog) should not be translated.' 3. Enable Exclusion Framework via the sn_dt.dynamic_framework. enable_ exclusion_framework system property. 4. Translate the same utterance with excluded terms. Expected behavior: Excluded terms in the utterance are not translated 'Las palabras apple y (dog) no deben traducirse.' Actual behavior: Excluded terms in the utterance are translated 'Las palabras manzana y (perro) no deben traducirse.'
Edge Encryption	In Yokohama, when a user goes through edge proxy	When the user's default home page contains encoded characters, or is redirected to a	1. Use an edge proxy in Yokohama. 2. Add abel.tuter as a workspace_admin and workspace_user.

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Problem	Short description	Description	Steps to reproduce
PRB1887439	with a home page that includes encoded characters such as %2f as a re-direction result after login, a 400 error occurs	URL with encoded characters, edge will throw the 400 error blocking access to the home page.	**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.
Employee Center PRB1809382	The hrm_todos_page list of tasks is incorrectly defined	To-do tasks from the hrm_todos_page list are not defined as list items, impacting the user's ability to navigate through the list.	**1.** Navigate to **hrm_todos_page** for any user with to-do tasks assigned to them. **2.** Inspect each list item. Notice that they are not defined as list items.
Employee Center PRB1827503	Accessible names are overly verbose for links in the Employee Service Center (ESC) portal	Links that appear in the 'Recommended for you' and 'Support resources' sections of the Employee Center portal are overly verbose. The accessible name format for each link is 'Item x of y, Short description, Task type, Article text'. This issue impacts screen reader users.	**1.** Navigate to **/ESC**. **2.** Select **Popular topics** > **Email Accounts**. **3.** Turn on a screen reader, such as VoiceOver for Mac. **4.** Navigate through the cards in **Support resources** using the **Tab** key. Expected behavior: Each card has the following accessible name format announced, 'Card short description, Task type'. Actual behavior: Each card has the following accessible name format announced, 'Item x of y, Short description, Task type substantial article text'.
Employee Center PRB1831309	Email returned from the HR Auto resolution test is missing some fields	Email script used in sysevent_email_template (sn_hr_core_case.ess.general) is not present in Washington DC and Xanadu.	
Employee Center PRB1862534	Keyboard navigation in the topic page is not working as expected for accessibility	Using keyboard actions to focus on the **Show more** button doesn't allow the user to move to the next element.	**1.** Log in as an admin user. **2.** Navigate to **All**. **3.** Select any topic page. **4.** Use the keyboard action.

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Problem	Short description	Description	Steps to reproduce
			5. Traverse the page until the **Show more** button appears. **6.** Use **Enter** to select the **Show more** button. Observe that the focus is still being present on the **Show more** button instead of the next element.
Employee Document Management PRB1877142	In Employee Document Management, UI actions cause performance impact to rendering search documents	In Employee Document Management, UI actions cause performance impact to rendering search documents or any list load on the sn_hr_ef_ employee_document table. The following UI actions are contributing to response times: Authorize, Reject, Authorize All, and Reject All. The number of records on the sn_hr_ef_ employee_document is ~2.7 million.	**1.** Ensure that Employee Document Management is set up on an instance and the number of records in sn_hr_ef_ employee_document is ~2 million. **2.** Select the search documents module from the filter navigator. Notice that the page load times exceed 200 ms and often time out. Most of the time is spent on rendering the UI actions listed above (~ 50 seconds each).
Employee Document Management PRB1888195	An RCA is generated in a 'Requested' state	An RCA is created in the requested state for sys_attachment.file_ name.	**1.** Provision an instance with Employee Document Management, HR Agent Workspace installed. **2.** Create a new use, add the ef.admin role, and impersonate. **3.** Navigate to **Create new document** and create a new doc with an attachment successfully. **4.** Navigate to **HR Agent Workspace** > **Employee documents** > **All**. **5.** Open the document created. **6.** Update the file name and save the record. **7.** As admin, navigate to RCA table. Observe that an RCA is created in the requested state for sys_attachment.file_ name.
ESG Management	Addition of Query	This change adds new Query ACLs on certain table(s) and field(s)	

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Problem	Short description	Description	Steps to reproduce
PRB1889690	ACLs in ESG Management	to grant query_range access.	
Finance Common Architecture PRB1891405	Addition of Query ACLs in Finance Common Architecture	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Flow Engine PRB1857200	Flow errors out when a node is notified to shut down	When Node 1 is shut down, the flow should be able to execute in Node 2.	**1.** Prepare a 2 node instance. **2.** Activate the plugin **com.glide.hub.flow_testing**. **3.** Load the UpdateSet. **4.** Navigate to **Scripts** in Node 1. **5.** Background run the script to notify Node 1 to shut down. **6.** Confirm the run. **7.** Navigate to **REST API Explore**. **8.** Select **Flow Testing API** > **Start Flow Quick (POST)**. **9.** Trigger the flow by entering the Request Body. Expected behavior: The flow should be executed on Node 2 without error. Actual behavior: The flow errors out.
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.
Flow Engine PRB1889723	Addition of Query ACLs in Flow Engine	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Form Templates PRB1848777	The state of the menu items 'Toggle Template Bar and Toggle annotations on/off' is not easily discernible	This issue impacts the following platforms: Chrome, JAWS, Edge chromium, NVDA, Safari, VoiceOver. This also impacts Windows OS and Mac OS.	**1.** Open any base instance. **2.** Navigate to **All** > **Incident**. **3.** Open any incident. **4.** Navigate to **More options**. **5.** Toggle the **Template Bar**.

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			6. Toggle the **Annotations** button on or off. **7.** Verify the screen reader announcement. Expected behavior: The name should be 'Show/Hide Template Bar and Show/Hide annotations'. Actual behavior: The state of the menu items 'Toggle Template Bar and Toggle annotations on/off' is not easily discernible, and users using screen readers or magnifiers cannot see the state of the application.
GRC: Advanced Audit PRB1890961	Addition of Query ACLs in GRC: Advanced Audit	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Advanced Core PRB1890960	Addition of Query ACLs in GRC: Advanced Core	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Continuous Authorization and Monitoring PRB1890964	Addition of Query ACLs in GRC: Continuous Authorization and Monitoring	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Metrics PRB1891392	Addition of Query ACLs in GRC: Metrics	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Operational Resillience PRB1889673	Addition of Query ACLs in GRC: Operational Resillience	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
GRC: Privacy Management	Addition of Query ACLs in GRC: Privacy Management	This change adds new Query ACLs on certain table(s) and field(s)	

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Problem	Short description	Description	Steps to reproduce
PRB1890889		to grant query_range access.	
GRC: Profiles PRB1889683	Addition of Query ACLs in GRC: Profiles	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Healthcare and Life Sciences Service Management Core PRB1889704	Addition of Query ACLs in Healthcare and Life Sciences Service Management Core	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Hermes (Family) PRB1820752	The hermes_cluster_config only has delete audits		
Hermes (Family) PRB1879073	Recurrent diagnostics fix improvement for external ports check	This is a product update.	
Horizon Checkbox Component PRB1820170	The checkbox tick mark is not properly visible when hovering over the selected file	The tick in the checkbox is not properly visible in both day mode and night mode when hovering over a selected file.	1. Add a checkbox to the workspace page. 2. Hover over the checkbox label. Notice that the tick mark on the checkbox is not properly visible, especially in dark theme.
Horizon Component Library PRB1881027	Polaris theme variable is not available in Yokohama	The correct banner isn't shown on Yokohama.	1. Install Agent workspace for HR case. 2. Open the HR Agent workspace home page. Notice that the correct banner on Yokohama isn't shown.
HR Service Delivery PRB1889709	Addition of Query ACLs in HR Service Delivery	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
Identity PRB1889721	Addition of Query ACLs in Identity	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Instance Data Replication (IDR) PRB1885869	Legacy IDR jobs flood the logs with error messages when they can't reach Kafka via bootstrap	There are some scheduled jobs that are created when legacy IDR is installed and are scheduled to run frequently by design. When the cluster isn't reachable, these scheduled jobs write errors to the log each time, which happens once every few seconds. When IDR v2 is used (all new sets created in Washington and later), there's a new set of scheduled jobs that are used and continue to work when the infrastructure for legacy IDR is turned off. However, the jobs intended for legacy IDR aren't automatically turned off when all sets have been migrated to v2.	
Integration Hub PRB1834445	GCF Data Egress recorder should support 0 byte inputs	GCFDataEgressRecorder will throw 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 will return an 204 (no content) response a zero byte response.
Integration Hub PRB1857020	Remote Process Synch (RPS) outbound job can go into loop if there is an error parsing XML	There should be a message in the log for the Outbound Queue Job for the state table with the state error.	1. Set up RPS with outbound on incident that captures a short_description. 2. Create an incident that meets the capture criteria with the short_description. 3. Set the contents of the file so that 'invlid_short_ description.txt' is inside the attached zip file.

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Problem	Short description	Description	Steps to reproduce
			Notice that the entry is not processing and there is no error record in the Outbound Queue.
Integration Hub PRB1867967	Connection URL is populating incorrectly for JSON import	This occurs with Spoke Generator version 4.0.3	1. Navigate to Flow Designer. 2. Open any spoke from integrations. 3. Navigate to **Actions** > **Create Action** > **Postman Collection** > **Import new** > **Import from JSON manually**. 4. Import the JSON file. 5. Notice how the postman collection is populated. 6. Select **Create New** for Connections and Credential Alias. 7. Give any name. 8. Create it. 9. Notice how the Connection URL is populated. 10. Fill in any API key. 11. Select **Submit**. 12. Select **Generate operations**. 13. Ensure published and draft actions are able to be created.
Internationalization Features PRB1888560	API to check whether a translation is available in sys_ui_message	This is a product update.	
Key Management Framework (KMF) PRB1847472	Fix the matching of the Bagheera configuration database URL with the cached database URL	App nodes compete in a vicious loop to update this database property to match with their mismatched cached property, which is affecting the instance's performance.	1. Run AHA 3.0 on any instance utilizing Bagheera. 2. Run AHA Transfer/ Failover. 3. Notice the logs on the nodes after a successful transfer or failover. Expected behavior: The glide.db.url from cache should match with the file property glide.db.url. Actual behavior: The cached GlideProperties database URL does not match the file property glide.db.url.

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Problem	Short description	Description	Steps to reproduce
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 Article Templates PRB1863956	Name and role is not defined properly for the Latest Version under Knowledge Article	The **Latest Version** should be defined and announced as a button by the screen reader.	**1.** Launch any base instance. **2.** Navigate to **All**. **3.** Enter **kb_knowledge_list.do**. **4.** Select any record from the knowledge list containing multiple versions, for example 'KB0000108'. **5.** Navigate to **Related links** > **View article**. **6.** Navigate to Latest Version link for the KB article. **7.** Interact with the Latest Version link. **8.** Observe the issue. Expected behavior: The name of the control should be defined and announced by screen reader, and the **Latest Version** KB should be defined as a button. Actual behavior: Screen reader doesn't announce the name of the control and only announces it as link, and expanded links are not announced as opened by the screen reader.
Knowledge Management PRB1864356	When displaying a KB article, the breadcrumb must contain the article title		**1.** Log in to an instance. **2.** Open the KB portal. **3.** Open any article. Observe that the breadcrumb doesn't have the name of the article.
Lifecycle Events PRB1830703	Base instance account notification workflow issue for Onboarding Lifecycle event	Account notifications are sent only occasionally for New Hire cases, when they should always be	

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Problem	Short description	Description	Steps to reproduce
		sent to the user when triggered.	
List Administration PRB1848766	Keyboard focus does not move to the 'Tag details' dialog after opening	This issue impacts the following platforms: Chrome, JAWS, Edge chromium, NVDA, Safari, VoiceOver. This also impacts Windows OS and Mac OS.	**1.** Open a base instance. **2.** Navigate to the **All** > **Incident**. **3.** Open any incident list. **4.** Select **Edit table data**. **5.** Navigate to any cells. **6.** Use **shift + space** to open the menu. **7.** Select **Assign tag** > **New tag**. **8.** Verify the keyboard focus. Expected behavior: Keyboard focus should move to the 'Tag details' dialog after opening. Actual behavior: Keyboard focus does not move to the 'Tag details' dialog after opening and remains in the background after the last element focus comes.
List Administration PRB1894601	To reduce regressions, query ACLs are only enforced when certain conditions are met for Listcount		
List Administration PRB1894614	To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate		
List Administration PRB1894616	To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists		
List Controller	Instructions are not provided for the resizable	The screen reader doesn't provide an announcement with instructions for the	**1.** Launch any base instance. **2.** Navigate to **All** > **Service Operation Workspace**.

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Problem	Short description	Description	Steps to reproduce
PRB1863944	panes divider handle	resizable panes divider handle.	**3.** Navigate to **List** > **Resizable panes divider handle**. **4.** Observe the announcement of screen reader. **5.** Verify whether the instructions are provided or not. Expected behavior: Instructions should be provided, like left and right arrows keys, to resize the divider handle. Actual behavior: Instructions are not provided for the Resizable panes divider handle.
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.
List Views PRB1865826	Multi-select not working in the Certification Review page for data certification	This issue occurs in Washington DC, Xanadu, and Yokohama. In the 'Review Completed' and 'Review not completed' lists, selecting the **Select all** button and the message **Select all x item from the list** from one list selects all the records in the other list as well.	**1.** Select **All x item** from the list not working properly on Xanadu and Yokohama. **2.** Open any certification task in Yokohama. **3.** Certify or fail some records. **4.** Navigate to the 'Review Completed' tab. **5.** **Check** the **Select all** box. **6.** Select the 'Select all X item from the list' message. **7.** Navigate to the 'Review not completed' tab. **8.** Notice all records from the review that are not completed are also selected. **9.** Observe that the count is updated to all the records.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Only the selected records in should be in the 'Review completed' tab. Actual behavior: Notice that records from the 'Review not completed' tab are also in the 'Review completed' tab.
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	An error is thrown with the following warning when any user opens an incident record while accessing the instance through the browser on a mobile device.	**1.** Open an instance. **2.** Log in to the instance. **3.** Navigate to any available incident. **4.** Switch to desktop view. **5.** Navigate to **syslog.list**. Observe the error in the logs.
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.
Mobile Platform PRB1840495	List screen presents error and doesn't present items in offline mode due to a specific input form screen configuration	In the case where the parameter screen is pre-fetched, the list screen shows an error and does not present items. In the case where the parameter screen is on-demand, the parameter action does not open in offline mode.	**1.** Create a list screen. **2.** Create a swipe action such as 'fnc_ai_Y_enhancements _multi_page'. **3.** Create an action item that uses the parameter screen such as 'ai_Y_enhancements _multi_page'. **4.** Create an action of type attachments for the parameter screen such as 'attach4str'.

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Problem	Short description	Description	Steps to reproduce
			5. Add data binding to the action. **6.** See the 'attach4str' action. **7.** Configure the list screen and all components to be available offline. **8.** Check the list screen in offline mode. Notice that when the parameter screen is pre-fetched, the list screen shows an error and does not present the items.
Mobile Platform PRB1844072	Error when executing action in Offline for Android and iOS	An error occurs indicating the WBA failed.	**1.** Download the offline cache. **2.** Turn on Offline when in offline mode. **3.** Select the **CTT-Test** icon. **4.** Select incidents ending with '0004'. **5.** Select the **CTT Scripted** footer button in the form screen. **6.** Skip all pages. **7.** Select **Submit**. Notice the error banner shows, indicating the WBA failed.
Mobile Platform PRB1844650	Button action that uses a scripted screen causes an error in the loading an item section	An error occurs and the item section is not displayed.	**1.** Create an item section that links to the list screen. **2.** Navigate to the list item configuration for the list screen. **3.** Ensure that there is no Embedded Screen configuration. **4.** Create a new button instance with the 'list item' location. **5.** Create a button that uses the scripted screen for the button instance. **6.** Open the Android mobile application. **7.** Open ALP with the item section configured. Expected behavior: The item section should be displayed, and the scripted screen should open when the item is selected. Actual behavior: The error, 'Could not load the applet launcher' is displayed and the item section is not displayed.

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Problem	Short description	Description	Steps to reproduce
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 record view instead of kb_view.	**1.** Log in to an instance in incognito mode. **2.** Ensure Next Experience is enabled. **3.** Ensure global and workspace searches are using zing. **4.** Select **Service Operations Workspace** in the search context. **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 record view.
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. 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	The desktop notification banner doesn't display in Windows when	It displays the notification in the Notification Center but it doesn't display the banner.	

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Problem	Short description	Description	Steps to reproduce
PRB1875808	multiple tabs are open		
On-Call Scheduling PRB1880894	On-call scheduling is randomly skipping one person for every rotation cycle	.	
On-Call Scheduling PRB1886730	The 'On-call Who' API intermittently isn't returning users		1. Create a one hour shift daily. 2. Change the user session timezone to 'America/Los_angeles'. 3. Open the calendar so the roster payload cache is built. 4. Change the user session timezone to 'Asia/Kolkata'. 5. Run OnCallRotation .getEscalationPlan during a time when the on-call user is present. Expected behavior: The API returns the primary user. Actual behavior: It returns empty.
OneExtend PRB1884836	The user only observes regular search results for bot to bot in synthesis, sync mode		
Opportunity Management PRB1889707	Addition of Query ACLs in Opportunity Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Outsourced Customer Service PRB1889693	Addition of Query ACLs in Outsourced Customer Service	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Performance Analytics PRB1889720	Addition of Query ACLs in Analytics Hub	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
Performance Analytics PRB1890020	Addition of Query ACLs in Analytics Hub	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Personal Data Rights PRB1890994	Addition of Query ACLs in Personal Data Rights	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Platform Analytics Migration API PRB1865209	**View dashboard** automigrates dashboards that should not be migrated when unified is 'true'	This behavior can be seen for Yokohama and previous families.	1. Mark dashboard on pa_dashboard list as **Do not bulk migrate**. 2. Run bulk migration. 3. Activate it. 4. Return to the dashboard in pa_dashboard. 5. Select **View Dashboard**. Expected behavior: The dashboard should not be migrated since it is blocked from migration. Actual behavior: The dashboard is auto-migrated.
Playbook Experience Core PRB1841873	Slowness within Playbook activities when there are a large number of stages and activities	This issue within the Playbook activities occurs when large number of stages and activities, such as 100 to 200 activities, have condition to run on the lanes and activities.	1. Create a playbook process with a large number of stages and activities. 2. Attempt to progress through the playbook in the workspace or playbook preview. Notice the slowness increases as the number of stages and activities grow.
Playbooks (Family Channel) PRB1861646	Questionnaire order is not synchronized in update_set or persisted when duplicating a Playbook	The order of questions in the Questionnaire Activity should persist in a duplicated playbook.	1. Create a new Playbook with a Questionnaire Activity. 2. Add three questions. 3. Select **Save**. 4. Duplicate the playbook. Expected behavior: The order of questions persists in the duplicated playbook.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The order of questions is not persisted in the duplicated playbook.
Policy and Compliance Management PRB1889692	Addition of Query ACLs in Policy and Compliance Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Portfolio Management PRB1889736	Addition of Query ACLs in Portfolio Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Portfolio Management PRB1889740	Addition of Query ACLs in Portfolio Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Predictive Intelligence PRB1873662	Add support for top number of classes, minute records per class, and removing ServiceNow Machine Learning others as advanced parameters in Classification solution	The ability to apply these advanced parameters.	
Predictive Intelligence PRB1879961	Two emails are sent for clustering when triggered from Process Mining	When RCA/Clustering is triggered from the process mining workspace, two emails are sent when only one email should be sent. Since the RCA or Clustering feature internally uses the show records, two ml_solutions are created, and the system identifies both of them as separate entities, causing it to send two emails.	

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Problem	Short description	Description	Steps to reproduce
Predictive Intelligence PRB1885063	Add model parameters from model configuration as advanced parameters in classification solution	This is a product update.	
Predictive Intelligence PRB1885952	Incorrect use of current.update() in a base instance business rule	The script run by the BR includes a current.update() call without setworkflow call to disable other BRs.	
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.
Process Mining PRB1870032	Uppercase and lowercase sys_ids for the same record break mining	A script changes the document ID in sys_audit for records so that some document ID values are uppercase and lowercase.	
Process Mining PRB1889675	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.	
Schedule Optimization PRB1889701	Work order tasks are assigned from the agent schedule start time based on the agent's timezone.	Results should be in UTC relative to the cmn_schedule timezone, even if the user's timezone is different.	
Security Customer Actions	Steps can't be re-opened for a completed action due	The user is not able to re-open the step to continue working on it again.	1. Open a Xanadu instance. 2. Navigate to **Security Center** > **Customer Actions (Critical Updates)**.

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Problem	Short description	Description	Steps to reproduce
PRB1873948	o Playbook archiving		3. Complete the **Enable 3DES deprecation for Password2 Fields** action. 4. Wait 14 days on the instance to allow for playbook archiving. 5. Navigate to the completed **Enable 3DES deprecation for Password2 Fields** action. 6. Navigate to **Steps**. 7. Select one of the steps. Expected behavior: The user is able to re-open a step by using the **Restart** button to proceed working on it again. Actual behavior: The user is not able to re-open the step.
Server-side scripts PRB1856234	Fetch in non-module scopes look for classes improperly	An error is thrown about abort controller.	
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	The type on the catalog item cached object will be sc_cat_item_producer when it should be sc_cat_item_composite_producer.	1. Take a sys_id of base instance record producer. 2. Flush the system cache. 3. Query the sc_cat_item table with the CRP sys_i from background scripts. 4. Call the CatalogItem.get API with the glideRecord. 5. Call the API GlideappCatalogItem.get().getType() from background scripts. Expected behavior: The type should be sc_cat_item_composite_producer. Actual behavior: The type will be sc_cat_item_producer because of the issue, and the catalog builder subsequently doesn't work on the node where the cache is corrupted.
Service Creator PRB1847033	A user with the catalog_editor role is able to access all records in	In a Yokohama instance, the data filter record for the table catalog_category_reques is not appearing	1. Create any record in catalog_category_request table. 2. Attempt to access the table records with a user with a catalog_editor role.

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Problem	Short description	Description	Steps to reproduce
	catalog_category request table	automatically. It appears only after repairing the Service Creator plugin.	Expected behavior: The user is unable to access the records. Actual behavior: The user is able to access the records.
ServiceNow IDE (Family Release) PRB1878154	A sync notification appears after deploying an app	The sync mechanism should detect changes from sys_update_xml by default.	1. Create an app. 2. Create a Table({}) using Fluent in index.now.ts. 3. Deploy the app. Expected behavior: Changes made by Fluent shouldn't trigger a sync. Actual behavior: A sync notification appears immediately after deploying even though it was the user's changes that were deployed.
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 selecting **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 PRB1861832	Accessibility issues on Business Portal Home Page	Accessibility issues regarding the **Language selection** field for users.	
Service Portal PRB1884533	Dynamic window pinned mode causes layout issues on a catalog item	The catalog item overlaps with dynamic chat window.	1. Navigate to {instance}/sp with dynamic window enabled. 2. Navigate to the catalog page and select a catalog item. 3. Open a dynamic window, pin it and increase the window size to half of the page.

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Problem	Short description	Description	Steps to reproduce
			Notice that the catalog item overlaps with dynamic chat window.
Service Portal PRB1894604	To reduce regressions, query ACLs are only enforced when certain conditions are met for widget-data-table		
Sidebar (Family Release) PRB1893827	Revert true-up for SFS for Yokohama Patch 4	There should be no version true-up for SFS in Yokohama Patch 4.	
Sidebar PRB1877077	Dynamic Expert Finder is not working in Yokohama instances	There are test failures in the Dynamic Expert Finder tests. The participants list is not loading.	
Smart Assessment Engine PRB1890890	Addition of Query ACLs in Smart Assessment Engine	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Software asset analytics PRB1860159	There's an issue with the 'potential savings indicator' filter for reclamation candidates	By default, all new reclamations have a user subscription mapped to the 'Subscription to reclaim' M2M table. Where there's a downgrade or consolidate use case, the product and user subscription isn't stamped. Where there's a low usage use case, the product and user subscription is stamped. Due to this, some reclamation candidates are missed by the potential savings calculation.	1. Create M365 integration. 2. Run the 'Usage' job. 3. Create entitlements. 4. Run the 'Reclamation' job for M365. 5. Check the user subscription and product for downgrade or consolidate case. 6. Run the Platform Analytics indicator job 'Subscription Daily Job'. Some potential savings for these candidates are missing on the 'Software Asset Analytics' page.

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Problem	Short description	Description	Steps to reproduce
Software Asset Management PRB1874410	CrowdStrike new license metrics are not added in SampConstants file	The new license metrics sys IDs are not present in SampConstants.SUPPORTED_LICENSE_METRICS.	1. Navigate to the SampConstants Script include. 2. Check SampConstants.SUPPORTED_LICENSE_METRICS. Notice that the new license metrics sys IDs are not present.
Software Asset Management Publisher Pack for Oracle PRB1876860	Download Oracle Glas Report changes to add new fields to VM report and Hardware report	This is an enhancement to uptake new requirements on Oracle Audit download reports.	
Software Asset Normalization PRB1842256	The values for the 'Condition' column of the pattern rules samp_pattern_normalization_rule are not flowing to instances	The 'Condition' column values for samp_pattern_normalization_rule are not flowing to customer instances. These values are present on the instance, but are missing in the catalog item.	
Store IRM Privacy Case Management PRB1890991	Addition of Query ACLs in Store IRM Privacy Case Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Supplier Collaboration Portal PRB1889728	Addition of Query ACLs in Supplier Collaboration Portal	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
System Events PRB1852694	Events processing is malfunctioning due to cache updates not being generated or propagated	The sys_cache_flush isn't showing entries for the updated entries of sys_processing_framework_job, and other node caches are also not reflecting the latest changes.	

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Problem	Short description	Description	Steps to reproduce
System Events PRB1874642	Rhino context re-used for multiple events can lead to inconsistent results	Reusing Rhino contexts can break code that uses lazy initialization of global variables.	
System Export Sets PRB1872251 KB2022620	In Log Export Service, errors such as 'Producer failed to send message asynchronously' are regular in the instance	Some users experience this error more than 500 times in 7 days '(ProduceMessage {f Partition=Partition{ fTopic='HermesTopic { fName='sn_logstoanalytics. 6b559dc83becda10c97ba', fInternal=false, fOwner='sap', fNoOfPartitions= Optional.empty, fIs Replicated=false, fConsumePollingAll Clusters=null, fAppId=null, fHermesService=Hermes Service{fName='hermes-internal'}}', fValue=null}}) :org.apache .kafka.common. errors. TimeoutException: Topic snc.sap.sn_ logstoanalytics. xxxxxxxxxxxx not present in metadata after 100 ms.'	Refer to the listed KB article for details.
Table Administration and Data Management PRB1850232	Query with the yyyy/mm/dd format does not work in RaptorDB		
Territory Planning PRB1889443	While changing the date format, the end date selection in agent relocation in Workspace throws an error	The user observes an error while selecting the date.	1. Change the glide.sys.date_format to MM/dd/yyyy. 2. Open CSM/FSM configurable workspace and open any territory. 3. Open agent relocation tab and click on end date. Expected behavior: The user should be able to select the end date in agent relocation tab.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The user observes an error while selecting the date.
Territory Planning PRB1889733	Addition of Query ACLs in Field Service Manager Workforce	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
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 upgrade	When the user goes to ServiceNow Performance Dashboards, some of the graphs are not shown, and instead show 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 appears. **4.** Upgrade the instance to Washington DC. **5.** Look at the Errors and Logs metric graphs again after upgrade is complete. Expected behavior: The graph should show values accordingly. Actual behavior: The graphs will flat line at 0.
Transaction Management PRB1883480	A session isn't authorized when restored by portable sessions with the Explicit Roles plugin enabled	This is mostly likely due to snc_internal role not being restored.	**1.** Provision an instance with 2+ nodes. **2.** Activate the Explicit Roles plugin (com.glide.explicit_roles). **3.** Log in as an admin. **4.** Navigate to the sys_saved_user_session_list.do. **5.** Force a node switch. **6.** Refresh the page. Expected behavior: The 'List' view displays no records and 'Number of rows removed from this list by Security constraints'. Actual behavior: There's a 'Security constraints prevent access to requested page' page.
UI Builder (Family Channel)	The 'now-date-time-interval' component in UI Builder is not working	The 'now-date-time-interval' component in the UI Builder is not working as expected. When selecting the	**1.** Navigate to UI Builder. **2.** Open the CSM/FSM Configurable Workspace experience.

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Problem	Short description	Description	Steps to reproduce
PRB1824234	as expected when the 'same day selection flag' is toggled on	start date, the user cannot pick the same date for end date even though 'Enable same day' is toggled on. The user is allowed to pick the same day only if they select another date or modify the time.	**3.** Pick any page. **4.** Add the 'now-date-time-interval'. **5.** Select **Preview**. **6.** Pick the start date. **7.** Attempt to pick the same start date as the end date.
UI Field Administration PRB1560731 KB1113102	The **Template Value** field can lose data if the record is updated before it is finished loading	Data in **Template Value** type fields are lost or cleared when they are saved.	**1.** Navigate to **sys_script.do**. **2.** Fill the mandatory fields. **3.** Navigate to **Actions** > **Set field values**. **4.** Select **description**. **5.** Set the **value**.3. Save the record. **6.** Allow the record to load. **7.** Quickly select **Update** on the form header once the record is saved. **8.** Return back to the business rule. Notice that **Set field values** is empty.
UI Form Administration PRB1814991	Bulk-edit pop-up form in a presentational list won't refresh after previous transaction	The bulk-edit UI action pop-up form contains the 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.

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Problem	Short description	Description	Steps to reproduce
			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 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 PRB1876467	timeAgo.js generates an incorrect string for date/time, more than 12 months in the future	It incorrectly indicates the past.	1. Open any form in UI16/Next Experience with a **date/time** field. 2. Set the **date/time** to 13 months in the future. 3. Hover over the **date/time** text in the input and look at the tooltip text.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: 'About a year from now'. Actual behavior: 'About a year ago'.
UI Policies PRB1894468	Performance degradation for Core UI performance	Core UI performance testing shows 250 to 300ms degradation for most direct load user actions.	
Usage Analytics PRB1860251	Fix the incorrect migrated user consent decisions	Users who consented as 'N/A' or 'Agree' for tracking are not tracked after upgrading to Vancouver or recent families. After upgrading to the latest release, observe that if the decisions are 'N/A' or 'Agree' in the old table, they are migrated as false in the new table sys_analytics_user _consent_decision. These decisions should be migrated as true 'Y'; any decision other than 'N' should be considered as 'Y'. These decisions are migrated as false 'N' for 'N/A' and 'Agree'.	
UX Framework PRB1834286	maxMainTabLimit is not honored on workspace tabs	After updating the properties 'maxCachedPageCount' and 'maxMainTabLimit' to 15, the user should be able to open 15 case tabs in the Customer Service Management/ FSM Configurable Workspace.	1. Log in to the instance as admin. 2. Update the property **maxCachedPageCount** to 15. 3. Update the property **maxMainTabLimit** to 15. 4. Log in to the instance as a user. 5. Navigate to the Customer Service Management/FSM Configurable Workspace. 6. Attempt to open 15 case tabs. 7. Attempt the scenario multiple times. Expected behavior: The limits set for the properties should always be honored, and the user should always be able to open a maximum of up to 15 tabs.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The user can only open 10 tabs in some cases, and 15 tabs in other cases.
UX Framework PRB1860400	Mega-menu lacks tab-panel markup on a demo Portal app	The list of tabs and buttons without a 'collapsed' or 'expanded' state are not announced for screen reader users.	1. Open an instance. 2. Open Demo Portal App by appending the URL using /now/demo/portal/home. 3. Wait for the Portal Home page to open. 4. Use a screen reader to navigate the page using the **Tab** key. 5. Expand the **Navigation Menu 2** menu. 6. Select a sub-menu such as **Menu Item 1**. 7. Notice how these menu items and the subsequent content is announced for screen reader users. Expected behavior: The left-hand list of tabs should announce as such, and the buttons should have state information such as 'collapsed' or 'expanded'. Actual behavior: The left-hand list of tabs are not announced and the buttons with no state information such as 'collapsed' or 'collapsed'.
UX Framework PRB1866363	Opening more than the max limit CSM workspace tabs outside ServiceNow AI Platform does not trigger the 'Max limit reached' pop-up	Configuring the sys_ux_page_property to not allow more than 10 tabs open in CSM workspace. When selecting '+' 11 times manually inside the CSM Workspace, 10 tabs are opened as expected. When 11 tabs are opened, a pop-up appears. When the tabs are triggered from outside the ServiceNow AI Platform using simple JavaScript, 10 tabs are open as expected, when 11 tabs are triggered, all 10 tabs are closed and a new tab is opened.	

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UX Framework PRB1868302	Interaction Related Records for 'View Knowledge Articles' in the Service Operations Workspace (SOW) are incorrect after upgrading Xanadu	Interaction related records does not map correctly when viewed from SOW.	1. Hop on to a base instance. 2. Open the Service Operations Workspace. 3. Select **Lists** > **Interactions**. 4. Select **New**. 5. Completed all required fields. 6. Select **Save**. 7. Select **Agent Assist** from the left pane. 8. Open any KB article in full view. 9. Navigate to **interaction_related_ record.LIST**. 10. Observe that the record is created, and that the ID of the related record is empty and that the table is incorrect. 11. Observe that the knowledge article is empty, and the record type should be 'Knowledge'. 12. Navigate to the **Filter navigator** > **interaction_related_ record.LIST**. 13. Find the entry created and compare it to the pre-upgrade entries that have completed information.
UX Framework PRB1884646	There's multiple occurrences of the 'js-common-mega' bundle in the 'Asset' table		
Virtual Agent Designer Legacy PRB1886617	Dynamic Action component returns duplicate sys_ids		
Virtual Agent PRB1845590	Phone number Generative AI regex pattern masks unwanted utterances	Generative AI regex pattern masks unwanted utterances such as dates.	1. Install the Generative AI Controller, Data Privacy and Data Discovery plugins. 2. Navigate to dp_configuration_ domain_separated table.

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Problem	Short description	Description	Steps to reproduce
			3. Activate the Phone Number GB (Generative AI) regex for the Now Assist Data Channel. **4.** Execute a capability with **2025-01-17 12:53:00** in the utterance. Observe the bug that masks the date.
Virtual Agent PRB1851088	Catalog items are not displayed in the card format in the AI Search block in non-English languages	This issue only occurs when the preferred language is set to non-English languages, and behaves as expected when the preferred language is English.	**1.** Log in to an instance. **2.** Change the preferred language to German or any non-English language. **3.** Navigate to Service Portal. **4.** Initiate a chat. **5.** Search for **iPhone 13**. **6.** Select **(Katalog) Apple iPhone 13**. Notice that the result is not displayed in the card format.
Virtual Agent PRB1862323	Translate Texts subflow sending text_type as null to DT subflow for Virtual Agent after upgrading to Xanadu	The 'textType': null should not be passed in additional_parameters to the Microsoft Translate or Google Translate spoke subflow.	
Virtual Agent PRB1868975	Some text in some OutputCardContent isn't translating	Specifically the **msg_heading** and **heading** fields sent in custom Teams notifications aren't translated.	**1.** Set up local instance with chat, DTVA, and MS Teams channel configuration. **2.** Install a language pack. **3.** Change the language. **4.** Create a custom notification. **5.** Trigger a notification. Notice the message and the message heading aren't translated.
Virtual Agent PRB1879865	Now Assist doesn't generate Japanese answers properly	The results are mostly in English.	**1.** Provision an instance with the Japanese plugin, Now Assist for AI Search (latest version 10.18), and Now Assist for VA installed. **2.** Enable Now Assist for AI Search, Now Assist for VA, Now Assist Genius result, and include feature in the esc portal.

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Problem	Short description	Description	Steps to reproduce
			3. Impersonate a user. **4.** Change the language to Japanese. **5.** Escape. **6.** Open VA chat. **7.** Input メールアドレスを追加したい.
Virtual Agent PRB1881762	Use the API introduced by STRY58769225	This is a product update.	
Virtual Agent PRB1881917	Running multiple agent chat conversations with profanity on leads to overlapping of messages between the conversations		**1.** Provision an instance with the Glide Virtual Agent and Agent Chat plugins installed. **2.** Install the store app va-profanity-filter. **3.** Enable profanity filtering **4.** Create multiple agent chat conversations and exchange the message between them continuously. Notice that intermittently messages are mixed between conversations.
Virtual Agent PRB1885889	There's an error in the translation of Spanish topics	Internal names display on the topic picker when the topic picker cache is built for the first time when the default system language (Spanish) is different from the session language (such as English).	**1.** Have the Spanish localization plugin installed on the instance. **2.** In VAD, create an NLU topic with different internal and display names. **3.** Publish the topic. **4.** Set glide.sys.language sys prop to es (Spanish). **5.** Check that com.glide.cs.cache.topic_type_dto.enabled sys prop is set to true. **6.** Ensure that the session language is in English. **7.** Clear the cache. **8.** In VAD, select **Test active topics**. **9.** The topic picker displays. Select **Show me everything**. Expected behavior: The display name of the topic should display in the list.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The internal name displays in the list.
Virtual Agent PRB1886592	Live Agent cannot send messages with Dynamic translation when Profanity is turned off	The requester does not receive any messages when profanity is turned off.	**1.** Set up DTAC, profanity (sn_va_profanity), in the Spanish language. **2.** Turn profanity off (**Conversational interfaces** > **Settings** > **Agent chat** > **Profanity**). **3.** Start a conversation with an agent that is using Spanish. **4.** Requester sends a message in English. **5.** Agent receives message that is translated into Spanish. **6.** Agent sends a message in Spanish. Expected behavior: The requester receives message that is translated into English. Actual behavior: The requester does not receive any messages.
Virtual Agent PRB1887850	Setting com.glide.cs.taskransaction.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 PRB1889660	NowAssist in Virtual Agent errors out in hybrid mode after a skill execution	After a skills execution, the user should be taken to empty skill picker, but instead Virtual Agent gets stuck in a loading state indefinitely.	
Virtual Agent PRB1893952	Now Assist Panel not loading on Yokohama instances	Now Assist Panel is not loading AI Agents not running in Playground. An error is observed in the logs.	
Virtual Agent third-	Unable to acquire conversation lock leads to repeated	Certain long-running Virtual Agent transactions, such as file uploads, can	**1.** Start a conversation. **2.** Set the lock_acquired and lock_touched to current time.

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Problem	Short description	Description	Steps to reproduce
party integrations PRB1837988	impersonation and excessive logging	cause excessive impersonation logging.	**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 PRB1887568	Implement a sys prop for admins to be able to disable the pinned mode for dynamic window	This is a product update.	
Virtual Agent Web Client PRB1893493 KB2182131	Non-conversational catalog items can't be selected if they are preceded by external KB article citations	When Now Assist for Virtual Agent is enabled, catalog items can't be selected in the Virtual Agent interface.	Refer to the listed KB article for details.
Virtual Agent Web Client PRB1893493 KB2182131	Non-conversational catalog items can't be selected if they are preceded by external KB article citations	When Now Assist for Virtual Agent is enabled, catalog items can't be selected in Virtual Agent interface.	
Vulnerability Response and Configuration Compliance for Containers PRB1891682	Addition of Query ACLs in Vulnerability Response and Configuration Compliance for Containers	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Vulnerability Response PRB1889724	Addition of Query ACLs in Vulnerability Response	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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Problem	Short description	Description	Steps to reproduce
Web Content Accessibility Guidelines (WCAG) 2.0 AA Compliance PRB1857608	The 'of' string is hardcoded in the mega header in i18n	This issue occurs after expanding the Workspace menu.	1. Launch any base instance. 2. Navigate to the Workspace menu on the header. 3. Expand it. Observe that after expanding it, an issue with the suggestions appear.
Workforce Optimization for IT Service Management PRB1889670	Addition of Query ACLs in Workforce Optimization for IT Service Management	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	
Work Order Management PRB1846321	Refactor script of remote table v_st_fsm_schedule_event	Querying table v_st_fsm_schedule_event with a giving sys_id does not return a valid record, and the record is mostly empty. Remote table v_st_fsm_schedule_event generates a random sys_id to accommodate a repeated schedule event, making the sys_id non-deterministic.	
Work Order Management PRB1888734	The **Dispatch group** field remains empty onLoad when a work order task is manually created	This prevents the qualifier from progressing.	
Workplace Core PRB1889743	Addition of Query ACLs in Workplace Core	This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access.	

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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- Yokohama Patch 3 Hotfix 2
- Yokohama Patch 3 Hotfix 1
- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1b Hotfix 1
- Yokohama Patch 1b
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 3 Hotfix 4

The Yokohama Patch 3 Hotfix 4 release contains fixes to these problems.

Build information:

Build date: 2025_06-26-2025_2019

Build tag: glide-yokohama-12-18-2024__patch3-hotfix4-06-25

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
Virtual Agent Web Client PRB1881938	Boolean choice pickers aren't translated to the user's language in Dynamic Window		1. Install a language. 2. Switch the profile language to that language. 3. Ensure that Dynamic Translation and Native Translation are turned on in Now Assist. 4. Create a topic with the user input using the input selector. 5. Navigate to Dynamic Window. 6. Run the topic from step 4 until completion. Expected behavior: Boolean topic choice pickers are translated to the user's selected language (Yes/No input).

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Boolean topic choice pickers are still in English (Yes/No input).

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.

- Yokohama Patch 3 Hotfix 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 3 Hotfix 3

The Yokohama Patch 3 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 06-11-2025_2210

Build tag: glide-yokohama-12-18-2024__patch3-hotfix3-06-09-2025

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
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.	
Database Persistence	Connection becomes vulnerable to sharing when	When a connection is marked for recycle, it is returned to the pool and can be picked	1. Get a connection from the pool. 2. Mark it for recycle by calling pool.setConnectionNeedsRecycle(connectionID).

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Problem	Short description	Description	Steps to reproduce
- Data Scale PRB1898714	it is marked for recycle	up for allocation, in which it will be marked as 'Assigned'. The connection is checked for recycling and a new physical connection is established. Glide marks the connection as 'Available', which allows it to serve other requesters in the pool, causing connection sharing.	**3.** Launch the threads attempting to get a connection from the pool. **4.** Check the IDs of the connections. Notice that none of the connections are equal to the ID of the original connection, and if there is a connection with the same ID, sharing occurs.

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.

- Yokohama Patch 3 Hotfix 2
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 3 Hotfix 2

The Yokohama Patch 3 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 05-23-2025_2247

Build tag: glide-yokohama-12-18-2024__patch3-hotfix2-05-20-2025

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.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
List Administration PRB1894616	To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists		
List Administration PRB1894614	To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate		

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.

- Yokohama Patch 3 Hotfix 1
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 3 Hotfix 1

The Yokohama Patch 3 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 05-09-2025_1217

Build tag: glide-yokohama-12-18-2024__patch3-hotfix1-05-07-2025

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
Edge Encryption PRB1887439	In Yokohama, when a user goes through 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 will throw the 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.
Flow Engine PRB1888071	Deserialization issue with 'Make a decision'	When upgrading from a Washington DC to Yokohama instance, flow executions created with **Decisions** in both families don't resume and result in an error.	**1.** Open a Washington DC instance. **2.** Create waiting flows with **Decisions**. **3.** Upgrade to Yokohama. **4.** Create new flow executions on Yokohama. **5.** Create some error flows by processing a few waiting flows. **6.** Run a fix script for one or two flow executions. **7.** Create new flow executions on Yokohama. **8.** Upgrade the Yokohama instance. **9.** Open the Yokohama flows, the Washington DC waiting flows, and the fixed flows the by script. Expected behavior: Flows should resume and operation view should work. Actual behavior: Notice the error, 'Caused by: java.lang.IllegalState Exception: Cannot build UnsafeObject RefOrValue, some of required attributes are not set [isRef]'.

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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- Yokohama Patch 3
- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 3

The Yokohama Patch 3 release contains important problem fixes.

Yokohama Patch 3 was released on May 01, 2025.

- Build date: 04-30-2025_1345
- Build tag: glide-yokohama-12-18-2024__patch3-04-17-2025

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.

Overview

Yokohama Patch 3 includes 285 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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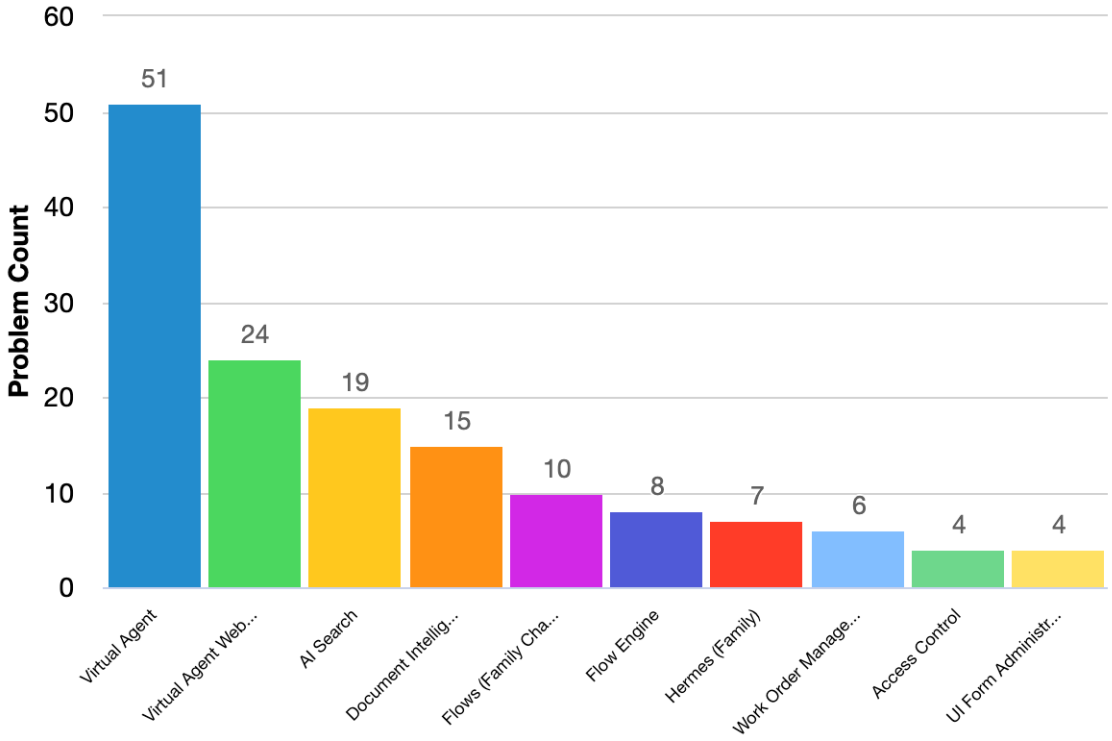
Top 10 problem categories



Security-related fixes

Yokohama 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 Yokohama Patch 3, refer to KB2060631.

Changes in Yokohama Patch 3

Activate indexing of catalog variable content on Catalog Item records

Activate indexing of searchable content from variables on Catalog Item records. Configure the set of Catalog Items eligible for catalog variable indexing and the set of variables to index.

AI Search system properties

glide.ais.ingestion.catalog_variables_filter_query: Encoded query string for a query that Catalog Item records must satisfy to be eligible for catalog variable content indexing.

glide.ais.ingestion.ignore_catalog_variables_read_roles: Option to allow indexing of searchable content from role-restricted catalog variables on Catalog Item records.

glide.ais.ingestion.index_catalog_variables: Option to allow indexing of searchable content from globally accessible catalog variables on Catalog Item records.

Field Service Management release notes

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Variable types supported by AI Search indexing

Service Catalog variable types indexed from Catalog Items.

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
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 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.	
Form Builder PRB1820975	A form isn't saved on a cross scope in ServiceNow studio	There's an error in the networking calls.	
List Filters PRB1801767	Japanese names cannot be filtered by a Japanese term but can be filtered by an English term under the Japanese setting	Unable to filter lists by **Translated Text** fields in non-English languages when using the non-English translation	
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	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		special characters. ECCSender should use UTF-8 when reading these files, as XML queue files on disk are always UTF-8.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1859273	A query that consumes significant time is invoked every minute by the UserHasRole Patcher sys_trigger	It's an issue with CSM performance.	Prepare an instance with CSM with 5 times the data. Observe the time taken by the query executed as part of the UserHasRole Patcher scheduled job.
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 PRB1834000	Reaper query needs an index to perform optimally	When the reaper query runs, it does not use an index to find the expired records.	

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Problem	Short description	Description	Steps to reproduce
Advanced Work Assignment PRB1867023	When a blind transfer work item is created from a work item with the consult state as 'transferred', it retains the consult state	The agent can accept only work items created in the 'requested' or empty state.	**1.** Have Agent 1 get a call. **2.** Agent 1 consult transfers to Agent 2. **3.** Agent 1 leaves the call. **4.** Agent 2 blind transfers to Agent 1. **5.** Agent 1 gets the offer card in their inbox. **6.** Agent 1 accepts. Observe that the card stays, and the work item is also always in a 'pending accept' state.
Agent Chat PRB1868186	The conversation history in the Agent Chat only displays one previous interaction	All previous closed conversations should be displayed, but only one past closed conversation is shown.	**1.** Enable conversation history in Agent Chat in **Conversational Settings** > **Agent Chat** > **Conversation History**. **2.** Log in as an agent in Safari. **3.** Log in as a non-guest user in any other browser. **4.** Start a conversation and accept as an agent. **5.** Close the conversation. **6.** Have a few more conversations (about 2-3) and close them. **7.** Start a new conversation and scroll up to see the past closed conversations in the chat panel in Agent Chat. Expected behavior: All previous closed conversations (up to the amount configured in the conversation history settings) are shown. Actual behavior: Only one past closed conversation is shown.
AI Search PRB1783862	The wrong search events get deleted due to incorrect sort logic	The method called via a scheduled job that runs weekly deletes signals that are both older than 90 days and are older than the 500K 'most recent' search events for the search application. When an end user closes a suggestion from their recently searched terms, it causes the	

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Problem	Short description	Description	Steps to reproduce
		suggest_to_user field on the sys_search_event record to be updated, which updates the **sys_updated_on** field in the process. This can lead to older search events that have suggest_to_user set to 'false' being preserved over newer ones that the user may still wants as a suggestion.	
AI Search PRB1824166	A translated reference field is indexed in a different language in a single record update vs a full table index	The peekahead is using the same value for different languages.	**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. **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 PRB1841579	sn-search-combobox-desktop's use of createGraphQLEffect dispatches errorActionType due to a 401 error for public GraphQL endpoints	The batch request fails due to 401 even though the GraphQL request in the batch was actually successful.	**1.** Set the Service Portal home page to public. **2.** Set the Typeahead Search widget to public. **3.** Open Service Portal without logging in. **4.** Open Developer Tools. **5.** Select the search box. Observe in Seismic Dev Tools that the batch request failed due to 401. Then, observe in the Network tab that the GraphQL request in the batch was actually successful.
AI Search	When multi-node ingestion		

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Problem	Short description	Description	Steps to reproduce
PRB1847810	s enabled on a production instance, all cloned instances from production enable multi-node ingestion		
AI Search PRB1856064	Now Assist Panel (NAP) displays the error, 'Trouble processing your request' while promoted skills are working correctly	The skill is not being identified and indexing is not occurring automatically on the 'Skill' table. Skill discovery is not happening, and the following error message is displayed: 'We're having trouble processing your request right now due to a temporary system issue. Please try again later.' However, when the 'Skill' table is manually indexed, the skill gets discovered.	
AI Search PRB1860558	The indexing history of a quick test on an admin console does not show a link to the platform indexing history page	The start time column should be populated with a link to an indexing history record, but instead it is blank.	**1.** Using admin console V5, select any indexed source. Notice that it redirects to the indexing history page and the indexing history record is created after a couple seconds. **2.** Reload the list. Expected behavior: The start time column is populated with a link to an indexing history record on the platform. Actual behavior: The start time column is blank.
AI Search PRB1863971	RAGRertirval API throws an error if the searchSource given request is not present	When the user submits a RAGRetrieval API request with a search source that is not part of the search profile or is not an indexed source, RAGRetrievalAPI fails with no search results.	

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1869616	RAG capability isn't honoring return fields for child tables' columns		Try invoking Uber Rag or Retriever capability with child tables columns as return fields. Expected behavior: Child table fields should be returned in the response. Actual behavior: Child table fields aren't returned in the response.
AI Search PRB1870966	When topics are searched, the term logged to the suggested utterance table is unrelated to the topic		**1.** Ensure that utterance readers are mapped to the search application. **2.** Search a topic on the portal. It should return a synthesized Genius Results answer. **3.** Check that the utterance is logged to the sys_suggested_utterance table. Observe that the logged term is sometimes unrelated to the topic searched.
AI Search PRB1871798	Dynamic Window (DW) chat returns an error reading 'Sorry there was a problem on my side'		**1.** Enable dynamic window on Service Portal **2.** Perform a search in chat. Notice an error that reads 'Sorry there was a problem on my side'.
AI Search PRB1878130	External content ingestion isn't sending a URL to AI Search's (AIS) backend		**1.** Ingest a KB document. **2.** Observe AI Search (AIS) backend logs. **3.** Create external content setup. **4.** Start an external content ingestion, like web crawler. **5.** Observe AIS backend logs.
AI Search PRB1878248	Auto-correct is not turned off in search if it's triggered from the chat	Auto-correct should be turned off if a search is triggered from chat, and a rewritten query should be used.	**1.** Navigate to search toggle in Full Page Experience. **2.** Search for 'Abel Tuter'. Expected behavior: It should search for Abel Tuter.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The search term gets auto-corrected to Abel Tuner and does not return any result.
AI Search PRB1881968	The full page responsive mobile is unusable	The pre-search box is cropped on both the left and right sides. The search results search box is cropped and buttons aren't accessible.	
AI Search PRB1882714	A KG response in streaming mode might stream 'kg_information'		**1.** Set up NA4S and NAVA on the instance. **2.** Set up KG. **3.** Ensure to enable streaming. **4.** Run a KG people search query. Expected behavior: 'kg_information' shouldn't be part of streaming text. Actual behavior: Sometimes a streaming answer might contain the string 'kg_information'.
AI Search PRB1882832	Fix tracer functionality end-to-end for search use cases		**1.** Perform end-to-end searches. **2.** Collect search timings.
AI Search PRB1883872	A FPE new search isn't routed to the 'All' tab		**1.** Open an instance with a May Store app. **2.** Ensure that FPE is enabled on the ESC portal. **3.** Search for the query 'what is cookie?'. **4.** Toggle the search. **5.** Perform the search again. **6.** Navigate to the 'Knowledge' tab. **7.** Perform a new search 'Apple iPhone' while still on the 'Knowledge' tab. Notice no results are found.
AI Search PRB1883953	Signals aren't being captured for a carousel on the Portal	This isn't working for synthesized Genius results either.	**1.** Open an instance with May store apps. **2.** Enable Now Assist QnA and Now Assist Actions on portal.

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Problem	Short description	Description	Steps to reproduce
			3. Perform search for queries 'Apple Iphone' and 'what is spam?'. **4.** Perform actions like 'Open source'. **5.** Trigger the 'Process Queued Signals' job. Expected behavior: Signals should be logged in the sys_search_genius _result_event_action_list table. Actual behavior: Notice no entries are found in the sys_search_genius _result_event_action table.
AI Search PRB1884610	When a dynamic window is active, reloads on the search page result in double queries		**1.** Navigate to the Portal. **2.** In the main search bar (not the NAVA chatbot), enter 'what is spam?'. Portal Genius results return. **3.** Navigate to sys_generative_ai_log and see there is one synthesized QnA response. **4.** Return to the page where the genius result is already displayed and reload the page. **5.** Navigate back to the sys_generative_ai_log and observe there are two synth QnA capability calls. One has a conversationID of DefaultAISearch and one has a NAVA conversation ID. Observe that it acts as if the query was simultaneously entered from both the NAVA chatbot interface and also the Portal search bar.
AI Search PRB1887382	For Global search, subsequent searches can't be submitted	There is no issue on Service Portal.	
Analytics Data API PRB1847323	The apply_to object isn't parsing properly for custom data sources in a multivisdata API		**1.** Add a custom data source. **2.** Create a resolution API for the data source. **3.** Add a filter to the inline dashboard with the data source and a visualization.

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			4. Save the dashboard. **5.** Select something from the filter. **6.** Check the multivisdata API and see the filter configuration where apply_to object has valid values. **7.** Once applied, check the data provider method defined in sys_viz_data_source table. **8.** Check the request body passed to this method. See the apply_to object is passed as an empty list.
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 (for example, Now Assist For CSM) was installed successfully, even though its dependencies (for example, 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.
Appointment Booking PRB1874123	When a slot's end time is 'Arrive by', unavailable slots are displayed as available	In the case of 'Arrive by', when an appointment is being booked, it is only considering the exact slot's worth of block while making the booking. However, the slot may have been shown as available since the work could have been done	**1.** In the appointment booking configuration, select the use slot end time as 'Arrive by'. **2.** Configure the slots from 5AM, the appointment window as 2 hours, and the work duration as 1 hour. **3.** Create a work schedule for an agent from 8-5. Observe that the first slot 5-7 should be unavailable but it is displayed

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Problem	Short description	Description	Steps to reproduce
		between a time. After post-performance changes, it isn't adding the additional 30 min that is normally done when booking of the slot, which is leading to an available slot not being booked.	as available. However, when an appointment is booked for that slot, it throws an error.
Authentication PRB1852202	A 'Tracking' status isn't changing to self-enrollment in a tracking table		**1.** Log in via an admin. **2.** Enable MFA, AA and MFA context. **3.** Navigate to sys_properties.list. **4.** Set SWP to 30 and MAX_SWP to 90. **5.** Log in via a newly created user or any existing user. **6.** Navigate to a profile and configure MFA. **7.** Log in via an admin. **8.** Navigate to the sys_user_mfa_enforcement_info.list. Expected behavior: The status should change from 'Tracking' to 'Self Enrolled'. Actual behavior: The status doesn't change; it remains as 'Tracking' only.
Capacity and Reservations Management PRB1868046	Event cells of capacity on a calendar aren't visible in the dark coral theme		**1.** Enable the coral theme dark mode. **2.** Open capacity console using a user with elevated privileges. The user should be able to view the event cells without any issue.
Case and Knowledge Management for HR Service Delivery PRB1852603	A record handling agent is unable to fetch HR case details	The record handling agent gives an error: 'The system is unable to get the record information'.	

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Case Management PRB1872131	Clustering isn't triggered because of a missing ACL		1. Navigate to **All** > **Now Assist Admin** > **Feature** > **Now Assist Skills**. 2. Select **suggested steps generation skills**. 3. Select **clustering progress**. Observe that the clustering progress bar is stuck.
Change Advisory Board (CAB) Workbench PRB1870269	There's a 'Write operation against 'cab_definition' from scope 'sn_sow_chg' has been refused due to the table's cross-scope access policy' alert present after selecting **Refresh CAB meetings** on SOW CAB Definition	**Refresh CAB meetings** actions in UI16 work without any issues, but returns an error in Service Operations Workspace.	1. Log in. 2. Navigate to **SOW** > **Change Advisory Board** > **All CAB Definitions**. 3. Select **New**. 4. Populate mandatory fields. 5. Create scheduled entries from the 'Related records' tab via the **New** button. 6. Populate mandatory fields. 7. Select **Submit**. 8. See a scheduled entry created for the CAB Definition. 9. Select the 'Details' tab. 10. Select the **Refresh CAB Meetings** button. Expected behavior: CAB Meetings are generated without errors/alerts. Actual behavior: CAB Meetings generated with an error/alert: 'Write operation against 'cab_definition' from scope 'sn_sow_chg' has been refused due to the table's cross-scope access policy" presents on the form'.
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	This is caused because the 'group by' query defined in the script 'StdChangeUtilsSNC' Inside the function 'calculateVersionAndTemplateStats' is attempting to group by on the name rather than the sysID, which is leading to the incorrect calculation of the closed change count.	

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Problem	Short description	Description	Steps to reproduce
	the same template name		
Change Management PRB1875123	CAB AMB controller is too strict on the number of parameters passed on registration, preventing enhancements for Store applications		
Change Management PRB1880887	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.	
Code Signing PRB1854759	Frequent updates on the 'sn_kmf_record_signature' table leads to excessive generation of text index events	Frequent updates on the 'sn_kmf_record_signature' table leads to excessive generation of text index events, delaying the text index events processing on the instances.	
Code Signing PRB1860810	Generate signatures for sys_auto_script table with wildcard mode	Generating signatures for sys_suto_script table records as they are invoking scripts writing to ecc_queue directly from sys_auto_Script.	
Code Signing PRB1869613	Guardrails should respect filter conditions on the signature configuration	Don't validate signatures for records not meeting filter conditions, and skip validating records that don't participate in MID.	Run guardrails. Observe that it validates all signatures and doesn't care about filters.
Column Level Encryption PRB1829680	Key Migration should succeed when EFCs and tables are in different scopes	When the EFC scope is different from the configured table scope, the key migration job will not modify it and fail the key migration. Key migration fails due	

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		to a scope mismatch between EFCs and the associated table during key migration.	
Condition Builder PRB1845617	A duration editor is modifying the typed in value and adding to it		1. Navigate to a Yokohama instance. 2. Navigate to now/SOW/list. 3. Select the **Incidents** > **All.** 4. Open the PCB by selecting the **Filter** button. 5. Select a duration value editor. 6. Type the '1' character into the **Days** field. Expected behavior: It should set the value to what the user types in, but something is modifying the value before it goes to the editor. Actual behavior: The value for days jumps to 3079 with hours red and set to -1.
Configuration Management Database (CMDB) PRB1868449	Fix family compatibility issues for the 'Reject task' feature	The Data Manager (DM) subflow does a double rejection process for rejected tasks in the Workspace, and the business rule 'Clean up TaskToCI records' fails to process records with a NullPointerException.	1. Create a DM retire policy on the cmdb_ci table where the condition name starts with 'SAP'. 2. Assign the policy to user. 3. Publish the policy. 4. Run the scheduled job 'SNC.CMDBDataManager ScriptableApis. executeRetirePolicies();'. 5. Notice that a task is assigned to a user. 6. Impersonate the user. 7. Open the CMDB Workspace. 8. Navigate to **Open my task** > **Open the task** > **Review task** > **Reject**. 9. Give a reason for the rejection. 10. Select **Save**. 11. Observe that the task is rejected successfully, and CIs should be available for any other DM policy to pick up. 12. Re-run the same scheduled job 'SNC.CMDBDataManager

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Problem	Short description	Description	Steps to reproduce
			ScriptableApis. executeRetirePolicies();' or any other policy process. Expected behavior: A new task should be created with the CIs with the matching condition because the task was rejected. Actual behavior: No task is created, and the cmdb_data_management_task_to_ci table is not clearing the old CIs from the rejected task.
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.	
Contextual Search PRB1872960	An external link can no longer be accessed in the cxs_new_window UI page		
Core Platform PRB1881092	In an activity stream, be able to determine actions performed by an AI Agent on behalf of a user	This is a product update.	
Customer Service Management PRB1848565	Creating a consumer user from a consumer form doesn't work	Creating a consumer user from a consumer form creates a sys_user, not a csm_consumer_user. As a result, this user can't be linked with a consumer. This process should work according to documentation.	1. Open any csm_consumer record. 2. Navigate to the 'Login Details' related list. 3. Select the **User lookup** icon. 4. Select **New** to create a user. Expected behavior: The user created should be csm_consumer_user, so this user can be linked with csm_consumer. Actual behavior: The user created is sys_user, so users can't select this user to link it with csm_consumer.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1833232	There's an incomplete 'NULLS FIRST' clause in multi-column indexes on new (non-migrated) RaptorDB instances	This means that all multicolumn indexes can't leverage their natural sort order.	
Database Persistence - Data Access PRB1881074	Provide introspection methods to get back the table/prefixes for views in the Genius Results returned from cypher2Results	This is a product update.	
Database Persistence - Data Management PRB1861048	ServiceNow documentation is showing incorrect information for 'Clean peripheral' option	ServiceNow documentation needs to be updated regarding the 'Clean peripheral' option in the Table cleaner form. The default behavior when a parent record is deleted is that the system will automatically delete records from sys_attachment table and not 'sys_journal_field' table.	
Database Persistence - Data Scale PRB1800841	JavaScriptMembers, ScriptableObjects, and JavaMembers use a HashTable that causes a concurrency bottleneck	The 'get' method is synchronized. The HashTable is initialized and then not modified again. It's unnecessary to synchronize all 'get' access.	
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.	1. Create a query pattern record with sizable executable SQL. 2. Attempt to open the query pattern record.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Scale PRB1859279	StringCache causes a concurrency bottleneck due to SynchronizedLRU	Enhance StringCache to support a large volume of concurrent requests.	
Document Intelligence Unified Backend PRB1823462	Document Q&A should skip .docx processing once it started using Document Reader Processing API		Install the plugins 'Now Assist in Document Intelligence' and 'Generative AI Controller'.
Document Intelligence Unified Backend PRB1862011	Brief description shows a space in the 'General Details' page	Fields are showing empty when referred, as the display name is empty.	
Document Intelligence Unified Backend PRB1862455	An extraction flow throws an error for a use case that has only a field group	Users get an error message: 'java.lang.IllegalArgumentException: objectToMap: invalid type class com.snc.process_flow.engine.serialization.GRProxy$1 for object property targetRecord (sys_script_include.4a035a2beb771110f2549bf12a522841 .script; line 530'.	1. Create a use case with a target table. 2. Create fields that have a field group. 3. Create integration flows and activate them. 4. Create a record in the target table. 5. Test the extraction flow with the created document task.
Document Intelligence Unified Backend PRB1881095	Add 'description' and 'autogenerated_summary' to a task definition	This is a product update.	
Document Intelligence Unified Backend PRB1881127	Turn off the embedded image extraction option for PDFs and Docx	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1881128	Introduce the docx4j library to Glide env	This is a product update.	
Document Intelligence Unified Backend PRB1881129	Fix 'fileId' null issue in Glide Java	This is a product update.	
Document Intelligence Unified Backend PRB1881130	In 'Chat with doc', classify if it's a scanned or digital PDF	This is a product update.	
Document Intelligence Unified Backend PRB1881131	Move Docx4j to 8.3.13 in Xanadu and Yokohama Now Assist	This is a product update.	
Document Intelligence Unified Backend PRB1881132	In Docx4j, create a scriptable extractText Java function which takes a docx file and gives an attachment ID for a text file	This is a product update.	
Document Intelligence Unified Backend PRB1881133	Support the .txt file format	This is a product update.	
Document Intelligence Unified Backend	Adding a **PDF** > **IMG** null pointer exception to Xanadu and	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1881134	Yokohama Now Assist		
Document Intelligence Unified Backend PRB1881135	Extract text and embedded images using Docx4j for Docx and pdfbox for PDFs	This is a product update.	
Document Intelligence Unified Backend PRB1881136	Glide API to convert a PDF to an image	This is a product update.	
Document Intelligence Unified Backend PRB1881137	Fix the Docx path for custom XML so extraction of the text is successful	This is a product update.	
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	This can cause LLM responses to go directly to the user without any translation taking place. This visible text is not hardcoded, but received from the LLM.	1. Set glide.sys.language to a non-English language. 2. Ensure the com.glide.cs.llm.default.Language is English/en. 3. Ensure that native translations is turned off. 4. Create a custom LLM topic in the same language as the system property language. 5. Add some LLM components, such as an LLM enabled bot response. 6. Publish the LLM topic. 7. Set the session language to the same language as the glide.sys.language property. 8. Start a Now Assist Virtual Agent (VA) conversation. 9. Trigger the new topic. 10. Observe the results. 11. Set session language to the same language as the LLM default language.

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Problem	Short description	Description	Steps to reproduce
			12. Start a Now Assist VA conversation. 13. Trigger the new topic. 14. Observe the results. 15. Set session language to a language different than the LLM default language and the system property language. 16. Start a Now Assist VA conversation. 17. Trigger the new topic. 18. Observe the results. Expected behavior: VA responses are in same language as the session language. Actual behavior: VA responses may be mixed, with LLM responses in the default LLM language.
Dynamic Translation PRB1883401	The synthesized QnA capability fails for P3 languages when invoked from a Portal interface		1. Navigate to a Service Portal page. 2. Enter 'Vad är Sverige?' as a Swedish session user in the main portal page. 3. Navigate to the generative AI log and observe 'Error occurred during Generative AI execution' for a synth QnA invocation. In the one_api_service_plan _feature_invocation table, see that the error message is given: 'Cannot invoke 'com.glide.oneapi. entity.FeatureInput. getPayload()" because the return value of 'com.glide.cs.qlue. module.oneextend. proxy.trackers. GenAIExecutionTracker .getOriginalRequest()' is null'. If sn_vad_genai. com.glide.cs.one_ extend.auto_ proxy_enabled is set to false, the E2E works successfully.
Embedded Help PRB1870178	The embedded help link redirects to the page 'not_allowed.do' instead of the documentation site	The issue occurs in the Yokohama release.	1. Open a Yokohama instance. 2. Open the 'cmdb_ci_business_app' or 'incident' table. 3. In top right corner, select the **?** or the 'Show help' icon. 4. Scroll down to link. 5. Select it.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Users are redirected to the documentation. Actual behavior: Users are redirected to the 'not_allowed.do' page.
Employee Center PRB1818417	JavaScript console errors on the Human Resource Management (HRM) ticket page	Navigating to the 'to-do' page displays console errors.	1. Create a HR case - Employee Travel Visa Request for an employee with the manager 'Abel Tuter'. 2. Let the case move to 'Awaiting approval'.The approval record is created for a user with no roles (in this case - Abel). 3. Open the approval task in the 'to-do's' page. 4. Select **HR Service**, which opens the 'HRM ticket' page. 5. Select the approval to-do in the 'HRM ticket' page. Expected behavior: The user should be able to approve or reject the task from the 'HRM ticket' page. Actual behavior: The 'to-do' page has console errors.
Encryption PRB1854358	Protected script decryption fails for a cloned instance which is upgraded before the 'Protected Script Values Migration' job is executed		1. Create a Xanadu/Yokohama instance. 2. Create a 3des data. 3. Clone the instance into other instance. 4. After the clone is successful, verify the key exchange won't happen and the cm_glide_protected _script_encrypter module key isn't present in the instance. 5. Upgrade the instance before the 'Protected Script Values Migration' job runs and keys are created. After an upgrade is successful, as the static key is removed and the key isn't available, protected scripts decryptions fail.
Field Service Quality Management	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	

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Problem	Short description	Description	Steps to reproduce
PRB1860999		attribute is introduced for the **State** field at the wm_task.	
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 who's value is 'etag' isn't matching.	Refer to the listed KB article for details.
Flow Engine PRB1854665	Asynchronous business rules are not getting triggered on sys_flow_context when the condition has a 'change' operator	The business rule 'Testing flow rules' is not triggered even if it is changed after the update, and does not work on async.	
Flow Engine PRB1867133	The **Summarize** quick action gives a 'The current execution is in the waiting state' message	The flow caller is present. Async HTTP is used and that causes flows to go to a waiting state while waiting for the Async HTTP response. The 'The current execution is in the waiting state' exception is expected when Async HTTP is used.	**1.** Log in to the instance as an admin. **2.** Navigate to ESC portal. **3.** Initiate a chat with LA. **4.** Log in as a user and accept the work item. **5.** Trigger the **Summarize** quick action. Expected behavior: The **Summarize** action should show the chat summary. Actual behavior: The quick action gives a 'The current execution is in the waiting state' message and an error in the sys_log.
Flow Engine PRB1874438	There's a 'LLM Instruction Executor' error on flow execution		**1.** Log in as a user with elevated privileges. **2.** Activate the plugin com.glide.utilities.capability_step. **3.** Create an action. **4.** Add a LLM step to the action. **5.** Create a flow. **6.** Add the action created in step 3.

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Problem	Short description	Description	Steps to reproduce
			7. Run the flow. **8.** Users see a 'LLM Instruction Executor' error when running the flow with LLM step.
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 PRB1878005	The success status for the **Call Now Assist Skill** action step is displayed differently		**1.** Log in to an instance. **2.** Enable Now Assist. **3.** Enable flow summarization. **4.** Enable a flow generation skill. **5.** Create a flow. The install plugin ID: com.glide.utilities.now_assist_skill_step. **6.** Create an action to the above flow and add the 'Call Now Assist Skill' step. **7.** Run the flow. **8.** Once the flow succeeds, check the status. Notice that the success status for the 'Call Now Assist Skill' action step is empty.
Flow Engine PRB1880998	Unable to deserialize a 'Make a decision' instruction after upgrading to Yokohama	When the flow is in a 'Waiting' state in the Washington DC release with Engine_V2, the event opening the flow execution fails after upgrading to the Yokohama release.	**1.** Create a flow with a 'Make a decision' flow logic. **2.** Ensure the flow has a waiting scenario so that flow_context goes to a 'Waiting' state. **3.** Execute the flow. **4.** Ensure the flow is in a 'Waiting' state in the Washington DC release with Engine_V2. **5.** Upgrade the instance to Yokohama.

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Problem	Short description	Description	Steps to reproduce
			6. Notice that the event opening the flow execution in **Operation view** fails, and resuming the flow by satisfying the waiting condition fails. Expected behavior: The flow should resume on Yokohama without any errors. Actual behavior: The flow errors out in Yokohama.
Flow Engine PRB1881094	Create the ability to pass the context of the AI agent that triggered the flow	This is a product update.	
Flow Generation (Family) PRB1881140	Flow generation Glide changes	This is a product update.	
Flows (Family Channel) PRB1837338	Seeing log errors and warnings when creating flows	No functional breakdowns were seen, but the errors are consistent when creating flows.	1. Impersonate a GenAI user with NAC, preferably an admin. 2. Navigate to Workflow Studio. 3. Create a flow. 4. Use a build with Now Assist. 5. Use any example and select **Generate preview**. 6. While the flow is generated, select the 'Network' tab. 7. Copy the transaction ID from the response payload. 8. On the other tab, open **All** > **System log** > **Utilities** > **Node Log File Browser**. 9. Paste the transaction ID in the **Message** field. Observe the logs.
Flows (Family Channel) PRB1839860	Trigger Designer role users face insufficient access errors and missing options in the	When attempting to open the external trigger created using Github Spoke or Jira Spoke as a user with the trigger_designer role, the error message	1. Log in as a user with the admin role. 2. Create an external trigger using GitHub Spoke or Jira Spoke. 3. Log out.

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Problem	Short description	Description	Steps to reproduce
	'Application' list for external triggers	appears, 'Insufficient level of access for eventsource'.	4. Create a new user with the trigger_designer role. 5. Log in as the user with the trigger_designer role. 6. Navigate to the Workflow Studio. 7. Attempt to open the external trigger created. 8. Observe the error banner that appears displaying the message, 'Insufficient level of access for eventsource'. 9. Attempt to create a new external trigger. 10. Select the trigger type as **Event** on the trigger creation page. 11. Verify the Application list. Notice that the Application list no longer shows any options.
Flows (Family Channel) PRB1865407	Mismatching data on an action instance can cause issues with flow execution	Actions don't perform as expected in various ways.	
Flows (Family Channel) PRB1869580	Subflow creation through image issues	Images are partially generated, or are returned with placeholders.	Attempt to create a subflow with attached images. Notice that they are partially generated or placeholders are returned for whole image.
Flows (Family Channel) PRB1873141	CopyFlow doesn't set generationSource values as empty		1. Create a flow with a trigger/action/subflow/flowlogic instances using Flow Generation. 2. Copy the flow. 3. View generationSource value on the flow and trigger/action/subflow/flowlogic instances on the copied flow. Expected behavior: All generationSource values are blank. Actual behavior: All generationSource values in trigger/action/subflow/flowlogic instances are 'text2Flow'.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1873639	The icon for 'Call Now Assist Skill' isn't correct		**1.** Create an action. **2.** Add a LLM step to the action. **3.** Create a flow. **4.** Add the action created in step 1. **5.** Run the flow. Observe a 'LLM Instruction Executor' error.
Flows (Family Channel) PRB1874240	Update the description of the flow family in **Now Assist Features** > **Creator** > **Flow in 'Now Assist Features**	It should read: 'Reduce flow creation time by building a multi-step flow with generative AI. Make editing flows easier by showing users recommendations for the next step of their flow. Learn about a flow by generating a summary.'	**1.** Navigate to **Now Assist Features** > **Creator** > **Flow**. **2.** Check the description.
Flows (Family Channel) PRB1874414	Changing the name of a step to 'Call Now Assist Skill'	The plugin isn't automatically enabled. It needs to be enabled by an admin. The name of the step should be changed to 'Call Now Assist Skill'. The name of the plugin should change accordingly to 'ServiceNow Call Now Assist Skill Step Plugin'.	
Flows (Family Channel) PRB1874640	There's a FlowSkeletonGlideRepository ::isAccessibleTable() error if accessed in a background script		
Flows (Family Channel) PRB1875963	There's a missing image attachment and prompt on Get Flow API	This issue occurs when using 'Build with Now Assist' in the Workflow Studio.	**1.** Log in to a ServiceNow instance. **2.** Impersonate a delegated Gen AI user with NAC. **3.** Navigate to Workflow Studio. **4.** Create a flow. **5.** Use **Build with Now Assist**. **6.** Upload an image. **7.** Create a flow.

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Problem	Short description	Description	Steps to reproduce
			8. Refresh the page once the flow is created. **9.** Observe the Get Flow API response. Expected behavior: The attachment ID and image prompt from the image generation can be seen. Actual behavior: There is no image prompt or attachment ID.
Flows PRB1868224	In Flow Designer, a dynamic choice isn't using a child alias	As a result, the first dynamic choice field value doesn't display as selected. This issue is happening in Xanadu and Yokohama versions.	**1.** Create a connection alias with a parent and child alias. **2.** Consider the **Create issue** action, or anything that uses dynamic choices. In the flow override aliases, observe that the override to the child alias doesn't happen in the cases of dynamic choices.
Form Builder PRB1828559	Changing a field type doesn't surface errors on saving		**1.** Navigate to the ServiceNow studio home page. **2.** Open a table in Table Builder. **3.** Select a field. **4.** Change the type of the field to reference from string when some data is in a record in that field. Expected behavior: An error message telling the user why the save failed. Actual behavior: The save silently fails.
Form Builder PRB1836580	Selecting **Edit in Original Scope** from the Form Builder banner enables the override properties of the field for editing	When a field is inherited from a parent table, it has the ability to override field properties. Previously, override properties were controlled by isFormReadOnly. However, with this PR update, the implementation has been refined how readability is determined.	

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Problem	Short description	Description	Steps to reproduce
Form Controller PRB1876936	GFORM#ADD_DECORATION isn't working in forms workspace like in they are in UI16 as g_form.addDecoration		
Hermes (Family) PRB1821659	The full topic name for longer instance names and/or topic names are truncated in the **cluster_topic_name** field		1. Install an application that requires Hermes (StreamConnect as an example). 2. Navigate to sys_kafka_topic. 3. Create a topic with a long name value. 4. The **Name** field has a 100 character limit. 5. View the **cluster_topic_name** field to confirm the truncation.
Hermes (Family) PRB1833479	Upgrade a fix by removing previous sys_choice records for the 'Application Id' list	In Washington DC, a release application ID was originally configured as a list that relied on sys_choice list. In the later releases, this was changed to be a list that relied a new table that defined the configured applications which are associated to its respective Hermes service.	1. Configure an instance on a Washington DC release. 2. Note sys_choice list entries for 'Application ID'. 3. Upgrade the instance to. Note that the 'Application ID' list uses the reference table, but the sys_choice_list entries still exist on the instance, but they aren't used.
Hermes (Family) PRB1846241	The Hermes metrics dashboard displays data off by 1		1. Open an instance with data in the hermes_usage_metrics table. 2. Switch the preference timezone to GMT in preference settings. 3. Compare the data points on the graph vs the table. Expected behavior: It shows the same date as the table. Actual behavior: The date is one day behind.
Hermes (Family) PRB1847005	The 'Hermes Metric Aggregation' job is joining dates together	The job should be moved further into the day with the GMT timezone to avoid a skew. Also, add limits	1. Have an instance with Hermes installed. 2. Create a topic and produce and consume it.

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Problem	Short description	Description	Steps to reproduce
	due to a job skew	so that the aggregation is only picking updates of the previous day's start and end and not have it depend on when the job is run. There should be similar limits for clean-up jobs and monthly aggregation.	**3.** Verify usage metrics are logged every 1 hr. **4.** The next day, verify that all hourly metrics are aggregated to the daily metrics of the previous day and that hourly metrics are clear.
Hermes (Family) PRB1856021	Data in throughput shown on hermes_usage_metrics when producing data in inconsistent patterns	Inaccuracies in 'Total MB Value Per Hour' when data flows in an inconsistent pattern. When producing data at a relatively constant rate, hermes_usage_metrics values closely matched the actual value, but when producing data in large spikes, the values in hermes_usage_metrics are significantly above or below the actual value.	**1.** Set up Kafka producer on a local machine using Kafka Java APIs. **2.** Produce a large batch of messages. **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) PRB1876312	There's a missing call to refresh clients when clusters are removed	When clusters are removed during a 'Retire' request, the deletion should also refresh the clients. A recently added function was missing that refresh call.	
Horizon Component Library PRB1862345	A component needs to be deregistered on disconnect when using now-trigger-library's deregisterComponent	Not deregistering a component results in detached DOM nodes/ memory leaks, as the registry object still retains a reference to the element even should it be removed from the DOM.	**1.** Navigate to a page in a workspace that has the element in question on it (now-alert-list). **2.** Use the console to check the componentRegistry that exists in window.uxfTriggerLibrary. **3.** Navigate away from the tab in question or perform any action that removes the element from the DOM. Expected behavior: As the element no longer exists in the DOM, its entry in the componentRegistry should no longer be there.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The entry for the element in the componentRegistry persists, as it was not deregistered on COMPONENT_DISCONNECT.
Horizon Component Library PRB1867018	Update Now Assist Panel (NAP) customization in the 'Tools and Admin' theme	NAP choice picker background colors don't allow for good color contrast.	
Horizon Component Library PRB1881075	HDS net new components: **Animated carousel** and **Animated** button	This is a product update.	
HR Service Delivery PRB1831301	Renaming an attachment isn't working for an agent		1. Provision an instance with sn_hr_agent_ws 3.3.1/4.0.0-SNAPSHOT installed. 2. Log in as an agent. 3. Open an HR case in HR Agent Workspace. 4. Attach a document in the attachments side panel. 5. Try to rename it. Observe that the attachment isn't renamed.
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 PRB1858070	There's an email client template visibility issue in HR Agent Workspace	A global ACL isn't working. sys_email_client_template extends sys_metadata (application file) so if the	

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Problem	Short description	Description	Steps to reproduce
		sys_email_client_template record is created in ER scope, it runs the ACL in ER scope. If there's no ER scope ACL, it can inherit the global ACL by ACL inheritance, otherwise, access could be blocked. If there's no ER scope ACL on sys_email_client_template, it might need to be added.	
Incident Communications Management PRB1849039	Update the email client template from the mail script		
Incident Communications Management PRB1849469	Filter Major Incident Management (MIM) email templates in MIM Comm based on a template condition in Classic	MIM templates follow a reference qualifier and don't respect conditions set within the templates.	1. Open major incident in Service Operations Workspace. 2. Select the 'Communicate' tab. 3. Select the **Compose** button on a communication plan. Expected behavior: A user can all see all templates Actual behavior: Based on a condition within the templates, filtering should be applied. It currently follows the reference qualifier.
Incident Communications Management PRB1860756	Resolving variables isn't working in UI16		1. Install com.snc.incident.mim and sn_itsm_gen_ai plugins. 2. Open any major incident communication plan from UI16. 3. Select **Compose**. Expected behavior: The email should display as per the variables defined under the email client template. Actual behavior: No email is displayed in UI16.

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1852454	com.service_now.mid.connections.jdbc.JDBCConnection splits a property on equal signs	This '==' value is removed when the code saves to the property, which caused a save to an incorrect value string.	1. Set up a JDBC data source. 2. Add the string 'dGVzdCBzdHJpbmchIQ==' as a property. Notice that when it's processed, the '==' are stripped.
Integration Hub PRB1878255	Suggested actions are erroring out on the Yokohama Now Assist table	This issue appears to have been caused by an underlying script, including call adding to the scope stack, which exposed a problem in how the flow engine cleans up the scope stack after a flow execution.	1. Create a flow that adds to the scope stack but does not clean it up. 2. Execute the flow in the background. Expected behavior: Flow executes without exception. Actual behavior: An error is thrown when the flow completes.
Integration Hub Remote Process Sync PRB1874002	Remote Process Sync (RPS) is triggered by changes from non-captured fields	RPS captures changes to a record when any changes are made to the fields selected by the user as part of the CDC Definition (change data capture). Even though changes are being made to fields that are not part of the CDC Definition, RPS still captures these changes.	1. Set up RPS. 2. Create a record that syncs. 3. Modify a field on that record that isn't part of the CDC definition. Observe that this creates an update record on cdc_queue_ih, which should not be created.
Key Management Framework (KMF) PRB1854256	Legacy SEK rekey fails due to the **password2** field size not being large enough	Instance rekey use sys_dictionary.max_length for field size detection, leading to rekey failure.	1. Provision an instance. 2. Populate the oauth_credential.token_received with a large value. 3. Clone the instance from step 1. Expected behavior: Legacy SEK rekey completes successfully. Actual behavior: Legacy SEK complains that the field isn't large enough.
Lifecycle Events PRB1848546	In Yokohama, when the property use_flow is false, creating a LE case using the 'LE Testing'	This doesn't happen on Yokohama when the 'sn_hr_le.use_flow' property is set to true, and it doesn't happen on Xanadu.	1. On a Yokohama instance, as a user with elevated privileges, activate the 'HR Xanadu Deprecated Workflow' [com.sn_hr_xanadu_deprecated_wf] plugin. 2. Set the 'sn_hr_le.use_flow' property to false.

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Problem	Short description	Description	Steps to reproduce
	functionality causes the case to be reopened		**3.** Open any existing LE in the LE Builder. **4.** Select the **Test** functionality. **5.** Create a case. Actual behavior: In the case worknotes, there's a message 'Case reopened by...'. Review the case history and the user can see that the **Active** field is updated twice; once from empty to false, and then from empty to true. Expected behavior: The **Active** field should only be updated once, from empty to true, and therefore the worknote 'Case reopened by...' shouldn't be logged.
List Administration PRB1862344	Component needs to be deregistered on disconnect using now-trigger-library's deregisterComponent	This deregistering issue occurs for the component now-record-list-header.	**1.** Navigate to a page in a workspace that has the element now-record-list-header. **2.** Use the console to check the componentRegistry that exists in window.uxfTriggerLibrary. **3.** Find an entry for the element. **4.** Navigate away from the page. Expected behavior: As the element no longer exists in the DOM, its entry in the componentRegistry should no longer be there. Actual behavior: The entry for the element in the componentRegistry persists, as it was not deregistered on COMPONENT_DISCONNECT.
List Filters PRB1751177	Inconsistency in 'Presentational 'list filters	There's an inconsistency between the data displayed and the filter applied for empty values. In one scenario, there's inconsistency when applying filters on the string column and the number column. If the filter text value is empty, the **Apply** button is turned off for the string column, but still enabled for the number	

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Problem	Short description	Description	Steps to reproduce
		column. Selecting **Apply** still retains the older filter. In another scenario, there's also an inconsistency between the data shown and the filter applied for empty values. Fields, which are empty in a table, are displayed as 0 in the presentational list based on the data type. When they are filtered, they should be considered empty or should be considered as 0 if it is shown as zero.	
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.
Mobile Platform PRB1886492	(MAB) card generation with Now Assist is failing on Yokohama	Now Assist based card generation is currently failing on the Y track due to a missing required column. The 'Creation Method' column, needed for handling records created by Now Assist is missing, resulting in insertion failures during the card generation	1. Provision a Yokohama instance with Now Assist for Creator installed. 2. Enable mobile card generation skill. 3. Open the web to mobile flow for a record screen. 4. Select the **Generate with Now Assist** option. Observe an error message: 'unable to insert record into table

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Problem	Short description	Description	Steps to reproduce
		process. Now Assist-based card generation doesn't work for users.	sys_sg_view_config - setValue called for unknown field **creation_method** in table 'sys_sg_view_config''.
Mobile Virtual Agent PRB1881114	Mobile NASS GenAI visual uplift	This is a product update.	
Multi-factor Authentication (MFA) PRB1862612	The 'More information' link on MFA registration has the old documentation link structure	There's an incorrect documentation link structure present in the page 'multi_factor_auth_setup_page'.	1. Log in to an instance that has MFA setup but the user isn't enrolled into MFA yet. 2. After logging in during MFA enrollment, users would see the 'More information' hyperlink. 3. Verify that on selecting the link, it redirects to documentation home page.
Multi-Instance Framework - Core PRB1849745	Turn off collect_metadata and recurring_diagnostics in sn_mif record on hermes_app_services	The collect_metadata and recurring_diagnostics flags aren't set in the hermes_app_services record. By default in this table dictionary, those flags are true. That means that the instance automatically connects to the Hermes configured in that record, creates metadata and diagnostics topics, and starts sending traffic. For some Hermes running, this data isn't needed or used and observations show that this activity puts significant load on the cluster.	1. Check the sn_mif record in hermes_app_services. 2. Note that both collect cluster metadata and recurring diagnostics are checked.
Next Experience Unified Navigation PRB1862338	A component must be deregistered on disconnect using now-trigger-library's deregisterComponent		

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Problem	Short description	Description	Steps to reproduce
Now Assist Panel PRB1883320	KB search sometimes isn't working after upgrading from Xanadu to Yokohama		1. Set up a Xanadu instance and ensure that the KB search is working. 2. Upgrade to Yokohama. 3. Select **NAP**. 4. Enter: 'what is spam'. Expected behavior: The KB should display a result. Actual behavior: A 'No answer found' message is displayed.
Now Assist Panel PRB1885517	A user isn't able to add an attachment in playground and Now Assist Panel (NAP)	The icon to upload is missing.	1. Create any agent with the catalog tool. 2. Select the option to add an attachment after providing required details. Observe that the user is asked to add an attachment, but there's no icon to upload.
Performance Analytics PRB1857024	On some nodes, fields become read-only on after an upgrade	This issue is intermittent and depends on the load order. It can deny access with an error message.	
Predictive Intelligence PRB1812468	Classification training capability doesn't return consistent results when doing batch predictions	Whenever users train a classification solution on Java, whenever they do single record predict, it by default returns 10 outputs per record and is filtered on the Glide side to return the one with highest confidence, which is more than the threshold. But when doing a batch predict, it returns only one output per record. If the confidence for that output is less than the threshold, then it doesn't return any output.	1. Train a classification solution on Java. 2. Select a record such that users get an inconsistent result for a single and a batch test.
Predictive Intelligence	An **empty row_count** field in the	When the **row_count** field is empty while training a solution,	

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Problem	Short description	Description	Steps to reproduce
PRB1858849	ml_solution table leads to an error message being logged while parsing an integer from empty string from the ml_solution row_count attribute	the following error message is logged: 'Exception caught while building data Description list: For input string: "": no thrown error'. This occurs only for Java-based solutions.	
Procurement PRB1859220	Update Procurement Process Flow - Auto allocation enabled' workflow to skip auto allocation when Now Assist for Software Asset Management (SAM) is active	Agentic solution for true-up in Yokohama.	
Project Management PRB1850637	Duplicate resource_aggregate_weekly and resource_aggregate_monthly records are created intermittently	Code in the updateActualsFromTimeCard function of the ResourceActuals SI raises an event to update aggregates for each day when a time card is approved or recalled, causing duplicate resource_aggregate_weekly and resource_aggregate_monthly records to be created intermittently.	
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
Schedule Optimization PRB1860079	Performance impact due to the 'Optimization' business rule	A 'Optimization Metadata processor' business rule is made in sys_attachment async.	
Schedule Optimization PRB1875270	Prevent the fallback of retrieving the schedule from the sys_user record when there's no schedule in the 'Agent schedule' table	Remove the 'Agent schedule' but add a schedule to the sys_user record. The agent shouldn't be returned in the getQualifierData response. Add the 'Agent schedule' only, it should be returned in the getQualifierData response.	1. Enable a territory model. 2. For the qualifying agent, verify that no schedule is present in cmn_schedule. 3. Add a schedule at the agent level in the sys_user record. 4. Create SO batch with the 'Territory' qualifier. 5. Perform Graph QL for agents. Expected behavior: No schedule should be returned. Actual behavior: A schedule from the sys_user record is returned.
Security Incident Response integration with Splunk Enterprise Event Ingestion PRB1865568	CMDB_CI mapping fails on the **Configuration Item** field		
Server-side scripts PRB1848232	TD instance gets hung up and unresponsive due to recursive calls while capturing Generic Collection Framework (GCF) metics	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.	
Server-side scripts PRB1864630	A fetch process hangs in an infinite loop if the header is returned as a list	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Service Catalog PRB1835397	Users are unable to clear a value on a date type question from a client script/ UI Policy		
Service Level Management PRB1843470 KB1777517	SLA engine reset condition may fail in certain circumstances	SLA Engine reset condition fails if the advanced conditions changes, changesFrom or changesTo are used in conjunction with the table in com.snc.sla.get_ task_from_db and the walker is CHECKPOINT.	**1.** Create an SLA Definition on the table sc_req_item: **a.** start condition active=true **b.** stop condition active=false **c.** reset condition due_date changes (advanced condition) **2.** Check that the property com.snc.sla.get_task_from_db contains sc_req_item. **3.** Check that property com.snc.walker.default=CHECKPOINT. **4.** Update any value on an existing sc_req_item or create one and verify task_sla is created for SLA Definition created in #1. **5.** Update the **due_date** field to anything if it is empty or change it to any value if it has a value. Expected behavior: task_sla is canceled and new task_sla is created. Actual behavior: task_sla isn't canceled. The error log contains 'CheckpointHistoryWalker does not support walk to update: #'.
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 IDE (Family Release)	Integrated development environment (IDE) source files should not be deleted	This business rule is triggered on every delete action for a sys_app. All associated IDE source files could potentially be deleted	**1.** Create a ServiceNow instance. **2.** Install ServiceNow IDE 2.0.4. **3.** Bump IDE to 2.1.0. **4.** Create an app in Service Now IDE.

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Problem	Short description	Description	Steps to reproduce
PRB1878166	using a business rule on sys_app table	unintentionally from the instance, which is irreversible.	**5.** Build and deploy the newly created app. **6.** Observe all the source files being shown in IDE. **7.** Navigate to the sys_app record. **8.** Delete the sys_app record. Expected: ServiceNow IDE should not show any source files when app is deleted. Actual: A purge occurs due to a business rule.
Service Portal PRB1839297 KB1925168	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.
Sidebar (Family Release) PRB1849937	When sn_hr_core.impersonateCheck is set to 'true', users are unable to add users to the sidebar	When sn_hr_core.impersonateCheck is set to 'true', users can't add users to the sidebar discussion for sn_hr_core_case_payroll records. There's instead an error message: 'Participants can't join the	**1.** Install the sn_hr_core plugin with demo data. **2.** Set the system property sn_hr_core.impersonateCheck to true. **3.** Navigate to any sn_hr_core_case_total_rewards record. **4.** Select the **Discuss** UI action.

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Problem	Short description	Description	Steps to reproduce
		discussion because they don't have access to this record.'	**5.** Select **Add Participants**. **6.** Select any user (such as Abel Tuter) with access to the parent record. Notice the error message appears.
Software Asset Management PRB1878273	Databroker changes to call prompt	This is a product update.	
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	For a software product type other than the licensable normalization engine, it doesn't pick a pattern rule that has a potential to stamp the version, and rather keeps the version empty and marks it as normalized using only the product map. When a discovery model undergoes normalization, in cases for software product types other than licensable, the normalization engine doesn't select a pattern rule that could assign a version. Instead, it leaves the **version** field empty and designates it as normalized using only the product map.	**1.** Have a DM for a non licensable product. It should be product normalized. **2.** Have a pattern rule for the particular product. **3.** Run rormalization. Expected behavior: The product becomes pattern normalized, and the version is stamped in. Actual behavior: The product remains product normalized with no version stamped.
Syntax Editor PRB1533082	The fonts defined on the system property 'glide.ui.html.editor.v4.font.collection' aren't displayed on the font list of the HTML editor on Agent Workspace	The list should show only the fonts defined in the value of system property 'glide.ui.html.editor.v4.font.collection', but it shows all the fonts mentioned on the system property 'Description'. On the native UI HTML editor, it's working as expected.	
Table Administration	Users get an error: 'Syntax		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
and Data Management PRB1852726 KB2068808	Error or Access Rule Violation detected by database ((conn=316832) Unknown column 'ba.a_ref_10' in 'on clause')'		
Third-party Software PRB1793365	Commons-beanutils hits BEANUTILS-509, causing severe default thread contention, leading to 429s	In a few cases, this caused a node to completely hang indefinitely because all the threads were attempting to enter a synchronized block of a WeakHashMap that was being hogged by a thread stuck in an infinite loop.	
Transaction Management PRB1866307	Sanitizing URLs in GlideElementURL	For performance, the sanitized URL can be cached rather than computing the same value repeatedly.	
UI Builder (Family Channel) PRB1874490	PROXY_DATA_UPDATED is undefined	This is a product update.	
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.
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 are formatted completely to the left.	
UI Form Administration PRB1859837	UX view rule configuration is not applied in the Workspace when a record	UX view rule configurations are not applied when a record is opened in a Workspace from a	**1.** Open a cmdb_ci_computer table. **2.** Create a custom view.

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Problem	Short description	Description	Steps to reproduce
	is opened from a reference field	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.	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 new 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 is not applied.
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.
UXF Components PRB1831642	Contents of UI Builder (UIB) components can't inherit the height of the container	Inside of the macroponent element used to render UIB components, two divs wrap internal contents - a plain div, and a div with display: contents;	1. Create a component in UI Builder. 2. Set the height and min-height to 100% on the component element. 3. Add the resizable panes component inside.

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	component it is placed into	set on it. As a result child elements of the UIB component are unable to inherit the height of the container it is placed into.	4. Populate it with any content in left and right panes. 5. Set the height and min-height of a resizable component to 100%. 6. Save the UIB component. 7. In an experience built from Workspace App Shell, create a page. 8. Add the previously created component to the page. 9. Set the height and min-height of the body to 100%. 10. Set the height and min-height of component to 100%. Expected behavior: It is possible to set up a component built in UIB to take the full height of the container or page it is placed into. Actual behavior: The component doesn't stretch to the full height of the page.
UX Framework PRB1853498	Backslashes in UX Library's asset's source map URL causes an empty screen	It is possible to create custom components that have a source map URL path with backslashes. In the bundling logic, it looks for each asset source map URL line and remove it. That logic isn't full matching the strings that include backslashes and it leaves a partial string in the JavaScript content. This partial string is what's causing the empty screen, since the JavaScript content is malformed.	Modify the source map URL path with blackslashes instead of forward slashes in any UX library asset that is included in a core bundle. Expected behavior: The instance should display pages. Actual behavior: Empty screens are displayed.
UX Framework PRB1860878	sn-canvas-badge-connected fetches the count and then subscribes to the channel provided as	Updates in between aren't captured by the badge.	

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Problem	Short description	Description	Steps to reproduce
	part of a UX page property		
UX Framework PRB1869757	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.	**1.** On a Washington DC instance, set glide.ux.user_ criteria_enabled to true. **2.** Navigate to the instance home page. **3.** Measure the page load times. Notice that the average page load time is less than five seconds. **4.** On an Xanadu instance, set glide.ux.user_ criteria_enabled to true. **5.** Navigate to the instance home page. **6.** Measure the page load times. Notice that the average page load time is between eight and ten seconds. Observe the performance degradation between the two versions when the system property glide.ux.user_ criteria_enabled is set to true.
Virtual Agent Actionable Notifications PRB1870525	Actions are not shown to the user if notification actions are passed in event parameters	Actions should be shown to the user, with the actions mapped to the content statically followed by the actions from the event parameters.	**1.** Set up batch notification with the value of system property com.glide.cs. notification_batch _user_size less than the number of recipients on notification. **2.** Setup an actionable notification with an event trigger. **3.** Add some actions, which may or may not be linked to the content. **4.** Select the checkbox to pass in actions as event parameters in **Link actions to content record**. **5.** Trigger the notification by passing in some actions as event parameters (gs.eventQueue(, ,)) assuming the event parameters contain action sys IDs. Expected behavior: Actions should be shown, with the order being first the ones mapped to the content statically, followed by actions specified in the event parameters. Actual behavior: Actions are not shown along with the notification.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Actionable Notifications PRB1881238	Non-actionable notifications aren't triggered	It isn't working with new or existing users. There's errors in the notification logs.	1. Have 1 non-actionable notification setup or 1 non-actionable and 1 actionable. 2. Create an incident for a user. 3. Open Virtual Agent. Observe there's no notification.
Virtual Agent Designer Legacy PRB1880139	L10n warning in Now Assist in Yokohama	Localization warning in Now Assist in Yokohama.	
Virtual Agent PRB1847804	The script tool in skill-kit results is null and doesn't evaluate the script	A skill that calls a script tool to filter RAG results based on custom filtering does not process the script, causing the script to return null.	
Virtual Agent PRB1853608	Now Assist Panel (NAP) isn't loading after 10+ cases notification have been triggered		
Virtual Agent PRB1854580	In the AutoEval Proxy2 skill, the grounded prompt is inserted incorrectly	The context is put into the hypothesis although the metric is mapped correctly.	
Virtual Agent PRB1854684	Metric results override batch results when the batch run's run type is 'Auto Prompt Tuning'	Metric results aren't created in sys_one_extend_eval_metric_result and override the batch results (sys_one_extend_batch_result)	1. Create a skill. 2. Trigger a prompt optimization run. Notice that the optimized evaluation result triggered by prompt assist (of runType: Auto Prompt Tuning) results are incorrect. Metric results aren't created in sys_one_extend_ eval_metric_result and override the batch results.
Virtual Agent	Create sys_auto_flush records to auto delete	one_api_variable_store is a run time record and that does not need to continue indefinitely.	

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PRB1859774	one_api_variable_store records	sn_one_api_variable_store records with sys_created_on with a specific timestamp need to be auto deleted by the instance.	
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).
Virtual Agent PRB1863302	Eval metric result records are not created when metric execution is skipped because of an applicability script condition	Eval metric result record should be created with status of 'Skipped'.	1. Add a condition to a skill in an applicability script for any metric in an extended resource mapping record. 2. Trigger an evaluation run by selecting the above changed metric. In the 'Eval metric result' table, notice that the records for the above metric is not created.
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	When the user selects the option **None of these** and selects the link, they are directed to an empty catalog item page. The user should not be asked to submit a request after selecting the option **None of these**.	1. Hop into a base Xanadu instance. 2. Ensure the plugin 'Customer Service Virtual Agent Conversations' is installed on the instance. 3. Ensure the topic 'Submit Request (Template)' is published and visible in Virtual Agent. 4. Navigate to the Customer Service Management (CSM) portal. 5. Select **Show me everything** > **Submit Request (Template)**. 6. Enter **Create case**.

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			7. Select **None of these**. **8.** Select **Yes** for the query 'Do you want to proceed with?'. **9.** Select the link. Expected behavior: The user selects the link and they are either directed to the correct catalog item page, a case is created, or for 'None of these' options they are not asked to submit a request. Actual behavior: The user is able to submit the 'None of these' option, and it gives an empty link for the catalog item.
Virtual Agent PRB1865096	There's a NotFoundExecption when a sys_cs_session record isn't available for a user	In the error log: 'Unable to find session in db. Script execution error: Script Identifier: null.null.script, Error Description: com.glide.rest.util. NotFoundException, Script ES Level: 0. Couldn't decipher the stack trace resulting from the following JavaScriptException: com.glide.rest.util. NotFoundException: org.mozilla.javascript. JavaScriptException: com.glide.rest.util .NotFoundException: org.mozilla.javascript. Context.makeJavaScript Exception(Context.java:2626)...'	
Virtual Agent PRB1866728	The user is not able to asynchronously process a dataset and trigger an eval run	A sys trigger can't process a dataset and an eval run at the same time.	
Virtual Agent PRB1867769	Users can't activate a trigger for a Virtual Agent channel and profile	Instead of calling getChannelByName and hardcoding the channel, it should be grabbed by the channel ID. There's also a missing context profile.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1868677	Added a fix script for auto_prompt_tuning internal in sys_one_extend_batch_run	This is a product update.	
Virtual Agent PRB1869860	System property 'proxy=false' with a carousel output does not return a Genius Response	Genius Response is stuck on 'Looking into your request' after updating the 'web client' output type to '= carousel' and updating the value of sn_vad_genai.com.glide.cs.one_extend.auto_proxy_enabled to 'false'.	1. Navigate to now_assist_va_search_results_output_type table. 2. Update the 'web client' output type to '= carousel'. 3. Navigate to sys_properties table. 4. Update the value of sn_vad_genai.com.glide.cs.one_ extend.auto_proxy_enabled to 'false'. 5. Start a new conversation with Now Assist Virtual Agent on an /ESC portal. 6. Enter 'What is a cookie?'. Expected behavior: The response appears as a carousel. Actual behavior: The response is stuck on 'Looking into your request'.
Virtual Agent PRB1871270	Additional read of conversation in worker.lockAndProcess should be moved	A new call to retrieve the conversation and read values form the context before every lock and process operation in Worker for the AI Agents. This adds unnecessary overhead to any transaction that is not LLM or Agent AI related.	
Virtual Agent PRB1872922	Domain separation issue when running AI Agents	When retrieving a record from a separate domain using an AI agent, no is data returned.	
Virtual Agent PRB1872958	Virtual Agent search result showing issues after upgrade	Virtual Agent results returned were misaligned after upgrading to Yokohama.	1. Log in to an Employee Service Center (ESC) portal. 2. Impersonate a user. 3. Initiate a Virtual Agent chat. 4. Enter **bereavement policy**.

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			Notice that the search results are shown in misaligned order.
Virtual Agent PRB1874300	A grammatically incorrect message is thrown by the API	Part of an error message from Now Assist skill capability is grammatically incorrect: 'Failed to execute the feature due to an error while executing it's depends on feature'.	
Virtual Agent PRB1876378	A KB article is not returned in NAVA during a Yokohama Now Assist upgrade	When a plugin stage user types 'what is spam' during an upgrade, the conversation gets stuck.	
Virtual Agent PRB1877176	Enabling KG isn't making unified slot fill calls	This causes slot filling to not work.	**1.** Ensure KG is enabled at the instance level as well as for a conversation catalog. **2.** Impersonate a user. **3.** Request the 'Employee Details' catalog item. Expected behavior: Slot fill should happen for most of the questions, and the unified slot fill call happens. Actual behavior: Slot fill doesn't happen for questions and the unified slot fill call didn't happen.
Virtual Agent PRB1877432	Dynamic loading message control (on Virtual Agent chat client) should contain non-agentic 'processing messages'	Non-agentic messages should appear in the chat client response.	**1.** Set up Agentic. **2.** Perform a search, such as 'What is spam?'. Expected behavior: In the VA chat client, the 'View AI Agent Processing Steps' collapsible control should contain all update messages. Actual behavior: Only the first two messages ('Figuring out next steps', 'Executing agent Search QnA Agent') that were initiated from the Agentic frameworks are included inside the 'View AI Agent Processing Steps' collapsible control on the VA chat client. The next two status update messages ('Finding

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Problem	Short description	Description	Steps to reproduce
			the needed info', 'Reviewing the details') appear as standalone messages.
Virtual Agent PRB1878226	When running AI Agent Studio on a non-English language instance, the stacked message renders until the conversation moves into the error topic	During the updateDynamicProgressMessage scriptable path, one of the progressMessages in the DynamicLoaderRichControl has a message of 'null'. This causes an exception.	1. Provision and instance with a language plugin installed and enable DT for that language. 2. Set up NowAssist and AI Agents. 3. Ensure that the DT optimizer is on and the sys_cs_dynamic_translation_text table is cleared or that the optimizer is off. 4. Change the user's language to a language other than English. 5. Start a conversation in Agent Studio. Expected behavior: The stacked messages should all be translated/ localized. Actual behavior: Conversation ends abruptly.
Virtual Agent PRB1880022	The skill applicability URL condition isn't working	The skill applicability is broken and doesn't apply correctly. The root cause is confirmed to be a URL query failing.	1. Navigate to CMDB Workspace. 2. Open the Now Assist Panel (NAP). Expected behavior: 'Diagnose a service graph connector' should be a recommended topic. Actual behavior: The **Diagnose a service graph connector** topic button doesn't appear.
Virtual Agent PRB1880277	Dynamic Translation (DT) in the full page experience does not translate all elements	Some elements are not translated in the user's language in the full page experience.	1. Enable DT. 2. Index sources for KB, Catalog, and skills. 3. Impersonate a user. 4. Change the language to Spanish. 5. Search for KB, Catalog, or topics. 6. Open the left panel. 7. Check for the translation of elements. Expected behavior: All elements in full page should be translated to the user's language. Actual behavior: Some objects are not translated to the user's language.

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Virtual Agent PRB1880594	The 'sys_gen_ai_log_list' caller column is empty	The 'sys_gen_ai_log_metadata_list' caller column is empty even if the caller column in 'sys_generative_ai_log_list' contains data.	1. Run a dynamic capability. 2. See if the caller is present on sys_generative_ai_log but not on sys_gen_ai_log_metadata.
Virtual Agent PRB1881057	Java Proxy should use the LLM language as the source instead of the system language	Synthesized results should appear in the non-English language set by glide.sys.language when executing a search in Now Assist.	1. Setup Now Assist Setup DT for VA Install language plugins. 2. Set the LLM prop (com.glide.cs.llm.default.Language) to English. 3. Set the NLU prop (glide.sys.language) to a non-English language as a user with their language preference set to same value as 'glide.sys.language'. 4. Execute a search in Now Assist. Expected behavior: Synthesized results should appear in the user's language. Actual behavior: Synthesized results appear in English.
Virtual Agent PRB1881106	Global changes for auto chat in Glide	This is a product update.	
Virtual Agent PRB1881107	Enhance the async mode error response format in one API	This is a product update.	
Virtual Agent PRB1881108	A capability should have a new type called 'Predictive Intelligence'	This is a product update.	
Virtual Agent PRB1881109	Deep clone of some skills and multiple default prompt bug fixes	This is a product update.	
Virtual Agent	Truncation support for tool outputs	This is a product update.	

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PRB1881110			
Virtual Agent PRB1881111	Support 'Cancel' for AutoEval Run	This is a product update.	
Virtual Agent PRB1881112	Enhance APIs to support for creating a dataset and processing a dataset to avoid creating dataset skill mapping	This is a product update.	
Virtual Agent PRB1881113	Auto-prompt tuning check due to a backend name change	This is a product update.	
Virtual Agent PRB1881115	Extend Metric Result's schema and API to persist results per group	This is a product update.	
Virtual Agent PRB1881116	Clone Agentic Eval Run	This is a product update.	
Virtual Agent PRB1881118	Support Agentic AI Eval execution without a proxy skill	This is a product update.	
Virtual Agent PRB1881121	API support for new schema changes	This is a product update.	
Virtual Agent PRB1881123	Adding to an update set should generate child update sets with a unique name	This is a product update.	

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Virtual Agent PRB1881125	As an AI Practitioner, users should be able to select a solution, and be able to navigate to additional configurations sections	This is a product update.	
Virtual Agent PRB1881126	Create a new API for getTestDatasets for agentic-type datasets	This is a product update.	
Virtual Agent PRB1882397	ReAct Search Agent stuck in a loop	This issue occurs with a search query and a meeting agent. Synthesized answers are returned in the logs, but are not displayed.	**1.** Navigate to /ESC. **2.** Open the NASS query, 'Let's get info on password reset then set up meeting'. Notice that the search agent is stuck in a loop with the message, 'Sorry no agents are available', and a synthesized answer is returned in logs but is not displayed.
Virtual Agent PRB1882692	Assistant-based agents functionality is missing		
Virtual Agent PRB1883231	Sync calls are happening every 5 seconds when creating a new chat		**1.** Navigate to dynamic window/FPE. **2.** Open the browser console. **3.** Create a conversation. Expected behavior: '/sync' calls should be happening as often as the 'syncIntervalTime' is set. Ensure that 'syncIntervalTime' isn't displaying in the /sync calls response when initiating a new conversation. Actual behavior: that '/sync' calls are happening every 5 seconds.
Virtual Agent PRB1883338	Skill discovery for a non-agent topic (caller's assets) redirects to	In NAP, skill discovery sometimes redirects to the default Virtual Agent workflow (AI Agent) instead of	

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Problem	Short description	Description	Steps to reproduce
	a AI Agent workflow in Now Assist Panel (NAP)	starting the caller assets skill.	
Virtual Agent PRB1883376	Responses aren't coming when a user summarizes a record after providing an incident ID	An error happens in MessageBatchingSession.escapeList(), which escapes a list of strings before calling DT. The problem is the list is immutable, so it fails to update the list with the escaped values.	1. Log in to the instance as Beth Anglin with the Spanish language 2. Select the 'NAP' icon. 3. Search for 'Resumir un registro'. 4. Once the response comes back, provide the incident ID as INC0009009. Expected behavior: The incident summarization should come in Spanish. Actual behavior: There's no response in the chat, and an error in the log.
Virtual Agent PRB1883466	Parity with FD in NowLLM invocation		
Virtual Agent PRB1883829	Verify 'Summarize a Record from Record View'		1. Navigate to the 'Incident' table. 2. Select any incident number. 3. Navigate to the Now Assist Panel (NAP) panel by selecting the NAP icon in the top right corner of the unified navigation. 4. Select the **Summarize a record skill** pill. Expected behavior: The summary should be displayed. Actual behavior: A 'What is the record number? 'question is displayed.
Virtual Agent PRB1884082	Input text messages from agents are displaying with a lower sequence number than they should	This affects the conversation history.	1. Navigate to an instance with the 'Ticket status' agent. 2. Type 'What is the status of my tickets?'. Expected behavior: The messages when sorted by sequence should reflect the actual flow of the conversation. Actual behavior: In the sys_cs_message table, if users sort the messages by the

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Problem	Short description	Description	Steps to reproduce
			sequence number, they appear to be out of order.
Virtual Agent PRB1884615	Citations in NAVA and Now Assist Panel (NAP) for non-English conversation languages are displaying incorrectly		**1.** Navigate to the SP portal. **2.** In the NAVA chatbot, enter 'Quels sont quelques monuments célèbres à Paris ?'. Observe that in the returned Genius Results, the citation at the end is displayed as just [1]. In the English session, users can type 'what is spam' to see expected response format.
Virtual Agent PRB1884694	Proactive triggers with topics don't launch in dynamic window (DW)		**1.** Set up proactive triggers for the portals with topics that can be launched. **2.** Navigate to the portal on DW and wait for the proactive trigger. **3.** Launch the topic in proactive trigger. Expected behavior: The topic should launch in DW. Actual behavior: The topic doesn't launch and the user lands on a new chat in DW.
Virtual Agent PRB1887021	A conversation call is taking too long after an update	There's no 'IN' clause on a query on the sys_cs_message table.	**1.** Load Now Assist Panel (NAP). **2.** Check the conversation call form network. Observe that the times are more than 1 second.
Virtual Agent Web Client PRB1820930	The **Show More** button isn't working consistently in iOS Safari	The **Show More** button in a NAVA synthesized response is shown despite not having more responses to display.	**1.** Have NAVA enabled on an instance. **2.** Create a user to log in using a mobile browser. **3.** Enter 'What should I know about direct deposit?'. **4.** Select the **Show More** button on the response. Expected behavior: More of the SR should show without any issues. Actual behavior: SR is rendered incorrectly with the **Show Less** button showing behind the rest of the message.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1869818	Toggling between the search and Now Assist isn't retaining the search term		1. Navigate to Service Portal. 2. Enter 'what is spam' in the portal search test box. 3. Select the **New chat** button in the 'NASS' page. 4. Select the search toggle. Expected behavior: An empty search should be displayed. Actual behavior: The search term from step 2 is retained.
Virtual Agent Web Client PRB1871159	The 'DW' icon is visible and popups for citations aren't clickable		1. Navigate to dynamic window (DW)/Full Page (FP). 2. Open in floating mode. Expected behavior: The 'DW' icon shouldn't be available. Actual behavior: The 'DW' icon is available and clickable.
Virtual Agent Web Client PRB1871232	Chats aren't in sync when navigating multiple portal pages		1. Enable full page (FP) for Service Portal. 2. Navigate to dynamic window (DW). 3. Run a few conversations such that there are a few chats in the 'Active' section. 4. Perform another search in the search bar on FP. 5. Switch to another chat on FP. 6. Navigate to Knowledge, Catalogs, Requests, System Status, Tours and other pages on the portal. Expected behavior: The chat should remain in sync when the user opens DW in these pages. Actual behavior: The chat isn't in sync when the user goes through multiple pages and there's content from another chat on DW.
Virtual Agent Web Client	A document upload fails the first time		Try to upload an attachment to Virtual Agent.

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Problem	Short description	Description	Steps to reproduce
PRB1877908			Notice that it gets stuck in loading. If the user refreshes and uploads again, it works.
Virtual Agent Web Client PRB1878155	Icons for different sources aren't visible in the 'Sources' section		**1.** Navigate to NAVA. **2.** Search for a person and KB/catalog 'who is abel tuter and what is spam' / 'who is abel tuter and how can i order a laptop'. **3.** Expand the 'Sources' section to view citations. Expected behavior: Each source should have a corresponding icon beside the citation number. Actual behavior: No icons are visible except for the KB and the 'People' card. The current icon for the 'People' card is incorrect. It should be a generic icon instead of a user profile picture.
Virtual Agent Web Client PRB1879738	Chats are not in sync when navigating multiple portal pages	After enabling Full Page (FP), switching between multiple chats and navigating away to different Portal pages in the Dispatcher Workspace, the chats are not in sync when the user returns to them.	**1.** Enable Full Page (FP) for Service Portal. **2.** Navigate to the Dispatcher Workspace. **3.** Run a few conversations so that there are a few chats in the Active section. **4.** Perform another search in the search bar on FP. **5.** Switch to another chat on FP. **6.** Navigate to other pages on Portal such as Knowledge, Catalogs, or Requests. Expected behavior: The chat should remain in sync when user opens dynamic window (DW) in these pages. Actual behavior: The chat is not in sync when user goes through multiple pages, and content from another chat on DW can be seen.
Virtual Agent Web Client PRB1880258	Focus isn't on the input box in dynamic window (DW)		**1.** Navigate to SP portal in DW mode. **2.** Open DW. Expected behavior: The focus should be on an input text area where the user can start typing.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The focus isn't anywhere.
Virtual Agent Web Client PRB1880490	Loading a document with .doc ends document QnA with an error	Now Assist gives a message: 'Something went wrong. I'm not able to process the uploaded document right now. I will end this Document Q&A. You can start a new session by uploading the document again, or you can try uploading something else.'	
Virtual Agent Web Client PRB1880493	The **Send** button isn't enabled after a document Q&A topic exits with an error		
Virtual Agent Web Client PRB1880507	Input and output topics are not rendered properly in dynamic window (DW) and Full Page (FP)	Topics will have to be imported to VA Designer with a selected assistant.	**1.** Import attached topics or create topics with all input/output controls **2.** Run both in DW and FP. Expected behavior: All topics should run correctly. Actual behavior: Input and output topics are not rendered correctly in both DW and FP, and an assistant must be selected to import them to VA Designer.
Virtual Agent Web Client PRB1880552	Agentic reasoning messages continue loading after topic completion		**1.** Enable AI agents in NAVA/DW. **2.** Run the laptop ordering assistant. **3.** Complete all steps for a topic. Expected behavior: All agentic reasoning messages should have a checkmark showing completion. Actual behavior: Some messages are still loading after an AI agent topic is complete.
Virtual Agent Web Client	People card citations are grayed out and occasionally	Searching for People cards in the Dispatcher Workspace returns a synthesized response that is grayed out,	**1.** Setup Knowledge Graph and People card on the instance. **2.** Open Dispatcher Workspace. **3.** Enter 'who is Abel Tuter'.

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Problem	Short description	Description	Steps to reproduce
PRB1880646	eturn duplicates	and with occasional duplicates.	Expected behavior: Synthesized response with single citation people card for Abel Tuter is displayed and it is not grayed out. Actual behavior: Synthesized response with duplicate citation links are displayed sometimes and the citation is grayed out even before selecting it.
Virtual Agent Web Client PRB1881744	An attachment icon is enabled in the middle of a conversation on a page refresh		**1.** Start a topic execution on a chat client. Notice that the attachment icon no longer appears as expected. **2.** Refresh the browser page. Notice that the attachment appears again. Expected behavior: The attachment icon should no longer appear on page refresh in the middle of the conversation. Actual behavior: The attachment icon shows up on a refresh.
Virtual Agent Web Client PRB1881830	Float mode of dynamic window (DW) is not resizable after minimizing from a pinned state	A resizing issue of DW occurs in float mode.	**1.** Open DW. **2.** Notice it's resizable. **3.** Pin it and then minimize. **4.** Select the tab to display the DW again. Expected behavior: Float mode is always resizable irrespective of other state changes. Actual behavior: Observe it is not resizable anymore.
Virtual Agent Web Client PRB1881836	The UIs for chats are mixed up when switching between chats	Components are overlapping in the UI and dynamic window (DW) can't be minimized past 420px.	Components are overlapping in the UI: **1.** Navigate to DW and run a few conversations. **2.** Do a search on Full Page. **3.** Return to DW's home. **4.** Try switching between the active chats. DW cannot be minimized past 420px:

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Problem	Short description	Description	Steps to reproduce
			1. Navigate to Service Portal with DW configured. 2. Select the 'FAB' icon. 3. Try to drag the side of DW to make it a smaller chat window.
Virtual Agent Web Client PRB1881936	Elements in dynamic window (DW)/ Full Page (FP) aren't translated to the user selected language	Untranslated items: titles in the left panel, show/hide sources, the **Skip** button, tooltips, the **Live agent** button in support, toggles and titles in the settings of the left panel, topic descriptions, and the **Submit** button.	1. Install a language. 2. Switch the profile language to that language. 3. Configure a full window/enhanced chat NAVA in a portal. 4. Navigate to the chat location with the nowassistselfservice ID passed to see the full page experience. 5. Select around the UI. 6. Run a catalog/KB/topic by searching 'prestamista de ordenadores portatiles' 'que es el spam' 'pedir cafe'. Expected behavior: All elements on the page are translated to the user selected language. Actual behavior: All the elements aren't displayed in the user language.
Virtual Agent Web Client PRB1883412	'Show more' is removed after streaming is done, and for non-streaming, it's not displayed		1. Navigate to Service Portal. 2. Enter 'what is cookie and as follow how to set it in browser'. Expected behavior: 'Show more' shouldn't be displayed. Actual behavior: 'Show more' is displayed during streaming and then it's removed.
Virtual Agent Web Client PRB1883668	The **Attachment** button comes after a page refresh when in doc QnA mode		1. Open the Virtual Agent chat. 2. Attach a document to it. 3. Ensure QnA mode is entered. 4. Observe the **Attachment** button is turned off. 5. Refresh the page. 6. Observe that now the **Attachment** button is enabled.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1883927	Turned off text is unreadable		**1.** Set up Now Assist for May. **2.** Set up a full page. **3.** Navigate to /esc. **4.** Type 'order laptop'. **5.** Start an execution. The link displays as turned off text. Notice that it shows as unreadable.
Virtual Agent Web Client PRB1883963	Context data doesn't send start_conversation_immediately: true when going from the Portal to FPE		**1.** Open a portal page with 'Enhanced Chat' setup. **2.** Enter a search term into a search combo box. Expected behavior: It should send 'start_conversation_immediately: true' so that the server knows to immediately start the conversation in the session call and not wait for a sync call to kick off the state machine. Actual behavior: The '/session' call doesn't contain 'start_conversation_immediately: true' in the contextData.
Virtual Agent Web Client PRB1884003	The 'People' icon is flashing when going from a streaming response to a final response		**1.** Open a portal page with 'Enhanced Chat' setup. **2.** Enter a search term into the search combo box that results in a people search result, such as: 'who reports to Abel Tuter'. See that the 'People' icon gets shown, goes away, and comes back.
Virtual Agent Web Client PRB1884112	The dynamic window (DW) should occupy the entire screen for a browser window width less than 420px		**1.** Open DW on a portal. **2.** Reduce the browser window width size to smaller than 421px. Expected behavior: DW should fill the entire screen for a width to smaller than or equal to 420px. Actual behavior: DW is cut off and not able to occupy the entire screen.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1884123	The 'Attachment' icon isn't appearing on refresh on a new chat in the middle of a topic		**1.** Open a Virtual Agent chat. **2.** Start any topic. **3.** Select on a new chat. **4.** Refresh the page. Observe that the 'Attachment' icon isn't coming.
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.
Work Order Management PRB1853346	Upgrading to the 'New Places' API		
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	A work order task (WOT) isn't assigned to a vendor/contractor when assigning a WOT to a vendor/ contractor group, so the **Assigned to** field is empty in CSM/ FSM Configurable Workspace.	**1.** Navigate to **Dispatcher workspaceWorkspace setting**. **2.** Check 'Enable task assignment modal' to ensure an assignment model opens when drag and dropping. **3.** Install the 'Field service territory planning' plugin. **4.** Navigate to a territory model module and set the territory model as true. **5.** Navigate to the **WOT Form page** > **Form layout**. **6.** Add a **Territory** field in the 'DispatcherWorkspace' view if the it isn't already added. **7.** Create a WOT and assign it to some territory that manages at least one contractor group. **8.** Move it in a pending dispatch. Don't give values to **assignment group** or **assigned_to** fields. **9.** Impersonate as a dispatcher that manages the territory where users assign a work order task.

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Problem	Short description	Description	Steps to reproduce
			10. Select the territory from the territory filter. 11. Drag and drop the WOT created in step 7 to the contractor group under 'Contractor Groups'. Expected behavior: The **Assigned_to** field should be populated with the contractor manager. Actual behavior: The **Assigned_to** field comes up as empty.
Work Order Management PRB1859719	Upgrade to the new Google Maps Places API for Platform and Portal	Using the new Places API to query and display suggestions on the NDS typeahead component.	
Work Order Management PRB1880140	Getting a pop-up error while opening the Work Order Task (WOT) on Portal	The error 'There is a JavaScript error in your browser console' pops up.	1. Hop to any instance. 2. Attempt to open any WOT on the portal. Notice that the error message pops up.

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.

- Yokohama Patch 2 Hotfix 2
- Yokohama Patch 2 Hotfix 1
- Yokohama Patch 2
- Yokohama Patch 1a
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 2 Hotfix 3

The Yokohama Patch 2 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 06-02-2025_1015

Build tag: glide-yokohama-12-18-2024__patch2-hotfix3-05-29-2025

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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
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 the vertical limit	This issue is found in Yokohama, but works as expected in Xanadu.	1. Hop into a Yokohama instance as an admin user. 2. Navigate to the **Activity Stream** > **More** > **Email**. 3. Select **Return past vertical limit**. Expected behavior: The email text box auto-resizes vertically. Actual behavior: The email text box doesn't auto-resize.

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.

- Yokohama Patch 2 Hotfix 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 2 Hotfix 2

The Yokohama Patch 2 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 04-16-2025_1603

Build tag: glide-yokohama-12-18-2024__patch2-hotfix2-04-15-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1874873 KB2042735	Deserialization issue occur 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 PRB1880998	Unable to deserialize **Make a decision** instruction after upgrading to Yokohama	When the flow is in a 'Waiting' state in the Washington DC release with Engine_V2, the event opening the flow execution fails after upgrading to the Yokohama release.	1. Create a flow with a **Make a decision** flow logic. 2. Ensure the flow has a waiting scenario so that flow_context goes to a 'Waiting' state. 3. Execute the flow. 4. Ensure the flow is in a 'Waiting' state in the Washington DC release with Engine_V2. 5. Upgrade the instance to Yokohama. 6. Notice that the event opening the flow execution in **Operation view** fails, and resuming the flow by satisfying the waiting condition fails. Expected behavior: The flow should resume on Yokohama without any errors. Actual behavior: The flow errors out in Yokohama.

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.

- Yokohama Patch 2 Hotfix 1
- Yokohama Patch 1

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- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 2 Hotfix 1

The Yokohama Patch 2 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 04-08-2025_1902

Build tag: glide-yokohama-12-18-2024__patch2-hotfix1-04-05-2025

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
UI Form Administration PRB1859837	UX View Rule Configuration is not applied in the Workspace when a record is opened from a **Reference** field	UX View Rule Configurations are not 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.

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Problem	Short description	Description	Steps to reproduce
			8. Create a new 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 is not applied.

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.

- Yokohama Patch 2
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama Patch 2

The Yokohama Patch 2 release contains important problem fixes.

Yokohama Patch 2 was released on April 4, 2025.

- Build date: 04-02-2025_0516
- Build tag: glide-yokohama-12-18-2024__patch2-03-20-2025

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

Yokohama Patch 2 includes 159 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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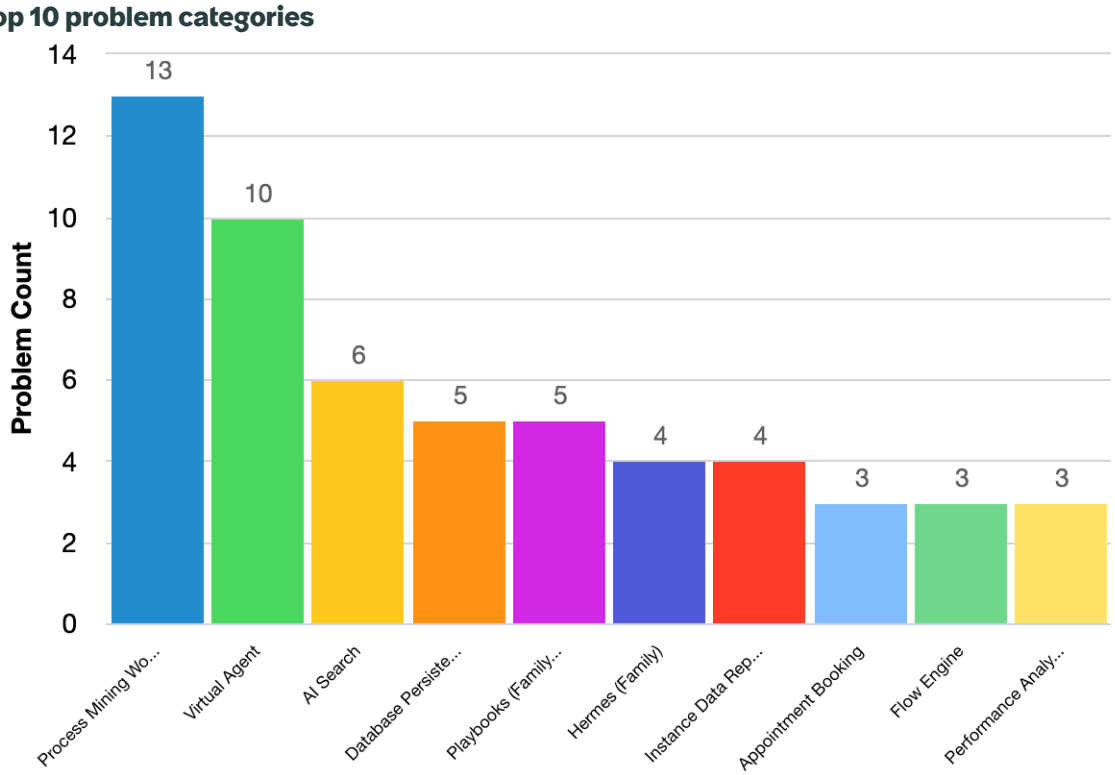

Security-related fixes

Yokohama 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 Yokohama Patch 2, refer to KB2002785.

Changes in Yokohama Patch 2

Create a decision tree for troubleshooting a failed transaction

Question font sizeEnter the desired font size for the questions in the guided decision tree. Example: `14`

Create a guidance in the Core UI

Hide completed guidance
Hides the guidance recommended for a case resolution.

In other words, the completed guidance in the View my response section of a Decision Tree is not displayed for the agent.

Note:
This field is visible only when the Guided Decision Experience plugin is installed. You may need to configure the form to add this field.

Create a decision tree in Core UI

Question font size
The font size of the questions in the guided decision tree. It reflects in the workspace and service portal.

The font size defined in the parent decision tree is inherited by the child decision tree even though the Question font size for the child decision tree has its own Question font size defined.

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You may need to configure the form to add this field.

Create a guidance in Recommended Actions

Select **Hide completed guidance** to hide the guidance recommended for a case resolution.

Exploring Instance Data Replication

You can only create one scheduled replication set in IDR, with only one outbound entry in that set.

Set up scheduled replication

You can only create one scheduled replication set, with only one outbound entry in that set.

If a table that you select has child tables, create one or more continuous replication sets and add outbound entries for each child table to maintain data integrity.

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
User Criteria for Service Catalog PRB1819841	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.	
Playbooks (Family Channel) PRB1839341 KB1891818	**Update Set with 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 update set from one instance to another.	Refer to the listed KB article for details.
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 a new 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 listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB1859358 KB1968830	The orphan cleaner does not check both the primary and archive tables to determine if a record is an orphan	Orphan cleaner is enabled by setting property 'glide.db.orphan_cleaner.peripheral_tables' to clean records from the peripheral tables sys_attachment, 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.	Refer to the listed KB article for details.
Standard Change Catalog PRB1856886 KB1931818	**Value** is not populated from the template if a new text area field is added when creating or modifying a standard change proposal	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 to the change request record.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1858896	Posts generated by Agentic AI or Now Assist should be posted as an 'AI' user vs ServiceNow	This is a product update.	
Advanced Work Assignment	Agent Outside Workspaces that use OpenFrame soft phone	If an agent isn't also on a workspace, the presence reverts to 'Offline' within about a minute. Since the agent	

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Problem	Short description	Description	Steps to reproduce
PRB1857820	are set to an 'Offline' presence state within a minute after the agent moves to an available state	is using OpenFrame to manage capacity, it shouldn't automatically revert to 'Offline'. The issue occurs after an Xanadu upgrade.	
Advanced Work Assignment PRB1858547	Flow Designer interactive mode should be base instance for phone, video, chat, and messaging service channel types		1. Install agent chat and external AWA plugins. Do not add or change the com.glide.awa.external_event_interactive_channels property value. 2. Implement an external provider or use the demo data provider. 3. Set up an external queue on a 'Chat' type service channel. 4. Route a chat, then check the resulting flow context. Expected behavior: The 'new' and other external event subflows that are executed should indicate that they were run in interactive mode. Actual behavior: The subflows are executed using the standard FDIH jobs, not in interactive mode.
AI Search PRB1849325	thumbnailHeader in the mini Genius Result Card is not translated	This problem occurs in both global and portal search.	1. Enable AI Search. 2. Ensure the instance has Now Assist Q&A enabled. 3. Turn on translation prefix in **All** > **System Localization**. 4. Search the query 'request computer' in either global or portal search. 5. Wait for Genius Results to load. Notice that the thumbnailHeader in the mini Genius Result cards are not tagged with the translation prefix except for 'Catalog'.
AI Search PRB1850218	ais_child_table cache is not flushed when glide.ais.disable_kbb property is changed	KBBs (knowledge blocks) should not be indexed as separate document. Instead, they are indexed with the KB document as embedded documents.	1. Enable the knowledge block (KBB) flag. 2. Navigate to cache_inspect.do. 3. Check that CACHE_AIS_CHILD_TABLE has kb_knowledge_block.

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Problem	Short description	Description	Steps to reproduce
		When only KBB is enabled, the KBB table is removed from the tables.	**4.** Disable the flag. **5.** Index kb_knowledge datasource. Observe that the KBB is indexed as separate documents.
AI Search PRB1851725	Typo Handling blocked terms state doesn't change from **New** to **Published** when publishing a search profile	Blocked terms are published, and the UI did not change the state from **New** to **Published**.	**1.** Add a new blocked term to the Typo Handling dictionary. **2.** Publish the parent profile. Observe that the new term still has a **New** state, the blocked term is actually published, but the UI did not change the state.
AI Search PRB1857237	Images aren't returned for Now Assist actions on Service Portal		**1.** On a Yokohama instance with Now Assist for search 10.0.14, navigate to Service Portal. **2.** Search for 'Apple' or 'Laptop'. Expected behavior: Images should be returned for the Now Assist actions Genius Results. Actual behavior: Notice that the images aren't coming back for Genius Results.
AI Search PRB1861957	Duplicate migration requests for a model upgradation is allowed for same target version of a model upgrade request		
AI Search PRB1863971	RAGRertirval API throws an error if the searchSource given request is not present	When the user submits a RAGRetrieval API request with a search source that is not part of the search profile or is not an indexed source, RAGRetrievalAPI fails with no search results.	

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1836818	A parent application installs successfully despite missing dependencies	A parent application (for example, Generative AI Controller 9.0.1-Snapshot) is installed successfully even though its dependencies (for example, Microsoft Azure AI Speech Spoke) were not installed during the process	1. Attempt to install a parent application with known dependencies. 2. Simulate a scenario where the dependency (for example, Microsoft Azure AI Speech Spoke) fails to install. Observe that the parent application still installs, creating a record in the sys_store_app table, but dependencies remain missing.
Appointment Booking PRB1853892	When the daily capacity is reached, the appointment booking modal shows a slot for that day, but throws an error upon booking	Even though the capacity definition is set, appointment slots still appear even if the day if fully booked. When a user attempts to book an appointment on a fully booked day, the error 'ErrorAppointment window is no longer available. Please select another appointment' occurs.	1. Create a capacity definition of type, **Task and 1 task** as capacity. 2. Tag the definition to an assignment group for a 20 day period. 3. Create a Work Order Task (WOT). 4. Assign the task to an agent in the assignment group. 5. Notice that capacity usage records recorded that '1 out of 1 task' is used. 6. Log into the CSM portal. 7. Attempt to book an appointment for the same catalog. Expected behavior: Since the capacity is already booked for that particular day, slots should not appear. Actual behavior: Slots are visible for that day and upon booking, and the page throws as error 'ErrorAppointment window is no longer available. Please select another appointment'.
Appointment Booking PRB1860174	The appointment calendar does not work in **Request a replacement catalog**	**Select appointment** is displayed as blank.	
Appointment Booking PRB1860844	In Portal, when unified UI and week view is enabled, if a holiday falls in the next week, that	When **Consider holidays** in leadtime is checked in at the service configuration level, the holidays aren't honored properly to recalculate the	1. Enable unified UI and week view. 2. Set the lead time such that slots are available from next week. 3. Create a holiday in next week.

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Problem	Short description	Description	Steps to reproduce
	holiday isn't considered	leadtime. Users are still seeing the slots in the next week.	Observe that the holiday isn't considered in this case and slots are shown for holidays as well. 4. Set **Consider holidays** for the lead time flag as true and set a holiday within a lead time. Observe that the holiday isn't considered for lead time calculation.
Cache PRB1860082	CacheMetricsManager causes a performance bottleneck at high workloads	Enhance the performance of the Cache Metrics API to accommodate a high volume of concurrent requests.	
Calendar Component PRB1837613	A robot calendar isn't working on Y trueup instances	On nightly builds, the robot calendar isn't loading and timezones aren't associating with the calendar.	1. Navigate to an instance. 2. Navigate to a workspace. 3. Open a robot linked to a bot process. 4. Select the **Robot calendar** button. Expected behavior: The calendar should be loaded to show the schedules of robots. Actual behavior: The calendar doesn't load.
Capacity and Reservations Management PRB1847774	There's a performance issue in the capacity console	For **Group by demand channel**, all territory data is fetched for the expanded demand channel. When adding a customization function for a summary, the event alt text should be labeled but it'd coming as a field name.	
Cloud Provisioning and Governance PRB1852065	Stack state is changed to **Terminated** when deployment fails, and no task is created	The stack status is changed to **Terminated** instead of **Resolving Error**.	1. Log in to an instance. 2. Create an Azure Resource Manager (ARM) or Cloud Formation Template (CFT) catalog. 3. Navigate to the ESC Portal. 4. Launch the CFT catalog created.

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Problem	Short description	Description	Steps to reproduce
			5. Provide all required parameters and give any invalid values. **6.** Order the catalog. Observe that if deployment fails, stack status is changes to **Terminated** instead of a **Resolving Error**PFA.
CMDB CI Class Manager PRB1845236	Update CMDB table descriptions based on current documentation	The CMDB table descriptions are not updated based on current documentation.	**1.** Navigate to CI (configuration item) class manager. **2.** Select any class. **3.** Open the Info tab. Notice that the descriptions are not updated based on the current CMDB table description documentation on the ServiceNow Documentation site.
Code Signing PRB1857413	Signatures created by **Signing** jobs have the **update_name** field empty		Run the **Signing** job to generate a signature for records. Expected behavior: Generated signatures should populate the **update_name** field. Actual behavior: The **update_name** field is empty for a generated signature. This prevents records from Git check-in and the 'Publish to App' repo.
Code Signing PRB1857416	Signatures created by signing jobs have an empty **update_name** field	The record field **update_name** is empty for generated signatures to prevent records from being checked in to git and to be published to the App repo. Generated signatures should populate the 'update_name' field.	Run a signing job to generate a signature for the record field **update_name**.
Customer Service Management PRB1855041	Unable to create an email draft in an application scope	The sys_email_draft table has table-level access limitation. Only **Can Read** is allowed in the application scope.	**1.** **AI Agent** > **Testing**. **2.** Select the AI agent **CSM Response Handler.** **3.** Enter the task detail as: **a.** record_table = 'sn_customerservice_case' **b.** record_sysid = '5078cc9a2be71210f980f0aef291bf0b'

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Problem	Short description	Description	Steps to reproduce
			c. email_reply_content = 'We can't complete this case until missing fields and missing documents are added' Observe the email response tool 'Draft Email' returns an error message 'Email draft is failed created'.
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 PRB1844907	Orphan Archive Related Records (sys_archive_related) with empty **Archive_Map** values are not ignored by the archive job	When instance has orphaned archive related records, the archive job does not try to find orphan related records, and archives them as a part of the archive run being processed by the archive job. Archive related records should not be created without an archive_map defined, and every archive related record should be linked to an archive rule.	**1.** Log in to the instance. **2.** Create a new archive rule on incident with any conditions. **3.** Add an archive related record for **incident_task**. **a.** Save the archive rule. **b.** Delete the new archive rule. **c.** Notice the archive related record becomes orphaned. **4.** Create a parent incident. **a.** Create a new incident task for the incident. **b.** Create a new incident with the parent incident created, where the relationship is incident.parent_incident. **c.** Create incident tasks for this new incident. **5.** Create a new archive rule on incident with conditions so that it archives the previously incident created, so that if the parent incident is archived, the child incident will also be archived. **6.** Create an archive related record for the archive rule created with the metadata:

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Problem	Short description	Description	Steps to reproduce
			a. Action – archive. **b.** Reference – incident.parent_incident. **c.** Reference table – Incident [incident]. **d.** Reference element – parent_incident **e.** Reference table rule – empty. **7.** Activate the new archive rule created. **8.** Run it. **9.** Notice it will archive both incidents created as expected, but it also archives the incident task created in the parent incident due to the orphan incident task sys_archive_related. Expected behavior: The archive job should ignore invalid archive related records, and only linked archive related rules should be picked up and processed. Actual behavior: The archive job is finding and processing orphaned archive related records for all the archive rules the job runs.
Database Persistence - Data Management PRB1850816	z_tmp tables should not be eligible for compaction	Compaction is running on z_tmp tables when they should not be.	Generate a z_tmp table that is eligible for compaction.
Database Persistence - Data Management PRB1854621	Archive reparenting issue occurs when sys_attachment is configured as a related record for an archive rule	The table name 'incident' remains instead of being renamed to 'incident_task' after running the archive rule.	**1.** Create an archive rule for the **incident** table. **2.** Define archive the related records incident_task and sys_attachment. **3.** Set up test data. **a.** Ensure incident_task records references incident. **b.** Ensure sys_attachment records references incident and incident task. **4.** Run the archive rule.

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Problem	Short description	Description	Steps to reproduce
			5. Verify that both incident and incident tasks are moved to ar_incident and ar_incident_task. **6.** Check that the sys_attachment records reference to the incident record are moved to ar_system_attachement. **7.** Check that the sys_attachment records for the archived incident_task, Notice that the table name is still 'incident' instead of 'incident_task'.
Database Persistence - Data Management PRB1855929	Investigating sys_attachment records that are not reparented correctly in Vancouver	Reparenting issue for records in sys_attachment in the gateway DB.	
Database Persistence - Data Management PRB1859358 KB1968830	The orphan cleaner does not check both the primary and archive tables to determine if a record is an orphan	Orphan cleaner is enabled by setting property 'glide.db.orphan_cleaner.peripheral_tables' to clean records from the peripheral tables sys_attachment, 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.	Refer to the listed KB article for details.
Data Privacy (Classic) PRB1840597	Admins are unable to see the rollback record fields	After installing the data privacy application, security ACLs were installed for the sys_rollback_context table. The user is unable to see anything in the table even	

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Problem	Short description	Description	Steps to reproduce
		though they have admin access.	
Data Privacy (Classic) PRB1850400	End user cannot use Privacy APIs to redact sensitive data during chat session	An error in the logs occurs and the message is unable to send, when chat messages should say, 'Message not send as it contains sensitive data'.	
Discovery PRB1860779	True-up licensing app	This problem is for true-up licensing.	
Document Intelligence Unified Backend PRB1855732	DocIntel is not working properly after being trained		
Dynamic Translation for Virtual Agent PRB1853153	Virtual Agent responses are in English when Dynamic Translations are on	This impacts Brazilian Portuguese, French, German, Italian, Japanese, and Spanish.	**1.** Ensure Dynamic Translation is enabled and Native LLM is turned off. **2.** Set the language session to Japanese. **3.** Navigate to the ServiceNow instance. **4.** Open the Virtual Agent chatbot. **5.** Request for '社内在庫管理' and, once the item is found, start the request. **6.** Begin entering Serial ID item inputs. **7.** Continue responding to any additional questions prompted by the chatbot. **8.** Observe the language of the chatbot's responses. Expected behavior: All chatbot responses, including those for Serial ID item inputs and other user-provided answers, should be entirely in Japanese. Actual behavior: The chatbot responds in English for every input provided by the user, including Serial ID item inputs and any other follow-up responses in the process.
Dynamic Translation	A Spanish user runs skills and gets a		**1.** Set up Dynamic Translation. **2.** Impersonate an agent.

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Problem	Short description	Description	Steps to reproduce
PRB1847469	esponse in English		**3.** Change the language to Spanish. **4.** Type or select a skill pill. Expected behavior: The user gets the entire response in Spanish. Actual behavior: The user gets a response in English and Spanish.
Dynamic Translation PRB1859540	Missing functionality for inbound text from Virtual Agent (VA) to bypass DT for an LLM conversation		**1.** Provision an instance with VA LLM installed. **2.** Install one of the native languages supported by LLM. **3.** Switch a user preferred language to the language. **4.** Start a VA conversation in the language. Expected behavior: VA shouldn't DT the user utterance before sending to LLM. Actual behavior: VA DTs the user text to English and sends to the LLM, which responds in English. This isn't expected since the user language is different than English.
Employee Center Pro PRB1814341 KB1704519	The 'Give Feedback' text in Experience Feedback Drawer widget is upside down for the Chinese/ Japanese/ Korean languages	All the vertical languages are considered and are read from top to bottom.	**1.** Install EC Pro. **2.** Install Chinese, Japanese or Korean languages. **3.** Switch to the above installed language. **4.** Open /esc?id=hri_user_profile. Expected behavior: The 'Give feedback' text displays vertically. Actual behavior: The 'Give feedback' text displays upside down.
Event Management PRB1829897	**Description** field of the Event Rule transform tab execute JavaScript code	In cases when the Event has spacial characters, using the marker for those inputs won't work and the regular expression has to be written manually.	

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Problem	Short description	Description	Steps to reproduce
Event Management PRB1852761	NullPointerException (NPE) in Impact Calculation after topology change	NPE occurs after performing a topology change in Event Management.	1. Navigate to Application Services. 2. Navigate to ServiceNow Event Management. 3. Select **View Map**. 4. Add a Linux (lnux100) server under Alert Processing. 5. Send a minor alert on lnux100. 6. Select the Impact Tree. 7. Navigate to **Impact Calculation** > **Impact**. 8. Change the influence for impact rule to 50 to perform a topology change. Observe the following NPE, 'Exception at executeImpactCalculation. Msg: Cannot invoke 'java.lang.Integer.toString()' because 'this.fContributedSeverity' is nulllastImpactCalcDate: nullImpactSyncHandler'.
External Triggers PRB1848664	Change the spoke sys_id to the spoke ID in the definition for external triggers telemetry		
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 a new 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 listed KB article for details.
Flow Engine PRB1828174 KB1709903	Do-In-Parellel branch remains on a 'Waiting' state after MID action	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	Support retries for interactive, non-quick flows	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1865703			
GRC Platform Plugins PRB1843595	The **Details** field is missing in Attestation Designer after Xanadu upgrade	The**Details** field is missing in the attestation designer after the upgrade to Xanadu from Washington.	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. Observe that the **Details** field is present.
GRC Platform Plugins PRB1854275	Risk Assessment Designer doesn't launch or open a saved assessment	The session hangs and causes the browser to time out when using Risk Assessment Designer.	1. Impersonate a user. 2. Enter assessment types in the Filter Navigator. 3. Navigate to **GRC Risk** > **Administration** > **Assessment Types**. 4. Open an Assessment. 5. Select **Risk Assessment Designer UI**. 6. Notice that the session hangs and eventually causes the browser to time out. 7. Close the browser. 8. Wait two minutes. 9. Relaunch the browser. 10. Impersonate the same user. 11. Enter assessment types in the Filter Navigator. 12. Navigate to **GRC Risk** > **Administration** > **Assessment Types**. 13. Select **Risk Assessment Designer UI** from the list. 14. Select **New Assessment New Assessment Load Assessment** > **Load Assessment** when the designer opens. 15. Search for the assessment in the search modal. Notice that it hangs and eventually times out the session.
Health Log	MID server stops when it		

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Problem	Short description	Description	Steps to reproduce
Analytics (Family) PRB1846612	fails to format a log message		
Hermes (Family) PRB1836241	Topic sync deactivates topics when the topic is deleted	The topic sync job deactivates a topic when it is known and not in one cluster.	**1.** Create a topic via sys_kafka_topic. **2.** Delete the topic from one cluster via command-line interface (CLI). **3.** Run the sync job. Notice that the sys_kafka_topic record has 'active' = false.
Hermes (Family) PRB1849037	Backport revert of glide.graphql.glideRecordMaxResultsLimit	The property ensures the GraphQL engine does not overconsume resources for GlideRecord_Query requests.	
Hermes (Family) PRB1856357	syncTopics sets service incorrectly on non-managed clusters	Topic sync job will attempt to get topic metadata on some clusters and will run into an error.	Run topic sync job using any non-default cluster. Notice the error, 'Note that the topics will eventually be synced through updateKnownTopicsAndNotify()'.
Hermes (Family) PRB1857188	When DISH sends back an empty response for a Hermes Service (e.g, MIF-Hermes) the preexisting hermes_cluster_config records are not cleared	Instances connected that have called the Hermes callback listener and set up the hermes_cluster_config table cannot be removed by returning an empty response to those instances from MIMIR.	
HR Service Delivery PRB1819942	HTML tags are seen in the **Description(description)** field of an HR case		
Inbound Email Actions PRB1841147	Sensitive data redaction problem	This issue impacts inbound email actions even if 'stop processing' is enabled.	

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Problem	Short description	Description	Steps to reproduce
Instance Data Replication (IDR) PRB1829495	High turn around time to send scheduled seeding through metadata topic	After schedule seeding data has been processed, the system should not send data to the consumer and block the metadata topic.	1. Create a schedule seeding replication set for a 12 hour interval. 2. Load data up to 3 mil. 3. Verify turnaround time grows with large amounts of data. Expected behavior: Once data is processed, the turnaround time should be quick. Actual behavior: The turnaround time is long.
Instance Data Replication (IDR) PRB1829496	**Retry** shows duplicate run log records	When **Retry** is initiated, the DCT result and run log should not have duplicates.	
Instance Data Replication (IDR) PRB1858358	Excessive KMF traffic on some instances	This is a product update.	
Instance Data Replication (IDR) PRB1863650	There is a limit to sets and entries	One replication set with one outbound entry can be scheduled for Yokohama. Scheduled seeding should work for five replication sets each with a single outbound entry.	
Integration Hub PRB1839006 KB1952753	OpenAPI Step with MID is failing	When following the OpenAPI Step document to create an action to make an API to an OpenAPI Step, a Guice configuration error occurs.	Refer to the listed KB article for details.
Integration Hub PRB1865702	Support Retry policy when using Async HTTP	This is a product update.	
Issue Auto	IAR Simulation does not use the correct API	Custom intents are returned when the regular IAR flow is	

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Problem	Short description	Description	Steps to reproduce
Resolution for Virtual Agent PRB1862157		executed. Custom intents are not returned when simulation is used, because the API takes in a list of objects instead of a single object. The simulation feature is using the single prediction instead of the bulk one, so the custom IAR's are not being returned.	
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	This is an issue in KMF that causes module keys that are wrapped with a deactivated IKEK to be rekeyed with the active IKEK and then deactivated. The user is using a specific filter to find the correct module key to use for CLE, based on the sys_id. However, because that key was deactivated, CLE failed.	
Knowledge Article Templates PRB1852356	Articles in the 'Published' state are not changed state to 'Pending retirement' when retired	Knowledge Base (KB) articles that have the retire policy set to 'Knowledge - Approval Retire' cannot 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 has not been updated yet.
Knowledge Management PRB1827639	Selecting a knowledge base from 'Explore our Knowledge Bases' in a portal redirects to the wrong URL	A strange URL with incorrect seach results is returned when selecting a knowledge base from /esc?id=kb_home with AI Search enabled on the application 'Knowledge Management - Service Portal' version 1.0.0.	

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Problem	Short description	Description	Steps to reproduce
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'.
List Administration PRB1866920	Support export to Google sheets functionality in UI16	This is a product enhancement.	
List Controller PRB1826487	Record watcher stops working if more than 1000 records exist in the query	Records don't appear on the list if there are more than 1000 records.	1. Create a list. 2. 2. Toggle the 'Live' list to be on. 3. 3. Create new record or wait for new record to appear in the list. Expected behavior: When a new record is created, it should appear on the list. Actual behavior: The new record doesn't appear because the list contains more than 1000 records.
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.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		They could potentially appear anywhere, for any feature's probe result data.	
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.
Mobile Platform PRB1845305	Issues with **Edit event** on Field Service Management mobile	The schedule event can't get a record from context.	
Now Assist Panel PRB1852531	The latency feedback messages are cut at the bottom	The problem likely stems from a height issue for the container.	**1.** Navigate to NAP. **2.** Type **Summarize a record**. **3.** Check the latency feedback messages. Expected behavior: The message text is displayed whole in the container. Actual behavior: The bottom part of the messages are cut.
Now Code Editor PRB1813293	Editor Keyboard Shortcuts in i18n	Shortcuts are different across different editors.	**1.** Navigate to the Script Include Page. **2.** Select **Help**. Observe that some are not the recommended in an A-Z alphabetical order based on i18n best practices.

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Problem	Short description	Description	Steps to reproduce
Performance Analytics PRB1835575	NAM tables access changes		
Performance Analytics PRB1850078	References to deleted tables should be removed	Ensure that all references to deleted tables are removed from the codebase, including fix scripts, ACLs, and any other related configurations.	
Performance Analytics PRB1862995	Increase the Raptor Pro limit to 30M from the current 10M on source tables		1. Provision an instance with the MLB plugin installed. 2. Try to activate NAM on tables with more than 10M records. Instead of an 'unsupported' message, the user should be able to activate it for up to 30M records.
Playbooks (Family Channel) PRB1839341 KB1891818	**Update Set with 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 update set from one instance to another.	Refer to the listed KB article for details.
Playbooks (Family Channel) PRB1847073	Questionnaire data definition and flow data variable (questions) are missing after duplicating a playbook		1. Create a playbook. 2. Add a lane and a questionnaire activity. 3. Open the configuration panel and add a questionnaire (data definition). 4. Add a question (flow data var). 5. Save and close the configuration panel. 6. Duplicate the playbook. Expected behavior: The questionnaire is duplicated. Actual behavior: The questionnaire isn't duplicated.

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Problem	Short description	Description	Steps to reproduce
Playbooks (Family Channel) PRB1857887	sys_flow_data_definition is missing sys_update_name in sys_update_xml payload	This PR makes sys_flow_data_definition use FlowDesignerSuppress which blanket returns 'true' for suppressNameAndUpdateName.	1. Navigate to sys_flow_data_definition. 2. Create new record with just name. 3. Navigate to sys_update_xml, sort by created. 4. Open record for the data definition created. Expected behavior: The payload has non-empty sys_update_name and sys_name and sys_package. Actual behavior: The payload has empty sys_update_name and sys_name and sys_package.
Playbooks (Family Channel) PRB1861572	Exporting a playbook between instances results in missing activities, though stages appear	When editing a Playbook (sys_pd_process_definition) on Yokohama, and then exporting update sets or using source control to move the playbook to another instance, the playbook will be missing its activities. Observe that the sys_update_xml itself for the sys_pd_process_definition is missing proper sys_pd_activity elements, resulting in incorrect playbooks when moving them between instances.	
Playbooks (Family Channel) PRB1861824	Localized UI messages are not generated on Playbook activation	No translation UI Messages are generated.	1. Create a playbook with a few activities. 2. Ensure each activity has a label and description. 3. Activate Playbook. 4. View the Process Definition record in Jelly (sys_pd_process_definition). 5. Select the 'Translations' related list tab. Expected behavior: Translation records (UI Messages) for Playbook label, Stage label and each Activity Label, Activity Description.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: No translation UI Messages are generated.
Process Mining PRB1852247	Work Notes results shows HTML code in cluster concepts	Work notes are collected from sys_journal_field table which stores results with HTML tags.	**1.** Initiate work notes analysis without LLM. **2.** Select **View Results**. Notice that HTML tags are present in cluster concepts.
Process Mining PRB1860897	Allow sample mining on an evaluation project from workbench	Sample mining an evaluation project works from a KPI but not from the workbench.	**1.** Go to workbench. **2.** Attempt to sample mine. Notice that the user receives mining exception.
Process Mining Workspace PRB1832584	The 'Top 3 KPIs by # records & opportunities' widget always displays one record even though there are many		**1.** Mine a project with findings attached to more than one KPIs. **2.** Observe the third widget.
Process Mining Workspace PRB1834072	**OR** conditions don't work in transitions	An error occurrs: 'Exception encountered processing path: /GlidePromin_Query/scheduleModel - Relation between advanced transitions cannot be empty or NONE'.	
Process Mining Workspace PRB1834143	Projects have duplicate child tables shown as use cases	This is found with both process configuration and templates.	**1.** Have a content pack template with child tables in the Process Details page. **2.** Import it into a custom configuration. **3.** Check the project use cases in 'Scope your analysis'. Observe that all tables are doubled.
Process Mining Workspace PRB1834213	On an archived data table on the 'Scope your analysis' page, activities are grouped by default		**1.** Create a project for an archived data table. **2.** On the 'Scope your analysis page', select **Activities** > **New** . **3.** Select fields like **State** and **Category**.

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			Observe that the fields are grouped automatically. If users add the same field from the platform, they aren't grouped automatically.
Process Mining Workspace PRB1834656	Freemium RCA and clustering is not being disabled on Summary & Insights with more than 100 records	In some scenarios, an error message occurs, and RCA and clustering are disabled.	Scenario 1: 1. Trigger process mining from the Freemium for KPI list. 2. Open the 'Summary & Insights' page after mining is successful. 3. Select **Action** for opportunities with more than 100 records. 4. Observe that the Show Records, RCA, and Clustering actions are in enabled state. Notice the error message, 'RCA, Clustering are disabled for the try-out project version' with the option being disabled. Scenario 2: 1. Trigger process mining from the Freemium for KPI list. 2. Navigate to the Analyst Workbench. 3. Select a node with less than 100k records.
Process Mining Workspace PRB1835539	Only users with elevated privileges users can see the **Copy as process configuration** button in the header in the Process Configuration template		1. Log in as any user without elevated privileges. 2. Open the process configuration template. Observe that process configuration does not exist, and the **Process Configuration** button in the header is missing.
Process Mining Workspace PRB1835680	Transition condition on project setup doesn't allow for the process start or end	Attempting to add a transition condition allow for the process start or end.	1. Open any project. 2. Scope the analysis. 3. Attempt to add a transition condition.

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Process Mining Workspace PRB1838225	**Limit control** flow fields to one for Process Configuration Guided Setup	Control fields should be limited to one, but multiple fields can be added.	1. Open Process configuration. 2. Navigate to **Process details** > **Perspectives** > **Question 1**. Expected behavior:The user can add only one and remove the option to group control flow. Actual behavior: Up to three fields can be added.
Process Mining Workspace PRB1839094	Full mining is enabled for a freemium project on the 'Project list' page	No users should be able to edit the evaluation project. No users should be able to delete the evaluation project(s). Users with a Process Mining role (analyst, power or admin) role can copy any project, including an evaluation project(s). The copied project is handled as a regular project and follows regular license check validation. No users should be able to do a full mine on evaluation project(s). The option shouldn't be available on UI16 and project card list	
Process Mining Workspace PRB1842762	The **Go to process details** button is not working in Guided Process Configuration	When the user doesn't complete the Process Prospectives section, they are prompted with the message, 'No recommendations available' when creating a process configuration for a project or entity such as 'incident' after selecting 'Get recommendations'.	Scenario 1: 1. Create process configuration for 'incident'. 2. Without completing Process Perspectives, navigate to **Improvement Opportunities** > **Get recommendations**. 3. Notice that the **Process details** button is not working. 4. Add a textual field in process perspectives section. 5. Return to the Improvement opportunities page. 6. Select **Get recommendations** in the 'Automated' tab.

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			Expected behavior: The message, 'No recommendations available' should be displayed. Actual behavior: The message, 'All recommended definitions are already included in the library' is displayed when there are actually no findings added. Scenario 2: **1.** Create a process configuration without completing the Process Perspectives section. **2.** Create a project. **3.** Select **Get recommended fields**. Expected behavior: The message, 'No recommendations available' should be displayed. Actual behavior: The message, 'All recommended fields are already in use in other activity definitions' is displayed.
Process Mining Workspace PRB1848238	Transitions freeze when max constrains are set to 0	The max duration in the constraints set is automatically handled as 0 when not filled in. This results in 0 matched records. Second, the UI freezes when the transition as 0 records, making it impossible to set a max duration field manually. This can also happen when a filter set has a transition with an activity from a previous version, which isn't present in the current version.	**1.** Create a project with any AD **2.** In the analyst workbench, open the **Transition** field. **3.** Configure 2 conditions/activity. **4.** Configure a constraint with ○ Start = step 1 ○ End = step 2 ○ Min duration = 1 min ○ max duration: Keep empty Expected behavior: When the max duration is left empty, the max duration should be set to infinite (so all records longer than the min duration should match). Also, the user should be able to use the transition UI to add/remove fields and constraints. Actual behavior: When applying the transition, zero records match despite some matches. The max duration fields are set to 0 rather than kept empty. Also, when zero records match the condition, the user isn't able to change anything in the transition.

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Process Mining Workspace PRB1850566	Histograms show odd percentages in the pop-up values		**1.** Mine any project. **2.** Open any node or arc. Observe the percentages in the modal for the values.
Process Mining Workspace PRB1857498	The **Full mining** and **Deletion** option is enabled for evaluation projects on the project list page	Users should not be able to edit the evaluation project except those with a role with elevated privileges. The **Edit** option in the project card list is still be visible, but users cannot save or add any new configuration in the guided setup for the evaluation project. Users with a Process Mining role (analyst, power or admin) can copy any project, including evaluation projects. However, users without a Process Mining role can sample mine evaluation projects such as KPI Details, Project card list, Guided setup when they shouldn't be able to do a full mine on evaluation projects.	**1.** Notice that 'Show Record' should be enabled. **2.** Notice that 'Sample mine' on non-evaluation projects should be allowed. **3.** Mine the project **(Sample)' option**. Expected behavior: The message should be 'Full: 'Generating full model'', 'Sample 'Generating sample model'', or 'Evaluation project(s): 'Generating sample model''. Actual behavior: The mine project (Sample) option shows it is doing a full model when actually a sample model is taking place.
Project Management PRB1864892	The **Time Constraint** field dictionary default value does not work in Project Workspace while creating the Project Task	The default value for the **Time Constraint** field is set to 'ASAP' irrespective of Default value.	**1.** Set the Default value for the **Time Constraint** field through dictionary from Project Task form. **2.** Open the Project Workspace. **3.** Open any project. **4.** Create a Project Task. Observe that the default value for the **Time Constraint** field is set to 'ASAP' irrespective of Default value.
RPA Hub PRB1848733 KB1826897	pickWorkItem component is throwing error when reducing the number of	The pickWorkItem component throws the error, 'the object parameter passed does	Refer to the listed KB article for details.

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	robots running automation in the robot pool	not contain any sys_id attribute'.	
RPA Hub PRB1849100	Ignore RPA license property default value should be 'True'	The property sn_rpa_fdn.ignore_license_verification should be 'true'.	1. Hop into the instance as a user with elevated privileges. 2. Open **System properties**. 3. Open the **sn_rpa_fdn.ignore_license_verification** property. Expected behavior: Default value of the property should be 'True'. Actual behavior: Default value of the property should be 'False'.
Security Data Filters PRB1854682	Dot walks are not working as expected in Business Rules, ACLs, and UI actions in both condition builder and scripts		
Seismic Framework PRB1859951	ClientInteraction aggregate transactions creates a performance bottleneck	Setting glide.client_metrics.aggregation.enabled=true on a fully loaded system will cause performance to decrease significantly.	
Server-side scripts PRB1836577	Hoisting is broken within try blocks in global	Global throws a ReferenceError on referring to _sortGyoBango. This was observed in Xanadu.	
Server-side scripts PRB1847921	Fetch is not properly detecting the scope	The user receives an error about a whitelist, but it will say module.parent rather than the current scope name.	

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Service Mapping PRB1816925	Service Mapping (SM) Discovery state always remains Active' if entry points are not reachable	When SM scheduler is run, the Discovery status for SM Discovery and end point status is created. The host is not in CMDB, so the end point status runs 'Host detection'. Host detection creates a new prob with agent_correlator with horizontal Discovery. When host detection is finished, it updates the end point and the state becomes 'Complete'. However, SM Discovery doesn't update, so the business rule was not triggered to set the Discovery status to 'Completed'.	**1.** Created the service with two unreachable entry points. **2.** Create scheduled discovery that runs on this service by name attribute. **3.** Run a discovery scheduler. Notice that the discovery state will always remain 'Active'.
Service Mapping PRB1851972	Updating the same **last_mark** in blob table during recomputation	During recomputation, the blob tables (svc_model_obj_relation for example) are updated with today's date in the **last_mark** field. The code is using 'date time' instead of the date to update the field.	**1.** Open the SQL debug. **2.** Change a CI that connects to a service. Users see an update to the **last_mark** field with 'date time' instead of just the date. **3.** Repeat the process. Observe the same record updating with the same date.
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.	
Software Asset Management PRB1854090	Cross product downgrade rights should exclude inactive downgrade relationships	There's no behavior change for the users on recon. This is intended to exclude inactive products in the backend.	**1.** Create cross product downgrade rights in samp_downgrade_model. **2.** Set the Active column to **False**. **3.** Run reconciliation.

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			Although the reconciliation result is as expected, it was found that inactive cross products downgrade rights been processed during recon logs, which is incorrect.
Standard Change Catalog PRB1856886 KB1931818	Value is not populated from the template if a new text area field is added when creating or modifying a standard change proposal	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 to the change request record.	Refer to the listed KB article for details.
Stream Connect Core PRB1859532	Producer Retry job fails to run		
Survey Management PRB1842390 KB1832412	The HR case number is not displayed completely on the survey card on the My surveys page	The HR case number is not displayed completely on the survey card rendered using the 'My surveys' widget on My surveys page.	Refer to the listed KB article for details.
Survey Management PRB1855459	Additional service and service endpoint needed for clotho as part of Digital End-User Experience (DEX)		Navigate to sys_service and sys_service_endpoint table. Notice the records for this service.
Territory Planning PRB1848653	Problems on Capacity Console		
User Criteria for Service Catalog	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.	

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PRB1819841			
UX Framework PRB1833790	There's a 'Max Tab Reached' message on Workspace	The user has Next Experience off and has a link in the menu to open the workspace. This issue happens only when a user opens a workspace from the link directly.	**1.** Open an Xanadu instance. **2.** Navigate to any workspace. **3.** Try to open more than 10 tabs. Expected behavior: Opening more than 10 tabs should work. Actual behavior: Opening more than 10 tabs isn't working in workspace after an Xanadu upgrade. Users get the message 'Max Tab Reached: You have reached max number of tabs you can have open at one time. Close tabs in order to open more.'
Virtual Agent Designer Legacy PRB1817185	In an LLM-enabled user input, the enforced user prompt isn't translated		**1.** Open Virtual Agent designer. **2.** Open the 'Pizza order' topic **3.** Select the **customer name** node. **4.** See the 'Enforce User' prompt on the right side. **5.** Run the test. Expected behavior: There should be a prefix 'MSG: May I know your name?'. Actual behavior: There's no prefix 'MSG' for the customer name prompt.
Virtual Agent PRB1849287	Topic reduction causes some unexpected errors when selecting an action		Check the topic execution from the skill picker, by clicking from a synthesized response, and on auto launch.
Virtual Agent PRB1851004	Skill discovery and execution fails with the proxy sys_prop enabled in Yokohama	Discovery and execution fails when the sysprop com.glide.cs.one_extend.auto_proxy_enabled = false. This is enabled by default.	**1.** Open a NAVA portal. **2.** Execute a topic. The topic executes with error messages in each stage. **3.** Try to perform a topic discovery. Observe that discovery fails with a sorry message.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1852222	'Time Out Abandoned Virtual Agent (VA) Conversations' is not respecting the timeout configured for NAP in sys_cs_channel	VA conversations are not closed out according to the timeout configured for NAP.	**1.** Set the timeout on NAP channel to four hours. **2.** Create a conversation. **3.** Don't update the conversation Expected behavior: Conversation should be closed after four hours. Actual behavior: Conversation is closed after two hours.
Virtual Agent PRB1855393	User KnowledgeGraph data should be applied for search		
Virtual Agent PRB1857219	Skill discovery fails on xselfservice upgraded instance	This is a product update.	
Virtual Agent PRB1857900	A deflection log table doesn't set a 'no response' state when AI Search returns 'no answer found'		**1.** Navigate to NAVA. **2.** Type in a search term that has no synthesized result and no regular result. **3.** Navigate to the deflection log table (sys_cs_deflection_log). **4.** Check the record corresponding to this search. Notice that the **State** field isn't set to 'no response'.
Virtual Agent PRB1858954	Follow-up after a navigation skill isn't working		**1.** Select **NAP**. **2.** Enter 'show me list of unassigned incidents'. **3.** Select **incident**. **4.** Enter 'show list of open incidents'. Observe that a processing message keeps loading and no response is displayed.

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Virtual Agent PRB1859339	An attachment icon isn't aligning with the rest of the other icons in the chat box		1. Navigate to an Xanadu instance. 2. Log in as a user and then open Service Portal. 3. Initiate a chat to see the attachment icon. Expected behavior: All the icons in the chat box should align. Actual behavior: The attachment icon is slightly above the other icons and doesn't align with the rest.
Virtual Agent PRB1866633	In APAC data center instances, AI agents are not 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 PRB1866635	Trail Assists are incorrectly loaded for 6 or more tools triggered from Now Assist Panel (NAP) with skill Discovery	This problem doesn't occur with playground and NAP triggers.	1. Have a use case with 6 or more tools. 2. Navigate to NAP. 3. Enter an utterance for the use case with 6 tools and skill Discovery. 4. Invoke AI Agents use case: ○ Utterance: Get me price of ○ Washing machine - 2 ○ Refrigerator – 3 ○ Monitor – 2 ○ Toaster – 1 ○ Vacuum cleaner – 2 ○ Dishwasher – 2 Expected behavior: Trail Assists should be 50.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Trail Assists are loaded as 25.
Virtual Agent Web Client PRB1861185	An animated icon isn't visible in NAVA when enabled		1. Enable **sn_nowassist_va.nass_animated_avatar_enabled**. 2. Navigate to NAVA. 3. Type an utterance like 'what is spam'. Expected behavior: An animated icon is visible next to the loading messages. Actual behavior: No icon loads next to loading messages.
Workspace App Shells PRB1838088	A breadcrumb isn't updating when updating the corresponding record page data	This issue is specific to the master version of Glide.	1. Create a fresh UI Builder experience from scratch. 2. Create a standard record page in it. 3. Use the table 'sn_align_core_feature' or any table where the record page update does update a breadcrumb item. 4. Update the name of the feature record and save. Expected behavior: The breadcrumb should reflect the new name. Actual behavior: The breadcrumb isn't updated.
Workspace App Shells PRB1839369	SCREEN_STATUS_CHANGED isn't working for a breadcrumb app shell	The functionality for the SCREEN_STATUS_CHANGED event to close a page in breadcrumb app shell workspace is broken.	

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.

- Yokohama Patch 1
  - Yokohama security and notable fixes
  - All other Yokohama fixes

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Yokohama Patch 1b Hotfix 1

The Yokohama Patch 1b Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 05-24-2025_1031

Build tag: glide-yokohama-12-18-2024__patch1b-hotfix1-05-20-2025

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.

Fixed problem

Problem	Short description	Description	Steps to reproduce
List Administration PRB1894614	To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate		
List Administration PRB1894616	To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists		

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.

- Yokohama Patch 1b
- Yokohama Patch 1
- Yokohama security and notable fixes
- All other Yokohama fixes

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Yokohama Patch 1

The Yokohama Patch 1 release contains important problem fixes.

Yokohama Patch 1 was released on March 12, 2025.

- Build date: 03-05-2025_2133
- Build tag: glide-yokohama-12-18-2024__patch1-02-21-2025

Important:
For more information about how to upgrade an instance, see ServiceNow upgrades.

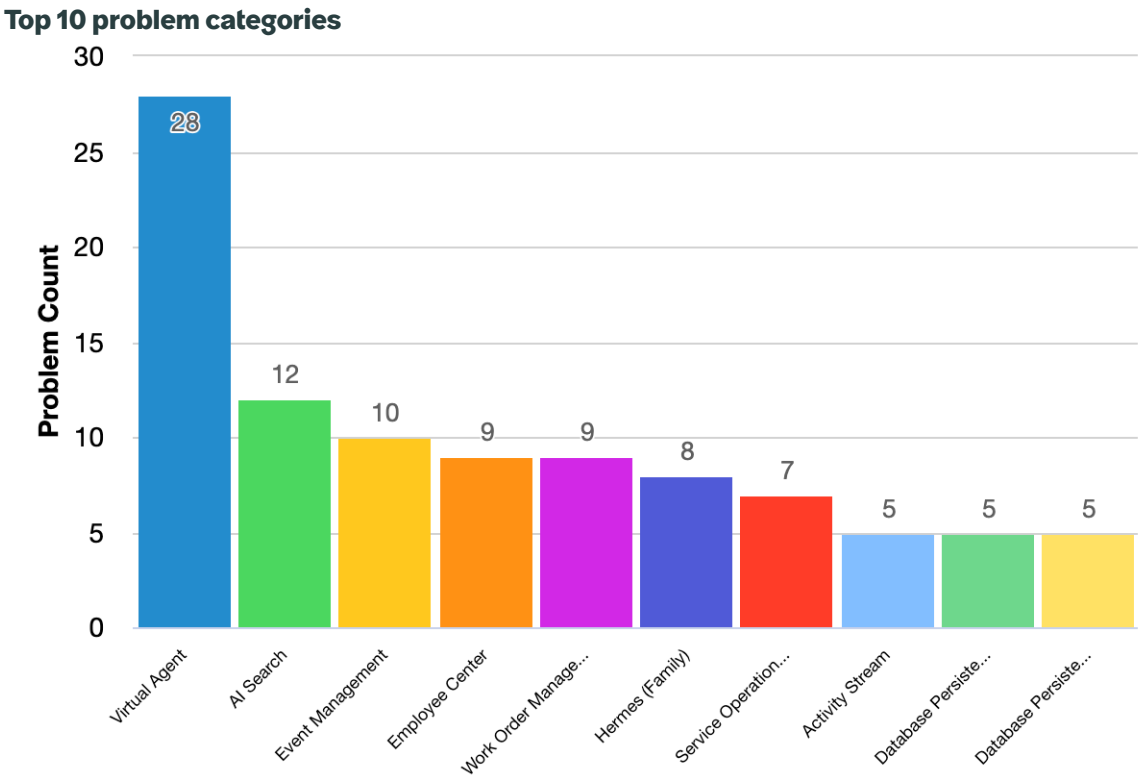
For more information about the release cycle, see the ServiceNow Release Cycle.

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

Yokohama Patch 1 includes 289 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Yokohama 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 Yokohama Patch 1, refer to KB1953930.

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Changes in Yokohama Patch 1

Testing LLM topics

Under the skills search results, a *Matching* badge appears next to the skill discovered, while variables and values may also be listed (such as the variable *@laptop_make* and the value *macbook*), depending on the topic

Topic Flow tab

Various updates, including:

-
-
-

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 PRB1825963 KB1763961	Index KBB throws an exception about journal peekahead	An error is thrown: 'IngestService: Unable to index Glide Record [9b85baaa3bf11a10c4589c8c24e45a2b] u_kb_template_topic_category.fa8191f6fb059e507863f46b5eefdc1d : 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 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	Results in warning message pop-ups.	
Approvals	Multi-Level approval	Overlapping transactions on the	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1845668 KB1810362	Skips steps due to race conditions	sc_req_item table cause race conditions allowing approval steps to be skipped.	
List Administration PRB1402594 KB0956006	Unable to edit a field in the list view when it is dependent on another field that is read-only for the user	This issue has been observed since New York. Users are not able to edit a field on list view when it is dependent on another field that is read-only or has an ACL making it read-only.	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. 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.
Platform Analytics Dashboard API PRB1760775	There's an issue with reports on a workspace dashboard	Legends display duplicate values when translated into 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.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1850716	There should be a check for customization before the removal of the snc_internal ACL role from a set of ACLs	If a snc_internal acl role record has an entry in the sys_update_xml table, then the record shouldn't be deleted.	
Activity Stream PRB1834293	Activity stream activity events with empty **event_created_by** field values cause the activity stream		

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Problem	Short description	Description	Steps to reproduce
	screen on mobile to crash		
Activity Stream PRB1835318	'Fit-to-parent' for emails doesn't work as expected	Observe that the email compose text area does not expand as expected because the 'fitToParent' property already exists as an option on the composer.	**1.** Log in to the instance. **2.** Navigate to CSM workspace. **3.** Select any incident record. **4.** Navigate to the Activity Stream settings and toggle the 'Side by Side' view. **5.** Select the 'Email' tab. Observe that the email compose text area does not expand as expected.
Activity Stream PRB1837845	A **File Attachment** type field isn't added in the activity log in Workspace	A **File Attachment** type field isn't added in the activity log in Workspace when attaching from a field. It's a ZZ_YY prefix problem.	**1.** Create a **New file attachment** type field for some record type. **2.** Ensure that the field is visible in some view. **3.** Attach an image to an existing record via the **New file attachment** field. **4.** View the activity stream for the existing record in any workspace. Expected behavior: The image appears in the workspace activity stream. Actual behavior: The image doesn't appear in the workspace activity stream.
Activity Stream PRB1843408	If a user deletes drafts after sending mail, the last sent email disappears in the filtered 'Activity Stream' section		**1.** Open an email page record. **2.** Select the 'Email' tab. **3.** Compose an email with valid recipients. **4.** Select the **Send** button. **5.** Once the email history is updated, select the 'Email drafts' icon and delete all drafts. **6.** Close the dialog/modal. Expected behavior: Sent email logs should be displayed on the email's history. Actual behavior: The last sent email has disappeared from the email's history.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1843720	The activity log captures changes but aren't displaying them as the newest entry in Workspace	For a field with name and label of length more than 40 characters, any changes made to the field aren't reflected in the activity stream as a new entry.	1. Create a new field name and label of length of more than 40 characters. 2. Add the newly created field in the Service Operations Workspace (SOW) view and configure the activity stream filter to display that field in SOW. 3. Open SOW. 4. Try updating the value in the field. 5. **Save**. Expected Behavior: The field change should be added as a entry in activity stream. Actual Behavior: The change doesn't reflect in the workspace activity stream but reflects in the UI16 activity stream. Instead, the field change appears to overwrite the first initial field change record. If users follow the steps with a field name and label of less than 40 characters, the change would reflect in both workspace and UI16 activity stream.
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	If an agent isn't also on a workspace, the presence reverts to 'Offline' within about a minute. Since the agent is using OpenFrame to manage capacity, it shouldn't automatically revert to 'Offline'. The issue occurs after an Xanadu upgrade.	
Agent Chat PRB1846351	Audio notifications don't play intermittently when the browser has 'Allow All Auto-Play' configured	On a Safari browser, when the user doesn't allow the Auto-Play for ServiceNow site, audio notifications intermittently don't play for an agent. This is applicable for inbox and conversation notifications. For example, if an agent doesn't hear an audio notification for an incoming inbox notification, it's	1. In a Safari browser, as an agent, open Service Operations Workspace. 2. Change the status to 'Available'. 3. Using a Chrome browser, impersonate a requester. 4. Turn off audio notifications in the web client. 5. Initiate a chat and attempt to connect to a live agent. 6. In the Safari browser, as an agent, accept the incoming work item. The audio notification plays.

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Problem	Short description	Description	Steps to reproduce
		possible the following conversation's audio alert to play or not play. Once audio notifications begin to play, proceeding audio notifications usually play. The audio state can be 'interrupted'.	7. From the Chrome browser, as a requester, send a message to ensure an audio notification plays on the agent's side. 8. In the same Safari browser, as an agent, open a new tab with a random URL. Keep this as the active tab and workspace tab in background. 9. In Chrome, as the requester, wait for the timeout reminder and observe if the audio notification plays. 10. In Chrome, as the requester, send a message. Observe at this time, the audio notification stopped working, even though the console log says it successfully played audio.
Agile Development PRB1845010	Add the spm_agile_common_user role to the planned task.* ACL to view a rm_story form	A spm_agile_common_user should be able to have CURD access on the rm_story table.	
AI Search for Virtual Agent PRB1855428	Synthesized answer responses intermittently fail with error 400001	The flow engine log shows the entry 'Cancelling flow due to timeout' and the error in the flow execution says 'Prompt generation failed'.	
AI Search PRB1827624	A search doesn't return any results	After configuring the search profiles and the user, the search results don't appear, but if the **location.state** field is changed for the user, search results appear.	1. Download and import the search profiles. 2. Ensure the search profiles were uploaded. 3. Find the 'Location boost' risk intelligence report. 4. Select the 'Location boost' risk intelligence report. 5. Navigate to **positive**. 6. Change the match field from **location.city** to **location.state**. 7. Publish the profile. 8. Set up a user. 9. Assign the user the knowledge_admin and ITIL roles.

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Problem	Short description	Description	Steps to reproduce
			10. Ensure the values in the **Company** field are empty. 11. Change the **location** field to 'California'. 12. Select **Save**. 13. Select the value 'California'. 14. Ensure that the column 'state' is 'California'. 15. Ensure that the 'name' is 'California'. 16. Run this query 'Employee benefits?' on Global, Service Portal, and Now Assist Virtual Agent. 17. Navigate to 'sys_generative_ai_log.list'. 18. Check the response. Expected behavior: The Knowledge Base article, 'Employee Benefit - US' should be at the top. Actual behavior: The search results don't appear, but if the user changes the **location.state** field, the Knowledge Base article appears.
AI Search PRB1832851	There's no hover over for a Q&A source citation		1. Get a Q&A result. 2. Hover over the source citation. There's no hover over of the source title.
AI Search PRB1835340	sys_updated_on for ais_datasource isn't updated upon changes in Advanced Configuration, Field Configuration and Semantic Index Configurations		
AI Search PRB1838451	AisJournalFieldProcessingJob throws NullPointerException (NPE)	Leaving the value empty when adding a journal value column to kb_knowledge throws an NPE.	1. Add a journal value column to kb_knowledge. 2. Leave the value empty. 3. Attempt to ingest the document. Observe the NPE.

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Problem	Short description	Description	Steps to reproduce
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.** Install any language plugin. **2.** Install AI Search. **3.** Log in to the instance. **4.** Switch the language to non-English. **5.** Open an Employee Service Center portal. **6.** 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 PRB1843571	AI Search's NLQ Genius result 'None of the above' option doesn't work as expected		**1.** Enable the NLQ Genius result for a search application. **2.** Search for an utterance that contains multiple table names. **3.** Select **None of the above** in one of the menus of the Genius result card. Observe that there's no result in the table. The NLQ query didn't properly remove the table which had **None of the above** selected for it. An error shouldn't display.
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,	**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 633c3b5d53a710 10968addeeff7b1218 for Result with table sc_cat_item and sys_id 6690750f4f7b 4200086eeed18110c761'. Expected behavior: Service Portal's EVAM Def'n has a view configuration

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Problem	Short description	Description	Steps to reproduce
		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.	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 44c37371c3202010 825039b06e40dd4b for Result with table sc_cat_item and sys_id 6690750f4f7b 4200086eeed18110c761'. Actual behavior: The incorrect view config is being used. 633c3b5d53a710 10968addeeff7b1218 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.
AI Search PRB1852129	Selecting a search result in the Portal adds the parameter 'SearchTerm', leading to a 404 error	With AI Search enabled, searches in the Portal lead to a '404 page not found' error. This occurs when search results that are external links are presented in the search results. When a search result is selected, an additional parameter is added to the URL '&searchTerm=', which causes the 404 error.	1. Navigate to a Xanadu instance. 2. Add an external link to the AI Search source. 3. Navigate to the Employee Portal. 4. Search for the external link. 5. Select the top search result. 6. Observe that 'searchTerm=' is added to the URL. Expected behavior: The user lands on the external link after selecting the search result. Actual behavior: The user lands on an page with the error message '404 Page not found'.
AI Search PRB1852402 KB1909618	SearchAnalyticsService pruneSearchSignalEvents occasionally purges events with the wrong application ID	The sys_auto_script scheduled job, 'Prune Search Signal Events', may cause sys_search_events and its related tables to be incorrectly pruned.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1857237	Images aren't returned for Now Assist actions on Service Portal		1. On a Yokohama instance with Now Assist for search 10.0.14, navigate to Service Portal. 2. Search for 'Apple' or 'Laptop'. Expected behavior: Images should be returned for the Now Assist actions Genius Results. Actual behavior: Notice that the images aren't coming back for Genius Results.
Analytics Data API PRB1834167	Slow indicator based PA widgets		1. Navigate to the SaaS Overview page of SAM workspace. 2. Monitor network calls and slow patterns and leverage WPT for further analysis. Notice stale subscriptions by instance.
Analytics Export API PRB1842896	The legends of visualizations are too small and null text appears for the heading and description	This is a product update.	
Antivirus Scanning PRB1835660	The antivirus job updates all columns instead of only the 'State' column	The antivirus job updates all columns in some scenarios. It should only update the state column when attachment.setState(advice) is called. However a forceUpdate is occurs, which ultimately updates the entire row, including the state data. Additionally, when the old table name and table sys_id are updated, the attached file is moved to the previous table.	1. Log in to a Washington DC instance. 2. Navigate to **All** > **Self service** > **Service catalog** 3. Select > **Mobiles** > **Add to cart** 4. Upload a 10MB file. 5. Select **Order nowb** 6. Navigate to sys_attachment.list. Expected behavior: The table name should be sc_req_item on the available 'State'. Actual behavior: The antivirus job updates all columns instead of only the 'State' column.
Application Install Engine PRB1836818	A parent application installs successfully despite	A parent application (for example, Generative AI Controller 9.0.1-Snapshot) is installed successfully	1. Attempt to install a parent application with known dependencies. 2. Simulate a scenario where the dependency (for example, Microsoft Azure AI Speech Spoke) fails to install.

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Problem	Short description	Description	Steps to reproduce
	missing dependencies	even though its dependencies (for example, Microsoft Azure AI Speech Spoke) were not installed during the process	Observe that the parent application still installs, creating a record in the sys_store_app table, but dependencies remain missing.
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.
Automated Test Framework (ATF) PRB1852376	The user observes an error banner when a test is generated	An error is posted in a banner reading: 'Not allowing update of property: glide.lastplugin.'	1. Log in to an instance as a user with the now.assist.creator and atf_test_admin roles. 2. 2. Navigate to **ATF** > **Steps** > **Create with Now Assist**. 3. 3. Enter a prompt and select **Generate Test Preview** 4. Check page after preview is loaded. An error is posted in a banner reading: 'Not allowing update of property: glide.lastplugin.'
Case and Knowledge Management for HR Service Delivery PRB1827858	Ship RCA for a KB search in the target scope		1. Set up Now Assist for HR. 2. Enter a query in Virtual Agent: 'Tell me about parental leave policy' or any other KB related query. Expected behavior: The numbers should be visible and clickable. Actual behavior: The numbers aren't displayed in the KB result.
Case and Knowledge Management for HR Service Delivery PRB1842923	An RCA is generated when a contact is added on the My Profile page in ESC portal	An RCA error is shown and no details are displayed on page.	1. Log in as admin and navigate to ESC portal. 2. Select the Avatar icon and select a profile. The HR contact widget is displayed.

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Problem	Short description	Description	Steps to reproduce
			3. Select **Add contact** and enter the details. **4.** Save. Observation that although a record is created, an RCA error is shown and no details are displayed on page.
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		**1.** Create a test LE event. **2.** Add several activity sets to it. **3.** Create a subflow in Flow Designer. **4.** Create activities in all of the activity sets of as many different activity types. **5.** For flow activities, make sure to define 'Activity Field Mappings'. **6.** Tie the LE event to HR service. **7.** Create a case of that HR service. Notice that LE activities can't be closed and closing all activities in an activity set triggers the next activity set (if it is a dependent activity set).
Case and Knowledge Management for HR Service Delivery PRB1850236	RCA issues with tuition reimbursement AI agents	There are RCA records that are needed in app-hr to let tuition reimbursement request AI agents to function.	Scenario 1: **1.** Test the query: SELECT customer_contact0.`sys_id` FROM (customer_contact customer_contact0 INNER JOIN sys_user sys_user0 ON customer_contact0.`sys_id` = sys_user0.`sys_id`) WHERE (sys_user0.`home_phone` = 'ani' OR sys_user0.`mobile_phone` = 'ani' OR sys_user0.`phone` = 'ani') **2.** Notice that the query response time is approximately 5.5 seconds. Scenario 2: **1.** Test the query: SELECT sys_user0.`sys_id` FROM sys_user sys_user0 WHERE (sys_user0.`home_phone` = 'ani' OR sys_user0.`mobile_phone` = 'ani' OR sys_user0.`phone` = 'ani') **2.** Notice that the query response time is approximately 3 seconds.

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Problem	Short description	Description	Steps to reproduce
			Scenario 3: **1.** Test the query: SELECT csm_consumer0.`sys_id` FROM csm_consumer csm_consumer0 WHERE (csm_consumer0.`business_phone` = 'ani' OR csm_consumer0.`home_phone` = 'ani' OR csm_consumer0.`mobile_phone` = 'ani') **2.** Notice that the query response time is approximately 1 second.
Case Card Component for HRSD Agent Workspace PRB1828093	Tooltips aren't working	After upgrading to Xanadu, the tooltips stopped working on all the workspaces.	**1.** Access any Xanadu instance that was upgraded from Utah or Washington DC. **2.** Navigate to sys_ux_lib_asset_list. **3.** Observe if the instance has the file sys_ux_lib_asset_4eca5b08258a2192915e9d083b0bf32e.xml. **4.** Open any workspace. **5.** Observe that there's no tooltip. **6.** Remove the file mentioned on step 3. **7.** Observe that the tooltips are working.
Case Management PRB1854268	Slow queries on Voice Interaction Creation for Consumer Discovery Flow	Queries are taking almost 10 seconds when testing Voice Interaction Creation.	
Communities PRB1843991	Date pickers are not loading in communities	Changes to support the yyyy-MM-dd date format is not supported in portal.	**1.** Log in to an instance as an admin user. **2.** Open a community. **3.** Create an event. **4.** Select dates from the date picker. Expected behavior: The date picker functionality should work without issues. Actual behavior: The date picker is not working.

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Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB1838429	The Configuration Management Database (CMDB) cleanup job deletes valid records from sys_object_source while cleaning up invalid records in the table	The CMDB cleanup job deletes all rows from sys_object_source, both valid and invalid, instead of deleting only invalid records.	1. Create multiple CIs with respective SysObjectSourceInfo. 2. Duplicate where needed based on the data setup. 3. Run the script to make target_table. 4. Run the sysauto_script job: CMDB Sys Object Source Cleanup. Expected behavior: Only some rows are deleted. Actual behavior: All rows get deleted at each run of the clean up job.
Content Analytics PRB1837889 KB1899731	Content Analytics daily processing job evaluates all non-campaign data	Only recently added records should be updated, however all records in the sn_cd_analytics_stat table were updated after several days.	Refer to the listed KB article for details.
Content Experiences PRB1846722	Software Composition Analysis (SCA) form doesn't save after 'Use a content template' is unchecked	Publish plans generated by the Content Template should be generated even again after being deleted and unchecking 'Use a content template'.	1. Install the latest Content Publishing. 2. Navigate to **Create New** > **Articles & Pages** > **Company Event**. 3. Complete the required fields. 4. Select **Save and Continue**. 5. Enter in the default schedule. 6. Select **Save Availability**. 7. Select **Activate Generated Plans**. 8. Delete the publish plans generated by the Content Template in the Publish tab. 9. Select the **Design** tab. 10. Uncheck 'Use a content template'. a. Re-enable it. b. Select **Save in the modal (Change templates modal)**. c. Select **Save and Continue**. Expected behavior: The Content Template publish plans should be generated again when the user wants to use the same plan after deleting it without needing to switch to another content template.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Content Template publish plans are not generated.
Content Publishing PRB1831890	The publish plan is missing for audience groups other than active users in the content record view	The publish plan for the 'Active users' audience group shows up in the related list, when it should display all publish plans associated with the content.	
Content Publishing PRB1833603	A category from a new content template doesn't appear in a list in the design panel	The category from content template doesn't appear in the list, but it appears in the SCA preview.	1. Add a category to the news content template. 2. Create news content with the above content template. Expected behavior: All categories are displayed in the design panel list. Actual behavior: The category from content template doesn't appear in the list, but it appears in the SCA preview.
Content Publishing PRB1837860	The Event Calendar widget 'Holiday Calendar' isn't generating the correct .ICS file	Users are unable to import all events from that .ICS file into Mac Calendar or MS Outlook.	1. This issue can be reproduced using either Mac Calendar or MS Outlook. Using Mac Calendar: 2. Navigate to /esc?id=esc_dashboard. 3. Find the Holiday Calendar. 4. Select **Add all to Calendar**. 5. Double click on the downloaded .ICS file. 6. Open the file by double-clicking it. 7. When adding a new event, select **New Calendar...**. 8. Select **OK**. 9. Verify that a new calendar named 'Holidays_2025' has been added to the Mac Calendar. 10. Browse through the months and observe that only one entry is present, while all other entries are missing. Expected behavior: The import for all events should work in the calendar. Actual behavior: Users can't import all events into the calendar. It only imports the first entry.

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Problem	Short description	Description	Steps to reproduce
Customer Service Management PRB1838688	The Agent email address is displayed to the customer in the history instead of the distribution list when an agent replies	The Agent email address is displayed to the customer in the Activity Stream Observation instead of the distribution list	1. Log in as an agent. 2. Navigate to any case or email interaction record. 3. Send an email from workspace. 4. Select **Reply** or **Reply All** from the Activity Stream Observation once a customer replies. Notice that the Agent email address is displayed to the customer when an agent replies in the history.
Customer Service Management PRB1855041	Unable to create an email draft in an application scope	The sys_email_draft table has table-level access limitation. Only 'Can Read' is allowed in the application scope.	1. **AI Agent** > **Testing**. 2. Select the AI agent 'CSM Response Handler'. 3. Enter the task detail as: a. record_table = 'sn_customerservice_case' b. record_sysid = '5078cc9a2be71210f980f0aef291bf0b' c. email_reply_content = 'We can't complete this case until missing fields and missing documents are added' Observe the email response tool 'Draft Email' returns an error message 'Email draft is failed created'.
Data Archiving PRB1826830	Rearchiver runs for few days due to incorrect query logic when the archive rule has an 'OR' condition	Re-archiver can run for over 4 days without completion. In the localhost log, there can be a long query result set, such as 1409626 rows.	
Database Persistence - Data Access PRB1840224	Upgrading an instance with many sys_user records results in significant unresponiveness	RecordHierarchyPathComputation makes a database call to fetch data for 100 users from the sys_user table. Because this table contains around 10 milllion records, this could slow down performance significantly.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Access PRB1842119	The ViewWhereClausePostgresSanitizer method isn't handling NOT LIKE correctly		
Database Persistence - Data Access PRB1842672	After renaming columns of a staging table to under 63 bytes for applicable ones, the staging table has syntax errors when accessing the list view		
Database Persistence - Data Access PRB1855418	Check enabled property before listening to source record changes	Java code should check for glide.db.record_hierarchy.hierarchical_record_support.enabled property. If disabled, no events should be created when the manager value changes on sys_user.	
Database Persistence - Data Management PRB1808866	Inefficient chunk production for a document ID type reference	For a document ID type reference, the 'Unreferenced Record Cleaner' producer first computes the list of unique table names and then produces the chunks. The SQL query to compute the list of unique table names can timeout leading to no chunks being produced.	1. Create a large table with a document ID type reference. 2. Have a large number of unique table names in the table name field. 3. Set the SQL timeout (sysrule_quota) to a small value. Observe that 'Unreferenced Record Cleaner' producer times out computing the list of unique table names, thus producing no chunks.
Database Persistence - Data Management PRB1820795	DMJob allows the restarting of timed out DM runs	This issue was seen in an unreferenced record cleaner cleanup. Runs are left in a 'processing' state.	
Database Persistence	An invalid GlideLogLogger query detected	This invalid GlideLogLogger query	

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Problem	Short description	Description	Steps to reproduce
- Data Management PRB1827006		detected was detected in Yokohama.	
Database Persistence - Data Management PRB1840970	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.	
Database Persistence - Data Management PRB1845280	Users see a null point error when turning on archive debugging	The error caused archive reparenting process to fail and the state to be in 'error'.	
Database Persistence - Data Scale PRB1807483	Track the number of total/dropped messages per SqlType	Currently, the number of dropped messages is already being tracked and the stats are exposed in xmlstats. When a capture is run, one can hit the xmlstats to get the state/health of the capture, which includes the number of dropped messages. However, the dropped messages are not tracked per SqlType, which makes it impossible to know the percentage of the dropped messages.	
Database Persistence - Data Scale PRB1834412	Make JDBC driver properties load dynamically from the DB so nodes don't need to be bounced	This property currently requires updating file properties and bouncing of nodes, which is hard on instances.	Update the sys_properties table with glide.db.postgresql. jdbc.largeResult SetProtectionMethod = disk. Observe JDBC driver still uses stream mode.
Database Persistence	Send txn-level SQL execution time in micros	Currently, TransactionMessage.sql_time is being sent to indicate	

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Problem	Short description	Description	Steps to reproduce
- Data Scale PRB1834816		the total SQL time for the transaction. The value comes from Transaction#getSQLTime and the unit is in milliseconds. The total transaction-level SQL time should be measured and sent in microseconds.	
Database Persistence - Data Scale PRB1841215	Restrict primary key-ordering injection for Postgres only	Primary key ordering was dynamically added for certain kinds of queries (i.e., REST/BATCH_REST, non-referred, non-interactive queries with windowing). The change could adversely impact query performance for MySQL.	
Database Persistence PRB1849730 KB1901158	Oracle prepared statements leaked for sys_attachment_doc queries	When running Glide with an Oracle database, when 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.	Refer to the listed KB article for details.
Data Privacy (Classic) PRB1844781	Raise max limit of characters for Data Privacy APIs	This is a product update.	
Decision Table Builder PRB1849431	The filter list shows SysIDs for Incident reference types	Te sys_id is shown instead of the number.	1. Add a reference type input and select the Incident/task or problem (any table with display value as number). 2. Try to apply filter and select value.

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Problem	Short description	Description	Steps to reproduce
			Notice that the sys_id is shown instead of the number.
Decision Table Builder PRB1849433	Referencing sys_choice table in DT causes the sys_choices to be deleted	Publishing a decision table causes deletion in sys_choice table.	
Declarative Actions PRB1839321	Customize flow on the 'Order' line item loads a blank screen for Order Agent/Order Admin users	When selecting the Customize flow action on a newly created 'Order' line item for a given Order, the page fails to load.	
Declarative Actions PRB1843195	Field decorators for 'Search for Records' and 'Open Records' do not work	The icons are visible but no action occurs when selected.	1. Create a user with role sn_esg.data_owner. 2. Navigate ESG workspace. 3. Select **List view** > **Manual metric definition list** 4. Create a MD and add a data owner. 5. Add entities from the related lists. This auto-generates the metrics. 6. Refresh the record page and select **Execute**. 7. Log in as Data owner. 8. In ESG workspace, select **Metric tasks** on the breadcrumb. This shows the data task. 9. Select the cell under the entity column to open the side panel. Expected behavior: The **i** icon and search icons are not visible. Actual behavior: The icons are visible and no action occurs when selected.
DevOps (Family) PRB1839002	A DevOps event isn't honoring load checks on the sys_flow_context table		

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Problem	Short description	Description	Steps to reproduce
Discovery PRB1837810	vCenter Discovery doesn't go through IRE	As vCenter discover doesn't go through IRE, users can't leverage reconciliation rules. The actual source for a correlation ID is a third party integration. However, Discovery is overriding this field after integration updates the correlation ID. If not planning for IRE rules on vCenter Discovery, there should be configurable functionality to skip some fields.	
Discovery PRB1843022	Simple Network Management Protocol (SNMP) GetTable commands during pattern execution no longer exit the pattern when errors occur that exceed the limit	SNMP GetTable commands no longer exit pattern when errors occur that exceed the limit, and the failure count continues to increase.	**1.** Setup a Discovery. **2.** Run a Discovery against an SNMP device that will return errors running 'getTable' requests. Ensure this sets the MID properties 'mid.sa.snmp.allowable_failures_before_success' and 'mid.sa.snmp.allowable_failures_after_success' to 0. **3.** Check the logs after the Discovery. **4.** Observe messages such as, 'SNMP command failure count is 1 and allowable failures before success is 0. Exiting pattern execution'. Expected behavior:The pattern should exit after the first failure. Actual behavior: The pattern doesn't exit, and the failure count continues to increase on subsequent errors.
Discovery PRB1860779	True-up licensing app		
Document Intelligence Unified Backend PRB1838171	Integration should be hidden or disabled for Q&A or doc extraction use case for	Integrations should be hidden if target tables don't appear.	**1.** Install the app-now-assist-admin app. **2.** Navigate to the **Now Assist Admin** > **Feature** > **Platform** > **DocIntel Skill** > **Documentation Q&A**.

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Problem	Short description	Description	Steps to reproduce
	NowAssist Admin		3. Create a new use case without the target table. 4. Hide integration or disable **Add Integration** if the target table doesn't appear.
Document Intelligence Unified Backend PRB1838171	Duplicate names are allowed for the Q&A usecase from Now Assist admin	Duplicate names shouldn't be allowed.	1. Provision an instance with the app-now-assist-admin app installed. 2. Navigate to the **Now Assist Admin** > **Feature** > **Platform** > **DocIntel Skill** > **Documentation Q&A**. 3. Create a new use case with 'Usecase1'. 4. Create another usecase with the same name.
Document Intelligence Unified Backend PRB1845138	The 'Create field group' page displays tax fields that are still not implemented	The fields '**Sub Field Group Taxes** and **Non Table Taxes types** can be selected even though they are not implemented.	1. Create a use case. 2. Open the 'Create field group' view. Notice that the fields **Sub Field Group Taxes** and **Non Table Taxes types** can be selected.
Document Intelligence Unified Backend PRB1846148 KB1924055	Fields under table field group are not created for Document Extraction Capability	During the installation process, descriptions are mandatory for fields but not for field groups. However, when attempting to create a field group without providing a description, the user is blocked due to a mandatory description business rule applied to both fields and field groups.	1. Navigate to **Now Assist Admin** > **Features**. 2. Select **Platform** > **Document Intelligence**. 3. Select **Document Extraction**. 4. Create a Use case UC1. 5. Create two fields under UC1. 6. Fields are displaying under UC1. 7. Create a table field group and create some fields under that field group. Expected behavior: Created table fields are displayed. Actual behavior: Table fields are not displayed.
Document Intelligence Unified Backend PRB1850474	Model reverts to an old version after upgrade due to a race condition	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1853246	Erroneous upgrade of Gen AI use cases		1. Create a new Gen AI use case using Now Assist Document Intelligence. 2. Run the upgrade job. Observe that use case gets upgraded when it shouldn't be.
Document Management Services PRB1841221	PDF generation is failing and unable to print the QR code	This issue was observed in Yokohama.	1. Hop into an instance. 2. Navigate to the Spaces table. 3. Open any space. 4. Select on **Create QR code**. 5. Notice this navigates to the 'Print QR codes' page. 6. Select **Print QR codes**. Notice that the QR code is unable to print, the job is stuck in 'work in progress', and the PDF is not generated.
Document Management Services PRB1847231	PDF error while scheduling reports with the type donut or graph on classic dashboards	Scheduled PDF type reports are failing for donut, graph, and bar chart report types.	
Dynamic Translation for Virtual Agent PRB1853153	Virtual Agent responses are in English when Dynamic Translations are on	This impacts Brazilian Portuguese, French, German, Italian, Japanese, and Spanish.	1. Ensure Dynamic Translation is enabled and Native LLM is turned off. 2. Set the language session to Japanese. 3. Navigate to 'https://<instance name>.service-now.com/sp'. 4. Open the Virtual Agent chatbot. 5. Request for '社内在庫管理' and, once the item is found, start the request. 6. Begin entering Serial ID item inputs. 7. Continue responding to any additional questions prompted by the chatbot. 8. Observe the language of the chatbot's responses. Expected behavior: All chatbot responses, including those for Serial ID item inputs and other user-provided answers, should be entirely in Japanese.

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			Actual behavior: The chatbot responds in English for every input provided by the user, including Serial ID item inputs and any other follow-up responses in the process.
Dynamic Translation PRB1847469	A Spanish user runs skills and gets a response in English		**1.** Set up Dynamic Translation. **2.** Impersonate an agent. **3.** Change the language to Spanish. **4.** Type or select a skill pill. Expected behavior: The user gets the entire response in Spanish Actual behavior: The user gets a response in English and Spanish.
Dynamic Translation PRB1859540	Missing functionality for inbound text from Virtual Agent (VA) to bypass DT for an LLM conversation		**1.** Provision an instance with VA LLM installed. **2.** Install one of the native languages supported by LLM. **3.** Switch a user preferred language to the language. **4.** Start a VA conversation in the language. Expected behavior: VA shouldn't DT the user utterance before sending to LLM. Actual behavior: VA DTs the user text to English and sends to the LLM, which responds in English. This isn't expected since the user language is different than English.
Edge Encryption PRB1844471	After a Vancouver upgrade, a scheduled upgrade is blocked from appearing on a Washington DC or Xanadu's instance for a Vancouver proxy	The **Schedule** button doesn't appear on the edge proxy page, so users are unable to schedule an upgrade.	

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Problem	Short description	Description	Steps to reproduce
Email Notifications PRB1846432	SMIME Configuration with encryption doesn't work for the outbound flow	An email sent with encryption enabled is set to send-ignored and throws an error.	**1.** Provision an instance with the SMIME plugin installed. **2.** Configure the CA, issuing and recipients certificates in the instance. **3.** As a user with elevated privileges, install the email account certificates. **4.** Enable the SMIME properties for both inbound and outbound flows. **5.** Open an incident. **6.** Send a email with encryption enabled. Expected behavior: The email is sent with encryption. Actual behavior: The email is set to send-ignored with an error: 'Exception while encrypting the mime message: No default SecureRandom specified and one requested - use CryptoServices Registrar.set SecureRandom() or CryptoServices Registrar.setSecure RandomProvider().'
Email Notifications PRB1848037	Email client template doesn't register external users as recipients	In Yokohama, email clients aren't registering external users with email addresses that aren't part of the sys_user table from the client template.	
Employee Center PRB1800350	Web Content Accessibility Guidlines (WCAG) issue for the widgets on the Portal is not announcing a section or groups	The screen reader is not announcing the concerned group as the user tabs through widgets with subsections.	**1.** Use a screen reader. **2.** Go to the Employee Service Center or Service Portal. **3.** Tab through a widget that has subsections. Expected: The screen reader should announce the group name when user navigate to any group or section, and the user will come to know in which group the focused element is in. Actual: The screen reader is not announcing the concerned group as the user navigates any of the sections or groups in the home page, and instead announces just the focused element details.

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Problem	Short description	Description	Steps to reproduce
Employee Center PRB1806589 KB1704673	Employee Center autocomplete suggestions don't work in Xanadu	The autocomplete suggestions of a base instance ESC AI Search doesn't work in Xanadu.	1. Open a base instance ESC Portal in Xanadu. 2. In the Search box, type 'What is spam?'. Expected behavior: There are suggestions in the typeahead widget. Actual behavior: There are no suggestion results.
Employee Center PRB1817222	Level 2 subcategories don't follow a tree form in the 'Categories' widget	The 'SC Categories' widget doesn't display the proper indentation for the Level 2 categories. The tree structure of the second level is the same as the parent and this creates confusion of where the categories end.	1. Navigate to any Washington DC instance. 2. Navigate to esc?id=sc_category. 3. Select the second level catalogs. Expected behavior: The second level content under the tree should get aligned similarly to the first level. Actual behavior: The content under the first level is properly aligned below the tree. The second level content isn't aligned properly under the tree.
Employee Center PRB1820904 KB1705991	A missing semi-colon in the EC Theme breaks the CSS resolution	A missing semi colon at the end of a new theme variable in EC Theme causes the CSS resolution to break.	1. Log in to an instance with the latest EC apps. 2. Create an incident using the 'Create Incident' catalog item on the ESC Portal. 3. Navigate to 'My Requests'. 4. Open the newly created incident. Observe that the 'Start' text isn't encircled in a green color.
Employee Center PRB1827901	On the EC homepage, the 'My items' widget displays 'You don't have any items yet', then loads	The text 'You don't have any items yet' shouldn't come up unless there aren't any active activity configurations on the instance.	
Employee Center PRB1835498	The 'Delegate this task' on a Journey Task is missing on the jny_task_details	Under certain circumstances, 'Delegate this task' might not be visible on the jny_task_details	Refer to the listed KB article for details.

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KB1778952	page if the same task is not part of any to-do configuration	page for some Journey Tasks.	
Employee Center PRB1843331	The ACL for kb_knowledge in Employee Center Core provides admins access to edit the knowledge article in the 'Retired' Workflow	Users are able to edit knowledge articles that are in the 'Retired' Workflow when the Employee Center Core application is installed.	1. Navigate to an Xanadu instance with the Employee Center Core application installed. 2. Navigate to any knowledge article in the 'Retired' workflow state. Observe that an article is editable with the workflow state as read-only.
Employee Center PRB1846423	HTML fields on published articles are minimized in Native UI even when they contain content in Yokohama	The content of the article cannot be seen unless the field window is manually expanded.	1. Create an article using an article template. 2. Add a line to each of the HTML fields. 3. Complete the publishing process. 4. Navigate to the article in Native UI once it is published. Notice that the content cannot be seen unless each field is manually expanded.
Event Management Connectors PRB1842835 KB1775976	AWS SNS basic authentication isn't working with the Rest API Access policy for the inbound_event rest API used by push connectors		Refer to the listed KB article for details.
Event Management Connectors PRB1846463	Events are not generated using Azure authorization		1. Navigate to a Xanadu or Yokohama instance. 2. Create Azure authorization. 3. Send an event. Notice that events are not generated.
Event Management PRB1822392	After an upgrade to Xanadu, if automated grouping is	The sa_analytics.aggregation_enabled property should be responsible only for automated,	

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	turned off, (sa_analytics.aggregation.enabled=false) tag-based grouping isn't working	CMDB and text grouping are added, there should be a feature flag property on the entire query job (sa_analytics.query_job_enabled). When set to false, no logic inside the query job executes.	
Event Management PRB1833315	Update itom-noc-app version	This is a product update.	
Event Management PRB1834020	A user with the role evt_team_operator can read all records from the em_root_cause table.	In the em_root_cause table, a user with the role evt_team_operator should only be able to read root_cause_alert or parant_alert records that are part of their groups.	
Event Management PRB1835099	evt_team_operator has no access to flow information	evt_team_operator has no access to flow information and evt_team_operator doesn't know when the flow of playbook is done.	1. Log in / impersonate evt_team_operator. 2. Open express list and open an alert. 3. Activate the playbook button. 4. Run remediation - Create incident. Notice that the incident is created but remains 'In progress' rather than 'Complete'.
Event Management PRB1835604	Impact path in Service Map not showing alerts	An evt_team operator user cannot see alerts in an impact path.	1. Impersonate an evt_team_operator. 2. Open Service Map. 3. Open an impact path. Notice that alerts cannot be seen by the user.
Event Management PRB1838597 KB1743614	Event Rule changes can cause event_rule.update_events to block system events processing, causing a performance	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	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.

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	issue in the instance	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.	
Event Management PRB1840955	Network traffic groups are created when the property sa_analytics.aggregation _enabled is set to 'false'		1. Open a track instance. 2. Install the event management plugin. 3. Install the Tag Based Clustering Engine scoped app (sn_em_tbac), Service Management plugin, and the Service Mapping Plus app (sn_sm_scoped_app). 4. Set the property sa_analytics.aggregation _enabled to 'false'. 5. Run the script to create service mapping data. 6. Make sure the 'hash sm_is_data_training_complete' in the sa_hash table is 'true'. 7. Execute the scheduled job 'Event Management - Populate Service candidate process to process mapping'. 8. Navigate to the table em_service_candidate_ process_mapping.

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			a. Choose a record in that table. b. Send alerts on the 'first ci in connection' and 'second ci in connection'. 9. Notice that a network traffic group was created.
Event Management PRB1842565	Simulation results are not being displayed	When there are no matches in the first bulk query of 300 alerts, the simulation results appear but then disappear after a few seconds.	1. Create a new grouping automation where alerts with the node not containing a name are excluded. 2. Run the simulation. Observe several results in the total, then the number disappears and is replaced by "No matching alerts. There are no alerts that match the defined conditions and filters for this simulation."
Flow Engine PRB1843277	Users get an error when creating a flow from Table Builder or from logic and automation on a partially upgraded instance	An error is thrown: 'java.lang.NullPointerException: Cannot invoke "com.glide.db. PrimaryKey.addQuery (com.glide.db. meta.Query, String)...'	1. Provision an instance having Washington DC installed. 2. Partially upgrade it to Yokohama. 3. Navigate to AES. 4. Create an app or use existing an app. 5. Create a table in it. 6. Edit the table. 7. Create a flow in it. Expected behavior: The user must be able to create the flow in it. Actual behavior: The user is getting an error.
Flow Engine PRB1856307	Use VA-threads in Flow Engine		This is a product update.
Flow Engine PRB1856308	Flow Engine Glide tracing		This is a product update.
Flows (Family Channel)	The 'String to Date' function is not working as expected	On Flow Engine v2, when an invalid transformation such as 'String to Date' is	Refer to the listed KB article for details.

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PRB1827921 KB1809423	after upgrading to Xanadu	applied to a field which returns a date value (ex. Duration), it returns the display value of Duration.	
Flows (Family Channel) PRB1844406	The IntermediateFlow.processIntermediateFlow() API doesn't work properly with the trigger type 'sla_task'		
Flows (Family Channel) PRB1850367	Enable a generation_source value other than 'text2flow' in Flow Generation		
GRC Platform Plugins PRB1789050	When importing policy text, images don't render and there's misalignment	In Compliance Workspace with O365 Integration enabled, 'Import Policy Text - Images' don't render and there's misalignment.	**1.** Impersonate a user. **2.** Open a policy in the Compliance Workspace. **3.** Create a policy in 'Draft'. **4.** Navigate to 'Policy text'. **5.** Select **Import Policy** text. **6.** Add a file in attachment. **7.** Select **Import**. **8.** Navigate back to the 'Policy text' tab. Observe the misalignment.
GRC Platform Plugins PRB1842928	The **Revised by** field is empty when a policy is re-published in Policy and Compliance	Re-publishing a policy after moving it into a 'Draft' state displays an empty **Revised by** field.	**1.** Navigate to an instance. **2.** Create a policy. **3.** Publish the policy. **4.** Move the policy into the 'Draft' state. **5.** Re-publish the policy.
Health Log Analytics (Family) PRB1838418	Elasticsearch fails with parsing errors due to automatic numeric_detection	When Elasticsearch Datainput has the **Timestamp field format** field populated, any value set to "Delay in reading current timestamp" creates an exception in the code and the data input fails.	**1.** Create ES data input. **2.** Set a 'Timestamp field format'. **3.** Start it and verify that everything is working. **4.** Add any value to "Delay in reading current timestamp". **5.** Save and publish.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Data input runs and the feature works. Actual behavior: Data input fails and MID throws an exception.
Hermes (Family) PRB1832870	'Potential infinite loop' errors in the 'MIF Consumer' job	The 'MIF Consumer' job fails when attempting to poll for new messages on the MIF topic.	
Hermes (Family) PRB1833592	Topic sync fails as a result of moving an instance between two clusters within the same data center	The topic sync job fails to create topics on destination cluster because the three letter code is the same.	
Hermes (Family) PRB1841698 KB1809311	There's duplicate entries in hermes_cluster_config	Duplicate entries in hermes_cluster_config table are causing dependant plugins to not work as expected, causing node failure during upgrades.	Refer to the listed KB article for details.
Hermes (Family) PRB1845171	After upgrading from Washington DC to Yokohama, the number of topics in the sys_kafka_topic table is doubled	For example, there is a topic 'sn_streamconnect.scriptconsumertopic' in W in sys_kafka_topic table. After the upgrade to Y, there is additional topic record 'scriptconsumertopic' is noticed in sys_kafka_topic table.	
Hermes (Family) PRB1845208	Hermes tables aren't being audited		Modify hermes_topics_state or hermes_app_services. Notice that it's not being audited.
Hermes (Family) PRB1845224	There's no warning that deleting sys_kafka_topic deletes the topic in a cluster	Deleting a topic in sys_kafka_topic deletes it in the cluster. Users should be warned about that.	Delete a sys_kafka_topic record in Xanadu or later. Notice that it's deleted in a cluster and no warning was given.

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Problem	Short description	Description	Steps to reproduce
Hermes (Family) PRB1847936	Reduce DB query for producing to shared topic	This is a product update.	
Hermes (Family) PRB1850227	Topic sync runs for apps that don't need it	TopicSynchronizer only syncs snc.* topics, so it is not needed for apps like MIF (Multi-nstance Framework).	Run a topic sync job with MIF installed. Observe that it makes a list topic call unnecessarily.
Horizontal Portal Capabilities for Customer Service PRB1827623	'[Add to Wishlist]' isn't displayed in the CSM portal after upgrading to Xanadu	It can be added in Service Portal, but in the CSM portal, the 'CSM SC Cat item' widget doesn't have [Show Add/Update Wish List buttons] as an instance option.	**1.** Provision an instance with the Customer Service Management plugin to have a CSM portal. **2.** Find one sc_cat_item with 'Catalogs' and 'Category' defined and 'Catalog' enabled with Wishlist=true. **3.** Confirm it in the CSM portal. Expected behavior: It should be with the [Add to Wishlist] option, same as Vancouver. Actual behavior: [Add to Wishlist] isn't displayed in Washington and Xanadu.
HR Service Delivery Case Management for Lifecycle Events PRB1848928	There's an RCA error on creating LE and ER Cases for summarization	An error is thrown: 'Read operation on table 'sn_hr_le_case' from scope 'Now Assist context menu' was denied. The application 'Now Assist context menu' must declare a cross scope access'.	**1.** Log in to an instance. **2.** Create an LE case as an agent with the sn_hr_le.case_writer role. Observe that an RCA error is thrown.
HR Service Delivery for Healthcare PRB1782987	Relocation assistance and work visa transfer request are missing in pre-boarding	Relocation assistance and work visa transfer request are missing in pre-boarding when the checkboxes are checked during onboarding, and the record producer do not trigger the cases.	**1.** Open the healthcare onboarding catalog as a manager. **2.** Fill the required details. **3.** Check the checkboxes for **relocation assistance** and **work visa transfer request**. Expectation behavior: These record producer variables should trigger respective cases. Actual behavior: The variables are not triggering the respective cases.

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Problem	Short description	Description	Steps to reproduce
HR Service Delivery for Healthcare PRB1783004	The **specialty** field is not populated	The **specialty** field is not populated in the adhoc update request form for education and trainings when an existing record is selected by the user.	
HR Service Delivery for Healthcare PRB1832614	Stage1 of healthcare onboarding is getting errored out New Hire notification activity		1. As an manager, navigate to **ESC portal** > **Human resources** > **Onboarding**. 2. Open the 'Healthcare onboarding' catalog item and fill in the required details. 3. Submit the catalog item. Observe the case is getting created but stage1 is in an error state.
HR Service Delivery for Healthcare PRB1832614	Stage1 of healthcare onboarding errors out a New Hire notification activity		1. As an manager, navigate to **ESC portal** > **Human resources** > **Onboarding**. 2. Open a 'Healthcare onboarding' catalog item and fill in the required details. 3. Submit the catalog item. Observe that the case is created but stage1 is in an error state.
HR Service Delivery for Healthcare PRB1832662	Duplicate RCAs are present in app-hr and app-hr-healthcare	When searching for RCAs for Healthcare application, there are no duplicate RCAs found.	
HR Service Delivery PRB1830128	Quotes aren't correct in HTML in HR Workspace and Playbook after upgrading from Vancouver to Xanadu	Special characters are rendered in an encoded format.	
HR Service Delivery	Using the 'Email recommendations elaborate'		

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Problem	Short description	Description	Steps to reproduce
PRB1837460	functionality generates RCAs		
HR Service Delivery PRB1840325	The **State** field is read-only for the Agent in an interaction	When an interaction is created, the **State** field is read-only when it shouldn't be.	1. Provision an instance with Agent Chat and sn_hr_agent_ws 4.0 installed. 2. Log in to the instance as an agent. 3. Create an interaction in Human Core scope or create an appointment from esc that creates an interaction in Human Core scope. Expected behavior: The **State** field should not be read-only. Actual behavior: The **State** field is read-only.
HTML Field Type Editor PRB1826985	The 'depends on' column is empty for manually added dependencies	The issue is found only in Yokohama instances.	1. Install Business Continuity Management 7.1.0 apps on a Yokohama instance. 2. Log in as a BCM Manager. 3. Navigate to the BCM Workspace. 4. Create a Business Impact Analysis on Adobe Acrobat. 5. Navigate to the 'Assessment' tab. 6. Navigate to **Dependency assessment**. 7. Navigate to **Hardware** > **Add dependencies**. 8. Verify that the 'depends on' column is empty for manually added dependency. 9. Verify that status in source is 'valid'. 10. Select **Update dependency**. 11. Verify that the dependency added through the Configuration Management Database has the 'depends on' column filled. 12. Verify that all manually added dependency statuses in the source are invalid.
HTML Field Type Editor PRB1841733	There's warnings seen in syslogs on visiting a classic form	'com.glide.script.RhinoEcmaError: null is not a function. : Line(1) column(0) ==> 1: null()' warnings are displayed in sys logs	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1813433	with an html-editor on it	after upgrading to Xanadu.	
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	The queue dashboard displays the end offset of partition 1 as remaining messages, even though from the topic inspector it's evident that there are no new messages arriving there (current and end offset same). The logic for remaining messages should account for an active partition and then calculate the remaining messages based on the current and end offset values.	
Instance Data Replication (IDR) PRB1838458	Selected fields in 'Outbound Entry' aren't replicated to 'Inbound Entry' when a transformation is enabled (specifically sys_fields)	When a user creates a 'Replication Entry' with transformation enabled, this freezes the selected/ deselected sys_ fields. Specifically, it freezes the ones that are gated by the 'Preserved Modified By' checkbox.	**1.** On a 'Producer Replication' set, have sys_ fields included and enable transformation on any table. **2.** Establish a 'Consumer' set. **3.** Ensure replication works. **4.** Remove/add a sys_ field on a 'Producer Entry' set. **5.** Synchronize on the consumer side. Observe that the removal/addition isn't present on the 'Consumer Inbound Entry'.
Instance Data Replication (IDR) PRB1846711	If the legacy cluster is offline, the 'IDR Producer' job is in a 'doNothing' state	This prevents processing for Hermes sets too, even if the Hermes cluster is online.	Have the legacy cluster offline. Notice errors in the log and observe that the Hermes replication sets are also not processed.
Integration Hub PRB1827642	Incorrect encoding of the URL in a REST step	A new action created in Flow Designer with a REST step is encoded unnecessarily.	**1.** Open an instance. **2.** Navigate to Flow Designer. **3.** Create a new action. **4.** Add a REST step. **5.** Configure the REST step. Notice that spaces around the EQ operator are being replaced with

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Problem	Short description	Description	Steps to reproduce
			incorrect characters and are encoded unnecessarily.
Integration Hub PRB1830991	'Grouped by' records aren't shown when the user navigates to list view from a dashboard	An invalid TRENDBY condition in the chart's data source results in records not being shown when the user navigates to list view from a dashboard.	
Integration Hub PRB1836492	After upgrading to Xanadu, a 'No valid MID server' error is outputted by OAuthTokenRefreshJob	The error 'No valid MID server with REST capability available to obtain new access token' is outputted. The **use_mid** field doesn't exist on the discovery_credentials table until the 'com.snc.mid.enhanced_security.oaut' plugin is installed.	**1.** Prepare an instance which doesn't install the 'com.snc.mid.enhanced_security.oauth' plugin. **2.** Allow OAuthTokenRefreshJob to run. **3.** Check the syslog to see if the error message is outputted.
Integration Hub PRB1843074	The configurability of call chain debug logging for Integration Hub is insufficiently granular	There should be a couple more properties for if users only want to log certain scenarios.	**1.** Enable glide.sys.client.call_chain.debug=true on an instance. **2.** Run a REST step as well as a RMv2. See that users get logging statements for each of the following: Flow Engine starting, posting a usage to ua_ih_usage, and posting a transaction to outbound_request_usage_metrics. If users only care about one of these scenarios, this is more logging than is needed if users want to leave the logging on for something that might only happen a few times per month.
JVM at Scale PRB1838848	User preference glide aggregate query ignores setWorkflow and setRunEngines	The cache is flushed which causes the table descriptor cache to rebuild.	
Key Management Framework (KMF)	Upgrading to Xanadu causes module keys that are wrapped with a deactivated	This is an issue in KMF that causes module keys that are wrapped with a deactivated IKEK to be rekeyed with the active IKEK and then	

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Problem	Short description	Description	Steps to reproduce
PRB1839570	IKEK to be rekeyed with the active IKEK and then deactivated	deactivated. The user is using a specific filter to find the correct module key to use for CLE, based on the sys_id. However, because that key was deactivated, CLE failed.	
Key Management Framework (KMF) PRB1841667	An incomplete CRL Distribution Point is inserted to a leaf certificate	When a leaf certificate is generated from a CSR, the CRL Distribution Point is inserted into the X.509 certificate. However, due to a flipped condition in KMFInstancePKIProvider, the serial number of the issuing certificate is not included, causing the distribution point to fall back to the default "fallback" endpoint.	1. Setup IPKI. 2. Generate CSR. 3. Navigate to "sys_kmf_certificate" and select **Request certificate**. 4. Upload the generated CSR. 5. Download the newly generated certificate and inspect the CRL distribution within. Notice that the serial number is not included at the end of the URL.
Key Management Framework (KMF) PRB1847887	Support Bagheera-Phase2 enablement		
Knowledge Management PRB1830531	Post-Xanadu upgrade, changing a KB's article length makes the article unsearchable	The issue can be reproducible on any Xanadu instance.	
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	When the user creates a catalog item in a non-English language, it can be searched by its name in the sc_cat_item table. However, when the name of the catalog item is updated to an English language, it cannot be searched in the sc_cat_item table in a non-English language.	

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Problem	Short description	Description	Steps to reproduce
Legacy Agent Workspace PRB1830362	Links are not parsed correctly for external users	Links are not parsed correctly and 403 errors are seen in the browser console for external users.	1. Embed Knowledge Article View Components on the third Party page. 2. Log in to a third party page. Observe that the Knowledge Article View component is loaded once authenticated. 3. Embed the article which has some links in the article body or has some notifications in links. Expected behavior: Links in the notification/article body should be parsed correctly. Actual behavior: Links are not getting parsed correctly and 403 errors are seen in the browser console for external users.
Lifecycle Events PRB1840971	A workflow errors out after reaching the maximum number of retries in a voluntary separation flow	The Voluntary Separation Confirmation activity gets stuck for a long time and errors out after max retries.	1. Navigate to **All** > **Manage lifecycle events** and open the offboarding (demo) event. 2. Change the trigger condition of all activity sets to immediate. 3. Select the **Test activity sets** icon. 4. Select the subject person (they should have an employment type and employment start date in their HR profile) and select **Test**. A case is created. 5. Open the case and open the activity set **Coordinate Separation Activities**. Observe that the Voluntary Separation Confirmation activity gets stuck for a long time and errors out after max retries.
Lifecycle Events PRB1847452	The 'Check Activity closure - Flow' business rule (BR) may run and query more often than necessary	Notice that the 'Check Activity closure - Flow' business rule runs and queries for all sys_flow_context updates where 'state=COMPLETE'. This can lead to performance issues with an excessive	

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Problem	Short description	Description	Steps to reproduce
		number of sys_trigger records created and unnecessary queries run by this BR.	
List Administration PRB1767773	The list calculation shows an incorrect count when applying 'Group by' on the list	After ensuring the total sum at the bottom of the list is the sum of all the priority values added together, applying 'Group by' results in the total sum at the bottom of the list to be incorrect.	**1.** Open any list that contains more than 100 records. **2.** Add the priority column. **3.** Navigate to **Configure** > **List Calculations** > **Total Value for the Priority list**. **4.** Ensure that the total sum at the bottom of list should be the sum of all the priority values added together. **5.** Apply 'Group by Short Description or by Number'. Expected behavior: The total sum should be sum of all the priority values. Actual behavior : The total sum at the bottom of the list is incorrect.
List Administration PRB1838932	Workspace list header disappears on reload	The list header is not shown.	**1.** Navigate to CSM/FSM Configurable Workspace. **2.** Open any list view. **3.** Refresh the page. Expected behavior: The list heading is shown on refresh. Actual behavior: The list heading disappears.
List Administration PRB1840323	The **Resume / cancel** UI component doesn't show the **Date** field	Selecting the **Resume / Cancel** buttons doesn't show the date field.	
List Filters PRB1839491	Issue with filter query on Record List component when used from UIB	When a list view with the Record List component is created using UIB, and the table query is passed as a parameter, the filter is applied but doesn't appear the conditions set.	**1.** Navigate to provided URL. **2.** Select the record preview icon. This navigates to another page with the filter applied and filters the record as per the applied filter. **3.** Open the conditions set. Expected behavior: Conditions from the applied filter should be present.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The conditions set is empty.
Major Incident Management PRB1851629	Major Incident Management (MIM) is not loading when the Digital End-User Experience (DEX) plugin is installed	When the DEX plugin is installed, MIM functionalities do not load.	**1.** Log in as an admin. **2.** Install MIM. **3.** Install the DEX plugin. **4.** Create a new Major Incident. **5.** Select**View Workbench**. Observe that the workbench is not loading.
MID Server PRB1760614	SudoProcessor doesn't properly support commands with file paths	When configuring certain commands used by 'Parse File', they fail with 'Permission Denied' errors if configured in Sudo with a filepath specified, such as: /bin/cat /path/to/file.	
MID Server PRB1842068	Removing 'Check instance' from the policy does not remove it from the agent's check list for that policy	When the list of checks on a policy is updated (checks are removed/added), the list of checks on the agent is only updated with the checks that have been added to the policy list, while checks that were removed from the policy list are not updated on the agent.	**1.** Create a policy running check-discovery-basic check definition. **2.** Publish the policy and wait for it to start executing on the agent. **3.** Edit the policy in sandbox and replace check-discovery-basic with check-read-log. **4.** Republish the policy and wait for policy to sync to agent. Expected behavior: The agent logs that the check list for the policy is just check-read-log. The agent only executes check-read-log as part of the policy run. Actual behavior: The agent logs that the check list for the policy is check-read-log and check-discovery-basic. The agent executes both check instances as part of the policy run.
Mobile Experience for Field Service Management	A map doesn't load when users tap 'set location'	Users see a blank screen.	

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Problem	Short description	Description	Steps to reproduce
PRB1840564			
Mobile Platform PRB1826545	Unable to source a part from the part requirement flow for Mobile iOS	An error message occurs when the user sources a part in the part requirement flow for Field Service Management (FSM) in iOS only.	1. Navigate to **All** > **System logs** > **Emails** > **Open recent email** for a user with the role wm_agent. 2. Select **Enter**. 3. Log in as the user with the wm_agent role. 4. Navigate to **My Inventory** > **My part requirements** > **Create part requirement** > **Model : 3com cat 5 cable**. a. Enter any required details. b. Select **Submit**. 5. Select **Create part requirement** in the list view. 6. Select **Find part** > **Give radius** > **Submit**. 7. Select any card on the map. 8. Select a stockroom as a 'personal stockroom' for the user. Expected behavior: It should be submitted and the success message should be seen. Actual behavior: Notice the error message.
Mobile Platform PRB1843738	Field parameters for the URL button type that are used for the URL template are always encoded even when it's not needed	When selecting the options below 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'.	1. Access the instance via Now Mobile. 2. Select the following options and notice the issue described: a. Open my Reservation » mesp?id=wsd_reservations b. Create a new general reservation »mesp?id=wsd_search 3. Select **Go**. Notice that the page redirects correctly after selecting **Go**.
Mobile Platform	If a **dot-walk** field references a	Document data isn't displayed offline	1. Create a Table A extending task. 2. Add a reference column.

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Problem	Short description	Description	Steps to reproduce
PRB1844740	column in the parent table, document data isn't saved	because it isn't saved in SQLite DB.	3. Create a child Table B extending from Table B. 4. Add a few columns. 5. Add a form screen to display the Table B record to show the reference field defined in Table A. 6. Verify that the form screen is displayed correctly in the mobile app. 7. Go offline. Notice that the form screen can't be displayed offline because the document data for Table B isn't saved in an SQLite database.
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.
Now Assist Panel PRB1852531	The latency feedback messages are cut at the bottom	The problem likely stems from a height issue for the container.	1. Navigate to NAP. 2. Type 'summarize a record'. 3. Check the latency feedback messages. Expected behavior: The message text is displayed whole in the container. Actual behavior: The bottom part of the messages are cut.
OneExtend PRB1856501	Non-integer temperature value in sys_generative_ai_config record results in NumberFormatException during OneExtend processing	For TextToApp, our Azure OpenAI prompts have a temperature setting of 0.7. This results in a NumberFormatException being thrown in the console, and a generic error being written to the system log.	1. Configure an Azure OpenAI prompt with a non-integer temperature value (for example, 0.7). 2. Ensure system property sn_vad_genai.com.glide.cs.one_extend.auto_proxy_enabled = true. 3. Execute the prompt via OneExtend. Expected behavior: The prompt executes successfully.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The prompt is never sent to the LLM, and errors are present in the logs.
Performance Analytics PRB1837861	Incorrect Data is populated in CDC fact table when any record is created / updated / deleted at same time	Mining occurs for the inserted record but not the updated record.	1. Enable NAM on indicator and run first day and incremental jobs. 2. Insert and update a record for the source table of the indicator at same time. Observe that mining occurs for the inserted record but not the updated record.
Performance Analytics PRB1854242	Turn off data snapshots on instances that are Raptor standard	From the 'pa_indicators' list view and 'indicator' form view, users shouldn't see data snapshots. MLB-related buttons shouldn't be visible to users. Users shouldn't be able to modify them via the MLB system property.	
Platform Analytics Dashboard API PRB1843769	Dashboard metadata broker is not evaluating early	DashboardSysId is a CLIENT_TRANSFORM_SCRIPT, which makes it impossible for UXF to early evaluate this data broker.	1. Open Platform Analytics Dashboards. 2. Open any dashboard. 3. Refresh the page. 4. Observe network calls. Expected behavior: Dashboard metadata is evaluated early and is a part of the macroponent call. Actual behavior: A new batch request is made which includes the metadata data broker.
Playbook Experience PRB1833127	Playbook doesn't display new cards when previous cards are completed in the HR Workspace	New activities will appear only appear when the page is refreshed, instead of automatically appearing upon completing and closing the previous activity.	1. Setup a lifecycle event. 2. Select the Additional Actions icon at the top right of the page. 3. Select **Preview**. 4. Select **Test**. 5. Observe that an HR case record was created. 6. Open the created record in the HR Agent Workspace.

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			7. Observe that Activity Set 1 in the Playbook tab created four activities. 8. Complete the four activities. 9. Observe that a fifth activity will appear. 10. Open the fifth activity. 11. Set the state to 'Closed complete'. Expected behavior: A sixth activity will automatically appear. Actual behavior: The sixth activity appears only when the page is refreshed.
Playbooks (Family Channel) PRB1842669	Data definition synchronization slows down Playbook activation even when Playbook has no questionnaire activities	Activating Playbook can take over 1 hour to complete on a Xanadu instance. After setting a system property to turn off flow data variable sync, the activation time decreased to 40 minutes. When running a background script to activate, the process took 19 minutes. Previously, activation time took between 8 and 10 minutes.	1. Create a Playbook with 100 activities but without any questionnaire activities, adding a trigger and filling all required fields. 2. Activate the Playbook.
Playbooks (Family Channel) PRB1848445	A PD update set generation takes a long time and/or timeouts for large playbooks with many conditions to run	This can happen with large processes. In extreme cases, update set generation takes 60+ minutes, where the entire process errors out.	1. Create a large process (e.g. 200 activities), where all activities have a condition to run. 2. Activate. Notice how long it takes to generate the update set, and if it fails.
Predictive Intelligence PRB1843673	The 'ML Cluster Detail Purge' scheduled job causes out of memory issues		

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Problem	Short description	Description	Steps to reproduce
Predictive Intelligence Similarity Solution PRB1826156	Untranslated annotations with the i18n language plugin	The annotation, 'STEP 1: Please select the table & field(s) you want to use to retrieve your similarity results, and the table and fields you want compared' is left untranslated and in English.	**1.** Set up a Xanadu testing environment. **2.** Install an i18n language plugin for French. **3.** Navigate to **now/nav/ui/classic/params/target / ml_capability_definition_similarity.do**. Observe the hardcoded string, 'STEP 1: Please select the table & field(s) you want to use to retrieve your similarity results, and the table and fields you want compared'.
Process Mining PRB1834245	Workbench loading times out for a 'Case' table	The change made part of PRB1834245 times out the workbench because it takes time to query the records in a table that has huge data.	**1.** Mine a project. **2.** Share to a user that doesn't have a process mining role and has access to incidents. **3.** Ensure the user can see at least one incident in the table. Observe that the user can't see the workbench.
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 is one record for a project actual in October. If 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 PRB1829721	For a group-based ORA, if users update allocation dailies, it's rolling up to only immediate user-based allocation but not rolling up to group allocation without a user		

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Problem	Short description	Description	Steps to reproduce
Remote Tables PRB1833193	There is a spike in performance when trying to get the display value of st_sys_design_system_tables_vbnc	In the class ScriptableTableDataCacheHelper, the method getSingleRowQuerySysId tries to retrieve cached rows for non-editable tables which causes the issue.	
Resizable Panes Component PRB1830568	Resizable panes divider handle is not working properly in the CSM Configurable Workspace	When adding an iFrame component in the tab sidebar, it causes an issue while trying to adjust the size of the panes in the workspace.	1. Duplicate a page variant from the base instance page 'CSM default record page' in the CSM Configurable Workspace in the UI builder. 2. Add a new tab in the tab sidebar. 3. Add an iFrame component. 4. Open a Case that applies the duplicated variant. 5. Verify that the sidebar resizing issue occurs when the iFrame tab is open
Resource Management PRB1841076	After an Xanadu upgrade, there's a resource reports issue	Resource reports are broken after an Xanadu upgrade when the glide.sys.date_format is dd-MM-yyyy.	1. On Xanadu, set the date format to dd-MM-yyyy or dd/MM/yyyy. 2. Navigate to **All** > **Resource** > **Resource Reports** > **Resource Reports**. a. Start date auto populates = today's date. b. End date auto populates = 1 year from today's date - 1 day. 3. Update the start date to 10/12/2024 and end date to 11/11/2025. 4. Select **Run**. Observe the error message 'Report duration can't be more than 12 months'. The system considers the start date as being 12th of October and not 10th of December.
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.

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Problem	Short description	Description	Steps to reproduce
SaaS integration with Adobe Cloud (Glide) PRB1843443 KB1913878	sn_samp. UpdateReclamationCandidates > getUserSubscriptionCost code issue	The **potential_savings** field is not 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 PRB1851796	Intermittent errors in GenAI calls due to missing startDate in transaction	JobYieldCheck fails with a Null Pointer Exception (link) because fJobYieldInfo.getStartDate() is null.	1. Set up NAVA with latest versions on yselfservice track. 2. Launch a chat window and enter "What is spam" with streaming enabled. 3. Execute a load test for the same flow (5/10 users). Notice the exceptions in the error logs, sys_generative_ai_log table. The log file says failed due to "date must not be null".
Schedule Optimization PRB1837461	Overlapping territories don't work as expected when file caching is enabled	When file caching is enabled, the work order tasks of the qualifying territories are not sent for optimization.	1. Enable territory model in the instance. 2. Add an agent to more than one 'Territory' group (for example, Sunnyvale and Cupertino). 3. Add one of the above territories as the qualifier in the scope. 4. Add the same scope to the 'Batch'. 5. Trigger a batch run. 6. Validate for an intraday run. Expected behavior: Both overlapping territory groups should be considered for optimization, and two solution files should be generated for each territory group. Actual behavior: When file caching is enabled, the work order tasks of the qualifying territories are not sent for optimization.

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1844169	Errors such as Request Timeout, Syntax Error/ Access Rule Violation, and Insufficient Access are seen on the Dispatcher Workspace	Error messages occur in the Dispatcher Workspace as a result of server response timeout, SQL syntax errors, and queries being ignored due to insufficient access.	Scenario 1: 1. Request a Timeout Leave in the Dispatcher Workspace. 2. Idle for sometime. 3. Notice the alert message, 'Request Timeout: The server took too long to respond. Please try again later'. Scenario 2: 1. Open the 'My Crews' page. 2. Notice the Syntax Error or Access Rule Violation message due to an SQL syntax error. Scenario 3: 1. Assign a crew task to a crew in the Dispatcher Workspace by dragging and dropping the task. 2. Notice the Syntax Error or Access Rule Violation due to an SQL syntax error. Scenario 4: 1. Open the Work Order Task record page. 2. Notice the Insufficient Access error due to the query on sn_fsm_map_integr_usage being ignored because of insufficient access.
Schedule Optimization PRB1846785	A performance issue with beans symmetric travel time and flaten response	This issue introduces symmetric travel time and flatten response for beans calls in Yokohama.	
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.	1. Navigate to **All** > **Timeline Pages**. 2. Select **ServiceNow Roadmap**. 3. Select the **View Timeline** button.

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Problem	Short description	Description	Steps to reproduce
		If there's no timeline, there's no issue.	
Server-side scripts PRB1841707	Turn on ECMAScript 2021 (ES12) mode is not toggled after upgrade/zboot	Turn on ECMAScript 2021 (ES12) mode is off.	**1.** Unload a sys_script_include xml with Turn on ECMAScript 2021 (ES12) mode toggled. **2.** Make sure sys_es_latest_script=true. **3.** Add the script include to the 'update' folder in the com.glide.sg plugin. **4.** Zboot the instance. **5.** Spin the instance with Zboot. **6.** Check the record. Expected behavior: Turn on ECMAScript 2021 (ES12) mode is on. Actual behavior: Turn on ECMAScript 2021 (ES12) mode is off.
Service Catalog PRB1834958	The onLoad Mandatory and Visible UI policies aren't working	For the onLoad Mandatory policy, questions can be skipped. For the onLoad Visible UI policy, an incorrect question is prompted indicating that the policy didn't hide the correct variables.	
Service Catalog PRB1835283	A UI policy script is running in Virtual Agent though the UI type is set to 'Desktop'		In Virtual Agent chat, request the item 'Seating Arrangement for Onboarding.' This has an onLoad UI Policy to make will_this_employee _be_ seated_flex_or_remote' read only. Expected behavior: The first question should be about a desk request. Actual behavior: The question 'Will this employee have a reserved desk, flexible desk, or work remotely?' is asked. This indicated that this isn't a read only question, and the onLoad UI Policy did run.
Service Mapping PRB1836767	When deleting a solution in ml_solution table, a cascade delete is	When deleting a solution in ml_solution table, a cascade delete is triggered on ml_cluster_detail, and it times out and does	

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	triggered on ml_cluster_detail, but the records are not deleted	not delete all of the records because there are too many records in the table to handle a cascade delete.	
ServiceNow Security Center (Family Release) PRB1843476	At upgrade time with updated content, the completed steps of a customer action keeps the action status as 'ready', which turns off the action's **Complete** button		
Service Operations Workspace for Change Management PRB1834196	The **New** button on the 'Changes assigned to me' page doesn't navigate to the SOW change landing page		1. Log in as an admin role user. 2. Enable the property 'glide.ux.user_criteria_enabled'. 3. Navigate to **Change** > **Create** and create a new change request assigned to 'Change Manager' user. 4. Impersonate Change Manager [tier 2 user]. 5. Navigate to the SOW Home landing page. 6. Select the **View all** button of the 'Changes assigned to me' donut section. 7. Switch to the List view of the records display section. 8. Select the **New** button. Expected behavior: The user is navigated to the Change landing page. All **New** buttons on the list page should work. Actual behavior: The **New** button on the 'Changes assigned to me' page navigates to the change landing page. The **New** button on other donut lists doesn't work.

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Problem	Short description	Description	Steps to reproduce
Service Operations Workspace for Change Management PRB1838664	Create standard change on the Service Operations Workspace (SOW) shouldn't have the **Model** field populated when the compatibility property is set to 'true'	Flow is attached instead of workflow when the **Model** field is populated as a result of the compatibility property being set to 'true'.	**1.** Login as an admin role user. **2.** Go to sys_properties.LIST. **3.** Set 'com.snc.change_management.change_model.type_compatibility' to **True**. **a.** Set 'com.snc.change_management.change_model.manage_workflow' to **True**. **b.** Select **Save**. **4.** Navigate to **SOW** > **Change**. **5.** Create any pre-approved standard change. Expected: The **Model** field shouldn't be populated. Actual: The **Model** field is populated, as a result flow is attached instead of workflow.
Service Operations Workspace for Change Management PRB1840201	Typing multiple lines of text in dialogue triggered by the **Make approval decision** button fails to process approvals and rejections	The record is not approved after entering multiple lines of text in the approval notes for a approval decision in the Service Operations Workspace (SOW).	**1.** Log in to an instance. **2.** Navigate to SOW. **3.** Open a record with an outstanding approval request. **4.** Impersonate a user to approve the record. **5.** Select **Make Approval Decision**. **6.** Select **Approve**. **7.** Enter multiple lines of text as approval notes. **8.** Select **Submit.** Notice that the record is not approved.
Service Operations Workspace for Change Management PRB1841223	Users with the ITIL, change_manager, or sn_change_write roles are not able to propose single change on Service Operations Workspace (SOW)	This impacts instances with SOW 6.1 apps installed.	**1.** Login as user with ITIL, change_manager, sn_change_write roles in Yokohama or on any instance with SOW 6.1 apps installed. **2.** Navigate to SOW. **3.** Create a new change with the short description populated. **4.** Save the change. **5.** Navigate to **Overview** > **Add scope**. **6.** Select the 'Affected CIs' card.

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Problem	Short description	Description	Steps to reproduce
			7. Add some configuration items to the list. **8.** Select the **Propose single change** icon of any affected CI added. Expected behavior: The user is able to edit or propose the change. Actual behavior: The user is not able to edit or propose the change.
Service Operations Workspace for Change Management PRB1841357	The **Propose** button on the Mass CI Update modal is not enabled when multiple fields are added after proposing a single change	The **Propose** button becomes disabled after adding multiple fields to a new change following proposing a single change, and the user can only cancel or exit out of the modal.	**1.** Open the Service Operation Workspace (SOW). **2.** Create a new change with short description populated. **3.** Select **Save**. **4.** Select the **Add scope** button in the **Overview** tab. **5.** Selected the **Affected CIs** card. **6.** Add some configuration items to the list. **7.** Select **Propose mass CI update**. **8.** Add 'Asset Tag' from the list. **9.** Select **Propose**.
Service Operations Workspace for Change Management PRB1851103	The 'Change Overview' data broker needs to have role access defined	Roles are not associated in the Access Control (ACL) record.	
Service Operations Workspace for Incident Management PRB1825743	The 'Upcoming' sidebar in the Service Operations Workspace Home does not display data to users after upgrading to Xanadu	Overdue tasks are displayed in the 'Upcoming' tab, while users with incidents with breached Service Level Agreements (SLA) are not.	**1.** Open any Xanadu instance. **2.** Verify that the sn_incident_read role does not exist in the instance. **3.** Impersonate an ITIL user. **4.** Navigate to the SOW. **5.** Ensure the user has an incident with a breached Service Level Agreement (SLA) visible on the Overview Dashboard. **6.** Check the 'Upcoming' tab.

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			Notice that only overdue tasks are displayed, while incidents with breached SLAs are not.
Service Operations Workspace for Incident Management PRB1841972	The new Service Operations Workspace (SOW) landing page have Performance and Analytics Reporting (PAR) variants update entries from SOW version 6.1	Observed after installing SOW 7.0 after SOW 6.1.	**1.** Install SOW 6.1 on an instance. **2.** Observe that the PAR variants on the landing page have update entries. **3.** Install SOW 7.0 with some changes to the sys_ux_screen record corresponding to the variants. Expected behavior: Changes are applied. Actual behavior: Changes are skipped.
Service Operations Workspace for Incident Management PRB1843168	Donuts are not visible after upgrading SOW Technical Dashboard customization		
Service Operations Workspace for On-Call Scheduling PRB1836197	gs.addErrorMessage fails to appear in Service Operation Workspace (SOW) schedules	The error message does not appear as gs.addErrorMessage() for SOW Schedules. However, the business rule that prevents users from selecting SMS as a channel if they are not assigned to the group also includes gs.addErrorMessage(), which reminds the user of the failure reason if they do not have the required role.	**1.** Log in to an instance. **2.** Open the Service Operations Workspace. **3.** Select **Schedules** in the left sidebar. **4.** Select the tab **On-Call notification preferences**. **5.** Navigate to **My escalation notification rules**. **6.** Edit the preferred communication channel in **Attempt**. **7.** Select **SMS**as the communication channel. **8.** Select **Save**. Notice that the message 'On-call user preference has been updated successfully' appears, however SMS is not stored successfully as the preferred communication method in 'Attempt' because it already detects the failure due to the business rule, and the error message doesn't appear in SOW when the user saves the preferences.

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Problem	Short description	Description	Steps to reproduce
Service Operations Workspace ITSM Admin Center PRB1825127	Dashboard is not visible after selecting 'Configure' on 'Landing page configurations'	The error message 'Can't display this dashboard' occurs and the dashboard is not visible, even though the user should be able to view it in edit mode after configuring the landing page.	**1.** Log in to the instance as an admin user. **2.** Navigate to **All** > **Service Operations Workspace** > **Configuration**. **3.** Open **Landing page configurations**. **4.** Select **Configure** from the donut configurations from the tier 1 or tier 2 sections. Expected behavior: Dashboard should be visible to the user in edit mode. Actual behavior: Observe the message 'Can't display this dashboard', and notice that the dashboard is not visible.
Service Operations Workspace PRB1799519	An event team operator user received the 'Page not found' message when selecting the Service Operations Workspace (SOW)	An event team operator user doesn't see the SOW and encounters a 'Page not found' message.	**1.** Open the instance. **2.** Log in as an Event Management admin. **3.** Impersonate an event team operator. **4.** Select SOW. **5.** Observe the application. Expected Result: The 'Page not found' message is not displayed for the user. Actual result: The 'Page not found' message is displayed for the user.
Service Operations Workspace PRB1837413	Dynamic translation is not enable on Service Operations Workspace (SOW)	This issue can be observed in the Activity Stream in SOW. After configuring dynamic translation with Microsoft Translation, the dynamic translation icon doesn't appear when switching from Customer Service Management (CSM) to SOW.	**1.** Activate the dynamic translation plugin (com.glide.dynamic_translation). **2.** Navigate to **Connection & credential aliases**. **3.** Open Microsoft Translation. **4.** Navigate to Connection. **5.** Select **New**. **6.** Configure 'Name=MS connection'. **7.** Search 'Credential'. **8.** Select **Create new**. **9.** Configure the API key credential. **10.** Configure the connection URL. **11.** Select **Submit**. **12.** Navigate to the Translator Configuration.

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Problem	Short description	Description	Steps to reproduce
			13. Select **Open Microsoft**. 14. Configure 'Active=true'. 15. Check 'Mark as default for translation and detection'. 16. Activate dynamic translation. 17. Ensure it is configured. 18. Post a work note or a comment in a non-English language in Customer Service Management. 19. Verify that the translation icon appears. 20. Switch to SOW. Notice that the dynamic translation icon doesn't appear.
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 display only knowledge and not a catalog Genius result.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Irrespective of the navigation pane, the Genius result displays both a catalog item and a knowledge summary.
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	This issue also impacts the display in mobile devices.	**1.** Navigate to a Xanadu instance with Now Assist configured. **2.** Ensure the Portal has AI search enabled. **a.** Set the Genius search results limit to ten in the Search Application Configuration of the Portal Record. **b.** Ensure the Search Profile has the Genius Results configuration 'Now Assist Q&A' set in 'Related List'. **3.** Navigate to the Portal. **4.** Search for any keyword. **5.** Notice that catalog items populate in Genius Results. **6.** Resize the browser. **7.** Notice that the alignment of the Genius Results are not correct. **8.** Navigate to the **Knowledge** tab in the search results. **9.** Notice that the alignment of the Knowledge Base results are also not properly aligned.
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.
Software Asset Management PRB1840899 KB1801232	New License Metrics for CrowdStrike	This is a product update.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Software Asset Management PRB1842738	Auto-select a metric group based on the CrowdStrike software model	This is a product update.	
Software Asset Management PRB1853225	Remediation options buttons aren't triggering a scheduled job immediately if date_format is different	Scheduled job should be scheduled to run immediately.	
Software Asset Management Workspace PRB1833497	There's a workspace functionality issue where filtering products under license usage isn't working	There's an issue with filter products under license usage. All records are displayed if users select a record for any particular version for a product while entering the name of the product in the search field. All the products display again.	
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.

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Stream Connect Core PRB1845639	Kafka Consumer stops consuming messages once it receives a 'null' message from Producer	When a 'null' message error is observed from the source, the Kafka stream no longer consumes the messages.	
System Import Sets PRB1847486	Multiple concurrent import sets are created for one data source		1. Install an AWS version with parallel loading. 2. Configure AWS. 3. Run import. 4. Check the concurrent import set attached to the imports sets.
Table Cleaner PRB1836111	The dot walk in the **Match** field isn't working	There's no unintended data deletion. Table Cleaner thinks the **Match** field with dot walk isn't valid, and therefore doesn't clean anything for that invocation.	
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)	An info message doesn't display the message when using the 'i' quick-edit feature in SOW or any other workspace. When selecting the 'i' icon to edit a record in quick edit from the list view in the Workspace, the info message is not shown. However, the info message appears correctly when previewing a record using the 'i' icon in the Native UI.	1. Open any Xanadu or Washington DC instance. 2. Create a business rule for the incident table that executes on 'Display'. 3. Add an info message in the script section of the business rule. 4. Open the incident list in the Native UI. 5. Select on the **i** preview of a record. Observe that the business rule is executed and displays the info message. 6. Open SOW or any workspace. 7. Select the **i**icon for the quick view edit of a record in the list view. Expected behavior: The info message should be displayed upon triggering the business rule in the workspace.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The info message is not displayed in the quick-edit view in the workspace.
UI Form Administration PRB1836016	Fields in the Metric Data Task of the ESG Workspace are displayed in a single column	This issue occurs when the screen is opened at 100% zoom. If the screen is displayed at approximately 75% zoom, the fields are displayed in two columns according to the defined view. The affected view is as follows: Metric Data Task [sn_grc_metric_data_task] - View: Data task info. This issue doesn't occur in Vancouver, but it occurs after upgrading to Xanadu.	**1.** Navigate to a Next Experience instance. **2.** Open the 'sys prop' table and set the value of the property glide.ui.form.breakpoints.enable as false. **3.** Open any configurable workspace. **4.** Open any form record. **5.** Select the 'Details' tab. **6.** Select the resizable panes divider handle and drag this on to left side Expected behavior: The form layout should display as a two column layout. Actual behavior: The form layout displaying as a single column layout.
UI Form Administration PRB1848506	List Control Form has duplicate fields preventing updates	The form should update with changes, but duplicate fields prevent the value from being applied.	**1.** On a Xanadu instance modify the form layout and save. **2.** Upgrade the instance to Yokohama. Notice that there are duplicate fields on the form. **3.** Try to update one (but not both) of the duplicate fields, for example, **Hierarchical Lists**. **4.** Save the Form. Expected behavior: The form updates with the change. Actual behavior: Duplicate fields are preventing the value from being applied.
Upgrade Center PRB1844300	sys_claims customization protection behaves differently than sys_update_xml during upgrades when the sys_policy of the file changes	The installer has no historic knowledge and can't tell if a record was previously unprotected and just became protected in a subsequent release version. This applies both to sys_claims as well as sys_update_xml as a	**1.** Open a Washington DC instance. **2.** Install the sn_hr_agent_ws app. **3.** Customize the 'sys_ux_macroponent_1d033475eb3011106eb96bf3a252287f' file. **4.** Publish to the app repo. **5.** Create a customization pack. **6.** Open another instance.

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Problem	Short description	Description	Steps to reproduce
		protection mechanism for changes.	7. Install the above app along with the app customization. 8. Ensure the entry for that file is present in the sys_claim table. 9. Upgrade the instance to Xanadu's latest patch. 10. Check the upgrade history log for that file. Notice that it should be 'SKIPPED', but instead is 'UPDATED'.
Usage Analytics PRB1834523	Remove dependency on old Appsee	UXA user session data is not tracked when the collection mode is 'Both' and old appsee is not configured for the instance.	
Usage Analytics PRB1844882	The user is unable to perform an aggregate query on the table paf_evt_aggregate due to an empty ACL role	When a user with elevated privileges generates a report view of the table paf_evt_aggregate and shares it with an admin user, that usr can't view the report due to a security exception.	
Usage Analytics PRB1851575	Mark glide.telemetry.trace.session_debug_as false	This is a product update.	
Usage Analytics PRB1853847	Switching a non-signed (anonymous) user to LoggedIn User Tracking isn't working	Also, impersonating one user to another results in incorrect data tracking.	
Usage Analytics PRB1854383	Backport for UX Analytics store app dashboard issues		
UX Framework PRB1840354	When a maintenance item is selected and the **Next**		1. Log in with the user contains "sn_wsd_maintenance.manager". 2. Navigate to **Workspaces** > **Workplace Central**.

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Problem	Short description	Description	Steps to reproduce
	button is selected, it automatically redirects to the new creation plan page		3. Select the **Preventive Maintenance** icon on the side bar. 4. Navigate to **All Plans** > **New**. 5. Give the plan a name. 6. Choose today's date in the start date. 7. Choose an end date in the future. 8. Select a location (Plan type). 9. Select any building (Ams - B1). 10. Select **Next**. When a maintenance item is selected and the **Next** button is selected, it automatically redirects to the new creation plan page.
UX Framework PRB1843697	The user is unable to tab to side panel on Safari in Yokohama	The 'Questions' tab is not hiding at all when clicked, and the 'Questions' tab hides only when clicked.	1. Open Assessment Workspace. 2. Search and click on Operation Risk Management list item. 3. Select the **Copy** button on the top right. 4. Select Copy in the modal. Notice that the page redirects to a new screen. 5. Wait until the "Copy in progress. This may take a while..." info message appears Notice on that screen that the Questions tab hides when clicked in Washington DC and Xanadu instances but not in Yokohama. After a couple of seconds page will again refresh and the tab will be visible again.
Virtual Agent Designer Legacy PRB1854102	Application scope is not copied over on a duplicate topic in Yokohama	Duplication fails with an error message: 'Application scope is required.'	1. Navigate to Conversational Studio (CS). 2. Create the topic (by default Global is the selection for the Application scope). 3. In the canvas, duplicate the topic and provide the name. Observe that the duplication fails with an error message: 'Application scope is required.'

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1833334	A script added as a tool, the execution of the tool fails	If the user adds a script as a tool, and the script include has the **Accessible From** field set to 'This application scope only'. The execution of the tool fails with the error, 'Illegal access to private script include'.	
Virtual Agent PRB1838336	The **Created On** field is missing a value in its response for getCapability and getSkill		
Virtual Agent PRB1840741	Plan is generated on NAP for agent from a random use case	A plan should be generated from a use case that is related to the context of the incident.	**1.** Configure the same trigger condition on multiple use cases. **2.** Navigate to **incident.list.** **3.** Assign the incident to an agent. **4.** Impersonate the agent. Expected behavior: On NAP, a plan should be generated from a use case that is related to the context of the incident when opened by an agent. Actual behavior: Plan is generated on NAP for agent from a random use case selected due to race condition.
Virtual Agent PRB1843924	KB generation does not work from NAP		**1.** Activate the Knowledge skill from NAAC. **2.** Navigate to SOW and open any incident in a resolved state that doesn't have a KB attached to it. **3.** Select on NAP and Zboot. Expected behavior: KB article is created from NAP. Actual behavior: Failure to create the knowledge article with the message, "I'm having technical issues and won't be able to continue this conversation."
Virtual Agent	A multi-case KB GenAI call errors out		**1.** Log in as a user. **2.** Create a KB.

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Problem	Short description	Description	Steps to reproduce
PRB1844284	for the agent persona		**3.** Draft an article with Now Assist. **4.** Enter a search term to search for HR cases. **5.** Select 2 or more cases and continue. Observe an error in the Generative AI log for the 'Multi-knowledge article generate' call.
Virtual Agent PRB1847222	If a payload has any input with a null value, OE throws a	When the user sends a non-mandatory input with a value of 'null' to OneExtendUtil.execute, the request fails with a null pointer exception.	
Virtual Agent PRB1847443	Virtual Agent topic with Dynamic Capability node fails during execution	The node fails with a 400001 error.	**1.** Open an instance with GAIC 9.1.0-SNAPSHOT installed on a latest track/yselfservice. **2.** Set com.glide.oneapi .fdih.va.execution=true. **3.** Create a Virtual Agent topic with a Dynamic Capability node. **4.** Pass a Capability ID and input an attribute/value. **5.** Run the topic. Observe that topic execution fails with 'Sorry, there was a problem...' and 'Error - 400001' in the logs.
Virtual Agent PRB1847828	Plan Generation use case only works with Incidents	The Plan Generation use case does not work to resolve a case. It only works for incidents	
Virtual Agent PRB1850648	During failure scenarios in Virtual Agent, sys_generative_ai_log records not created	An error during post processing does not lead to a sys_generative_ai_log to be created.	
Virtual Agent PRB1851004	Skill discovery and execution fails with the proxy sys_prop enabled in Yokohama	Discovery and execution fails when the sysprop com.glide.cs.one_extend.auto_proxy_enabled = false. This is enabled by default.	**1.** Open a NAVA portal. **2.** Execute a topic. The topic executes with error messages in each stage. **3.** Try to perform a topic discovery.

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Problem	Short description	Description	Steps to reproduce
			Observe that discovery fails with a sorry message.
Virtual Agent PRB1851248	In sync mode, skill execution involving RAG is failing	For the skill mentioned, RAG tool is failing in 'sync' mode due to an empty query input. It looks like it's not able to fetch and resolve 'query' from the previous tool output.	
Virtual Agent PRB1853056	An API call should return a response in French, but the response is in English	The API is called with dtTargetLanguage = 'en' and enableDT = false, which is wrong. The correct response should have dtTargetLanguage = 'fr' and enableDT = true.	
Virtual Agent PRB1854031	Fix the 'licensing usage' log		
Virtual Agent PRB1854061	OptimisticLockException when executing dynamic capability	Deep out refiner response is proper, but it fails to return a response to the dynamic capability node in the topic.	
Virtual Agent PRB1854081	GAIC Licensing should charge assists instead of trial assists even when the 'Licensing' API returns that a feature isn't configured in pricing	When a GAIC capability is executed, as part of licensing, a call is made to the 'Licensing' API to get the assists configured for that capability. If it is not present in pricing, users get an empty response. In that case, trial assists are configured in GAIC (sys_gen_ai_license _metadata_trial) and set as trial assists. This needs to be changed that the trial assists should still be charged as real assists when inserting into sys_gen_ai_usage_log.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1855393	User KnowledgeGraph data should be applied for search		
Virtual Agent PRB1855479	Intermittent lock version mismatch for conversation ID in Conversation Catalog	The user experiences intermittent "Lock version mismatch" errors when executing the Conversation Catalog in the Service Portal, causing abrupt conversation terminations.	
Virtual Agent PRB1855555	Bot exits with an error when a query contains double quotes	When any query with double quotes is entered in the chatbot, it exits immediately with the below message: "Sorry, there was a problem on my side trying to complete this request. Try asking again later."	
Virtual Agent PRB1856043	Add the LLMProxy and LLMProxy-GeoLicensed and DynamicTranslation sys_service records	This is a product update.	
Virtual Agent PRB1856309	Create a metadata table for AI agents's skill discovery	This is a product update.	
Virtual Agent PRB1856323	An NSA admin user is unable to switch LLMs	The issue exists during activating a skill.	1. Impersonate with an NSA admin user. 2. **Now Assist admin** > **Settings** > **Manage LLMs**. 3. Switch the LLM from Azure to Now LLM. 4. Verify the success modal. 5. Verify the 'sys one extend capability' table. 6. Observe that no capability is switched.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: An NSA admin user unable to switch the LLMs. Actual behavior: An NSA admin user should be able to switch the LLMs.
Virtual Agent PRB1856492	Chat bot errors out due to a mismatched lock version	The chat bot errors out and exits the chat.	**1.** In a chat bot conversation, enter the query: "General Request for a Storage VM" to request this catalog item. **2.** Go through the flow. Observe that bot throws the error, 'Syslog error: Lock version mismatch for conversationId 14c1dcb92b371a 1009f2f22ffe91bf1c - expected 13 and encountered 14'.
Virtual Agent PRB1857085	Fallback with create incident with a Virtual Agent (VA) conversation gets stuck	The NAVA fallback option is 'Record producer' with 'Create incident using VA'.	**1.** On NAVA, search for 'I need Miro'. **2.** After synthesized response is returned, select **Show more** to see the fallback option. **3.** Select **Create incident** using VA. Expected behavior: Incident creation is completed. Actual behavior: The conversation gets stuck and there are errors in the log.
Virtual Agent PRB1857219	Skill discovery fails on xselfservice upgraded instance	This is a product update.	
Virtual Agent PRB1857900	A deflection log table doesn't set a 'no response' state when AI Search returns 'no answer found'		**1.** Navigate to NAVA. **2.** Type in a search term that has no synthesized result and no regular result. **3.** Navigate to the deflection log table (sys_cs_deflection_log). **4.** Check the record corresponding to this search. Notice that the **State** field isn't set to 'no response'.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1858305	GAIC doesn't handle response max tokens of NULL for sys_generative_ai_config	If sn_vad_genai.com.glide.cs.one_extend .auto_proxy_enabled is set to false, the issue isn't reproducible.	1. Provision an instance with Now Assist For Creator (nowassist-creator) plugin version 27.1.1 installed. 2. As a user with elevated privileges, open Service Now Studio. 3. Select **NAP** in ServiceNow Studio. 4. Type anything as a prompt. For example, 'I want to create an app to track new employee hires'. Expected behavior: Users get a response from the LLM. Actual behavior: There's a GAIC Error complaining about missing data.
Virtual Agent PRB1858954	Follow-up after a navigation skill isn't working		1. Select **NAP**. 2. Enter 'show me list of unassigned incidents'. 3. Select **incident**. 4. Enter 'show list of open incidents'. Observe that a processing message keeps loading and no response is displayed.
Virtual Agent Web Client PRB1847374	Messages in the user chat box are hard to read		1. Navigate to NAVA. 2. Open the chat. Observe that messages like 'Click here to start' inside the user typing box are almost unreadable.
Virtual Agent Web Client PRB1861185	An animated icon isn't visible in NAVA when enabled		1. Enable sn_nowassist_va.nass _animated_avatar_enabled. 2. Navigate to NAVA. 3. Type an utterance like 'what is spam'. Expected behavior: An animated icon is visible next to the loading messages. Actual behavior: No icon loads next to loading messages.
Walk-Up Experience	A badge reader throws an error:	Starting from Xanadu, users who have the badge reader	1. Log in as an admin. 2. Run the badgeReaderAPI.

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Problem	Short description	Description	Steps to reproduce
PRB1848443	'Could not find location queue associated with badge reader'	configuration set up are facing the issue where it states 'Could not find location queue associated with badge reader', even though there is a location queue defined with the badge reader.	Expected behavior: The API should give a success message: 'User has been checked in'. Actual behavior: The API is throwing 'Could not find location queue associated with badge reader', even though there is a location available.
Word Document APIs PRB1840050	The Docx4j version should be updated to support ServiceNow WordDocumentAPIs after a recent update of Microsoft Office Word 16.91	There's a new XML tag that is added in to docx format by Microsoft. The respective docx4j library has updated (8.3.13), which has to be updated in the WordDocumentAPIs services.	1. Create a Word template document with MS Office Word with the 16.91.x version. 2. Add it to the 'Contract' template. 3. Parse it. 4. Initiate a contract with this template document. Observe that the document is generated, but if it's downloaded and opened, it displays the document as corrupted.
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	The business rule date checks for table sm_task fails to correctly check for conflicts if the assignment group on the WOT contains multiple group types.	1. Impersonate a dispatcher and assign a task to an agent in a group with multiple types. 2. Assign a second task to the same agent at the same time. The time-conflict that should be displayed isn't displayed. 3. Unassign the task assigned in step 2. 4. Remove one of the types from the agent's group. 5. Execute step 2 again. The assignment fails because of the conflict.
Work Order Management PRB1839337	The time displayed in the 'Task' panel and CSP is in the UTC format		1. Log in to an instance. 2. Navigate to DWS. 3. Select any work order task (WOT) from the 'Task' panel and verify the scheduled start date and time. 4. Open the same WOT in a record page and verify the scheduled start date and time.

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Problem	Short description	Description	Steps to reproduce
			5. Select a WOT from the 'Calendar' panel and hover over it to verify the scheduled start date and time displayed. 6. Select the WOT and verify the scheduled start and time displayed in the CSP. Observe that the time displayed in 'Task' panel as well as the CSP is converted to UTC time instead of the user's timezone.
Work Order Management PRB1841899	Observe higher response times for dispatcher workspace transactions during 1x load test	When executing a 1x load test with WFO data, the response times of few transactions are above SLA.	
Work Order Management PRB1842749	Remove client callable script include	This is a product update.	
Work Order Management PRB1853746	Unable to source a part from the part requirement flow from Work Order Tasks (WOT) in the Mobile Agent App	An error message occurs when the user sources a part in the part requirement flow from Work Order Task for Field Service Management (FSM) in the Mobile Agent App.	1. Navigate to **All** > **system logs** > **Emails** > **Open recent email** for a user with the role wm_agent. 2. Select **Enter**. 3. Log in as the user with the wm_agent role on the Mobile Agent App. 4. Navigate to **My Work** > **My Tasks**. 5. Select a work order task (WOT). 6. Navigate to **Parts** > **Part Requirements** > **.** 7. Select **Create Part Requirement** 8. Enter 'Model: 3Com Cat 5 Cable (10ft) Quantity: 1'. 9. Select **Submit**. 10. Open the newly created part requirement. 11. Select **Find Part**. a. Enter 'Enter Radius: 50000'. b. Select **Search**.

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Problem	Short description	Description	Steps to reproduce
			12. Notice that that it navigates to the Map Screen. 13. Select on the **Asset**card. 14. Select **Source Part**. a. Enter 'To Stockroom: Personal Stockroom'. b. Enter 'Quantity: 1'. c. Select **Submit**. Expected behavior:It should be submitted and the success message, 'Parts have been sourced, and transfer orders have been created' should be seen. Actual behavior: Issue: Notice the error message, 'Source part failed'.
Work Order Management PRB1853754	Schedule conflicts aren't displayed for wm_manager when the contractor management plugin is installed	A conflict error message should be displayed when scheduled Work Order Tasks (WOT) conflict and are assigned to the same user with the wm_manager role.	1. Provision an instance with the Field Service Management Contractor Management plugin installed. 2. Create a WOT. 3. Assign the WOT to a wm_manager. 4. Create another task that conflicts with the previous task. 5. Assign the WOT to a same wm_manager. Expected behavior: The conflict error is displayed. Actual behavior: The conflict errors aren't displayed.
Work Order Questionnaires PRB1836194	Removal of sn_smart_asmt.assessment_admin from inherited roles of questionnaire_admin	This is a product update.	

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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- Yokohama EA Hotfix 1
- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama EA Hotfix 1

The Yokohama EA Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 02-17-2025_2042

Build tag: glide-yokohama-12-18-2024__patch0-hotfix1-02-11-2025

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
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	Results in warning message pop-ups.	
Performance Analytics PRB1854242	Turn off data snapshots on instances that are Raptor standard	From the 'pa_indicators' list view and 'indicator' form view, users shouldn't see data snapshots. MLB related buttons shouldn't be visible to users. Users shouldn't be able to modify them via the MLB system property.	

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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.

- Yokohama security and notable fixes
- All other Yokohama fixes

Yokohama security and notable fixes

The Yokohama release contains important problem fixes.

Yokohama was released on January 30, 2025.

- Build date: 01-22-2025_0439
- Build tag: glide-yokohama-12-18-2024__patch0-01-14-2025

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.

Security-related fixes

Yokohama 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 Yokohama, refer to KB1710869.

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	Slowness when loading forms with **Table Choice** fields related to the RecordFamilyResolver code path	Accessing the 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	Refer to the listed KB article for details. RecordFamilyResolver .archiveTableHasACLTerms

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Problem	Short description	Description	Steps to reproduce
		CACHE_ARCHIVE_TABLE_HAS_ACL_TERMS in Xanadu.	
Activity Stream PRB1757236 KB1700513	The workspace activity stream displays the 'From' email as the actual user who has sent the email	The 'From' of the entry displays 'From: [userId]@snc'.	Refer to the listed KB article for details.
Activity Stream PRB1778011	Audit and Journal events don't need to sanitize in the backend	SysAudit:218 and SysJournalRule don't need to sanitize, just getHtmlValue.	1. Post the following comment: [code]<IMG SRC=# onmouseover="alert('xxs')">[/code]. A broken image icon should appear in the comment for the activity stream. 2. Hover over the icon. No alert dialog should display. 3. Open the Developer Inspector on the image element. The element should only have: 'img src="#">'.
Activity Stream PRB1780340 KB1649222	Post-Washington DC upgrade, GlideRecord for [sys_email] updates all fields	The transaction should display that only the relevant information on the sys_email record was updated, but extraneous fields are also updated.	Refer to the listed KB article for details.
Activity Stream PRB1781721 KB1705519	Embedded images, such as images that are copied and pasted in the Workspace activity stream, aren't displayed in the Customer Portal	When an agent copies and pastes an image in the activity stream of the CSM Workspace, the image isn't visible to the user who accesses the case via the CSM portal.	Refer to the listed KB article for details.
Activity Stream PRB1803978	The SysActivityRuleRepo should be share aware for event source tables	When the name of the updated table does not match the root name, a new email event was not created. The SysActivityRuleRepo	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1704344		should allow emails to appear in both the activity stream and in the workspace.	
Activity Stream PRB1811273	Users can no longer view attached Excel files and DOCX files on Work Order Tasks (WOT) from the Agent app	Users can no longer view Excel sheets and docx files attached to work order tasks on the Agent app after upgrading to Xanadu. When users attempt to view the attached files from work order tasks on the Agent app, a modal with the message 'Unsupported file type' appears.	**1.** Open a Xanadu instance. **2.** Open any work order task. **3.** Assign the work order task to a user. **4.** Add an Excel file or and docx file to the work order task. **5.** Log in to the Agent app as a user. **6.** Open the work order task. **7.** Navigate to the 'Activity Stream' tab. **8.** Open the attached files. Notice that a modal appears with the message, 'Unsupported file type'.
Activity Stream PRB1816292	An attachment isn't visible in the activity stream in workspaces	When an attachment is added to Record Producer, it can't be found in the activity stream.	**1.** Add a variable with Type = 'Attachment' to Record Producer (for example, create a case for CSM Outlook). **2.** Open Record Producer in Service Portal. **3.** Attach a file to the field created in step 1 and submit. **4.** Navigate to CSM and FSM Configurable workspace and search for the item created after submitting. **5.** Check the activity stream. Expected behavior: The attachment should be visible in the activity stream in workspace. Actual behavior: The attachment isn't visible in activity stream in workspace.
Activity Stream PRB1832633	'Assignment group' changes are hidden in an activity stream on HR Agent Workspace, which is intermittently	An activity stream in the workspace for the 'Case' table is intermittently missing the **Assignment Group** field change. Native has the change reflecting in 'Additional comments'.	**1.** Open an incident. **2.** Set the assignment groups and **Assigned to** field. **3.** Save the record.

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Problem	Short description	Description	Steps to reproduce
	different to native		**4.** Check the activity stream for the missing assignment group in the audit event. **5.** Repeat steps 2 through 4 several times. Expected behavior: The activity stream should be the same in both workspace and native. Actual behavior: The **Assigned Group** field change is missing intermittently in the HR agent workspace activity.
Adaptive Authentication PRB1657050	The 'Trusted Mobile Device' filter should also be used in the Post Authentication context	After creating a policy in the Post Authentication context with allowed IP ranges and Mobile App conditions, a user with a trusted, registered device should be able to log into the instance from the Now Mobile app. Currently, the login fails when the user uses a registered device with an IP that is not allowed. The Trusted Mobile device filter can be used pre-authentication, but should also be supported post-authentication.	**1.** Search for 'Post Authentication context' with the application navigator. **2.** Navigate to the **Post Authentication context** module. **3.** Create a policy in the Post Authentication context with allowed IP ranges and Trusted Mobile App conditions. **4.** Enable Adaptive Authentication and Device Trust on the instance. **5.** Select **User Profile.** **a.** Select **UI action** **b.** Register a trusted mobile device. Notice that it displays a QR code to register the device. **6.** Open the NowMobile app. Register the device by scanning the QR code. **7.** Log into the instance from the Now Mobile app after registering the device. Expected behavior: The user should be able to login to the instance, as the user has registered the device, and post-authentication policies should pass and allow the user to log into the instance. Actual behavior: The user login fails from the registered device from an IP that is

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Problem	Short description	Description	Steps to reproduce
			not allowed when the Trusted Mobile Filter is used in post-authentication.
Advanced High Availability (AHA) PRB1816356	A rare deadlock occurs during Glide start up	The deadlock is caused by ScriptsMetricsPublisher.	
Advanced Work Assignment PRB1792311	Advanced Work Assignment (AWA) causes significant memory pressure when used in the UI16 environments	When AWA is configured on an instance, but the agents primarily use UI16 to work tasks, unopened items build up in the users AWA inbox. This leads to very large AMB messages (i.e. 3Mb +) and significant memory pressure when the user opens a workspace.	
Advanced Work Assignment PRB1823284 KB1743632	There's 'Fix ErrorMessages' in UpdateSegment when 'confirmed on' is passed	Users see an error: 'Script execution error: Script Identifier: null.null.script, Error Description: undefined is not a function., Script ES Level: 0 Evaluator: com.glide.script.RhinoEcmaError: undefined is not a function.'	Refer to the listed KB article for details.
Agent Chat PRB1823530	Input text is occasionally truncated in 'now-textarea'	Characters are truncated when typing quickly as an agent.	1. Set up Agent Chat and accept a chat as an agent in Agent Chat. 2. Type fast in the input text area. Observe that characters are truncated.
AI Search PRB1709322 KB1645499	Text seen when using AI Search can't be translated	The text '[number] results for [keyword]' can't be translated.	Refer to the listed KB article for details.
AI Search PRB1745648	Some of the CSS variables for theming AI Search in	$now-sp-tabs--selected--color and $now-sp-button--primary--color no	

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Problem	Short description	Description	Steps to reproduce
	Service Portal no longer work	longer work. They used to work in Tokyo.	
AI Search PRB1750999	The 'More' tab label displays 'More_menu'		
AI Search PRB1767776	Incorrect empty state (no Genius results)	Genius results aren't appearing on a query that should produce results.	
AI Search PRB1778235	There's an 'Invalid or unexpected token' error message on a browser console when accessing any page on a portal after upgrading to a Washington DC version	The issue can be seen on any portal, like 'sp' or 'esc', as well as an empty testing page. There shouldn't be an error message on the browser console.	
AI Search PRB1779636 KB1651332	Carousel and regular search results do not appear, and are stuck in a loading state	The carousel gets stuck in a loading state when a search query is performed.	Refer to the listed KB article for details.
AI Search PRB1794353	v_search_genius_result becomes unreadable after opening a v_search_genius_result ACL	AI Search stops rendering Genius Results after opening a v_search_genius_result ACL record. A Null Pointer Exception (NPE) is observed in the system logs.	1. Search with an AI Search search application and confirm the observation of Genius results. 2. Open the Access Controls table (sys_security_acl). 3. Search for any v_search_genius_result ACL and click into it. 4. Search again. Observe that the Genius results are no longer rendering.
AI Search PRB1794674	The top results carousel gets stuck in a loading state when the EVAM bundle doesn't have any view	Typically, regardless of if a search returns Genius results or not, geniusResultsTemplates is a JSON object with an 'items' property that is an array. If there are no Genius results	1. Open ESC on a AIS-enabled instance. 2. Search for '***'. 3. Verify that there's no Genius results. 4. Open the EVAM definition for ESC, 'ESC Portal Search'.

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	configuration for Genius results	for that query, items are just an empty array. However, if the EVAM definition doesn't have any view configurations for Genius results in any of its bundles, EVAM instead returns an empty response, which causes it to ultimately return 'null' for geniusResultsTemplates. While this doesn't impact the 'stacked' view of Genius results, it does break the logic in our top results component, and so the state is never updated to stop loading.	**5.** On the 'EVAM View Config Bundle M2Ms' related list, unlink 'Taxonomy Portal Search Bundle'. **6.** Refresh the portal page. **7.** Search for '***' again. Expected behavior: There's no Genius results and the top results component hides itself. Actual behavior: The top-results component gets stuck in a loading state.
AI Search PRB1797747 KB1706071	The Genius results' loading spinner shows up despite unconfigured Genius results	The top spinner is visible when Genius results aren't linked and sometimes spins for a longer period of time. This occurs even if Genius results aren't linked to a profile used in the application that is being searched. The loader causes the page to continue rendering even if Genius results aren't linked to a profile.	Refer to the listed KB article for details.
AI Search PRB1802473 KB1704430	Tab counts change for all the tabs when users select from 'All' to another tab	Tab counts also change on pagination.	Refer to the listed KB article for details.
Analytics Hub PRB1798071	Analytics Hub throws an error when multiple breakdowns are applied	An error message appears: 'Expected ',' or ']' after array element in JSON at position 951652 (line 1 column 951653)'.	
Application Install Engine	Batch Install doesn't handle circular dependencies	The BatchInstallDependencyMap.java class doesn't handle circular dependencies when the app	**1.** Open a Washington DC instance. **2.** Attempt to batch install App Engine Studio.

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PRB1786797	for non-app V2 apps	being installed isn't a V2 app. The shouldEvaluateDependencies method incorrectly returns true when a circular dependency is encountered. When loading a non-V2 app and there's a dependency pair that's already seen, shouldEvaluateDependencies returns true because it checks the list of V2 plugins visited, which is empty because it's not a V2 app.	Observe that the progress bar doesn't go beyond 0%, and eventually a StackOverflow message appears.
Application Install Engine PRB1792128	There's a race condition when nodes try to download the same app package at the same time	During the cloning process, the list of nodes of clones are upgraded/ downgraded. They restart at the same time and tend to download the app package at the same time. There is an existing logic which cleanups all the other attachments for the current app other that the download it made. Since the downloads are happening at the same time, nodes are deleting each other's downloads and nodes are failing to download the apps.	**1.** Have multiple nodes (>=4) in clone. **2.** Reset the clone.
Application Manager PRB1781787 KB1695712	Dependencies are not loading on Now Assist for Creator	The dependency processor repeatedly adds the same dependency for further processing, causing the list to grow continuously in an infinite loop.	Refer to the listed KB article for details.
Attachments to Records PRB1823698	Out Of Memory (OOM) caused by the misuse of BufferedInputStream	Attachments created from previously prepared TMP files are read with BufferedInputStream	Refer to the listed KB article for details.

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KB1709552	when creating attachments	and have an internal buffer of 512M.	
Authentication PRB1767180 KB1700280	A global policy shouldn't apply to internal APIs	Global policies shouldn't block internal APIs, but users get a 401 error.	Refer to the listed KB article for details.
Authentication PRB1768642 KB1649654	OAuth Client (consumer) refresh token expiry should not get updated	The token receiver cannot determine the exact expiration date of the refresh token.	Refer to the listed KB article for details.
Automated Test Framework (ATF) PRB1793151	Screenshots are blank when certain characters appear in Service Portal HTML	context.drawImage() is unable to properly parse the end of a comment that goes for multiple lines and includes extra dashes. Standalone commas in an element's attributes also prevent rendering of the document image.	1. Create a Service Portal widget (sp_widget). 2. Add ca omment to the body HTML template with extra dashes and new lines, or add a comma character inside an element's attributes. 3. Add the widget to an sp_instance in an sp_column, and add that column to an sp_page. 4. Create an ATF test with the 'Open Service Portal Page' step that opens the sp_page from step 3 in any portal. 5. Run the test with GlideScreenshot capturing the full page. Expected behavior: A screenshot is captured successfully. Actual behavior: A screenshot is blank and a client test runner console error appears.
Automated Test Framework (ATF) PRB1805778	'Validate Record Present in List' fails for a related list	Related list records are failing to run when the user preference 'Load related lists in classic forms' is set to 'On Demand'.	
Case and Knowledge Management for HR	The 'Manage Human Resource' catalog page isn't loading	An error displays in the console: 'Uncaught SyntaxError: Unexpected token ')...'	Refer to the listed KB article for details.

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Service Delivery PRB1785629 KB1698772			
Case and Knowledge Management for HR Service Delivery PRB1815083 KB1704517	The banner image and production description are missing in UI16 if the plugin 'Human Resources Application: Core (com.snc.hr.core)' is activated	This issue only happens on Xanadu.	Refer to the listed KB article for details.
Case Management PRB1803076	The role gs.hasrole is missing on a base instance script include	The role is missing for the 'Consumer role' condition.	
CMDB Data Manager PRB1811393	The 'CMDB DependentCI Policy Processor' scheduled job consumes excessive memory with long execution times		1. Find or create an instance with a large number of CIs. 2. Add ledger (cmdb_dependent_ci_ledger) entries, such that over 10k applies to a single policy. 3. Run a scheduled job 'CMDB DependentCI Policy Processor'. Note the execution time and memory consumption.
CMDB Query Builder PRB1796164 KB1701193	Query Builder queries with the 'AND' node have different result structures/the data is split over multiple result records	A fix was applied to the performance of QB queries with the 'AND' node by avoiding multiplexing data in the results of such queries. However, this might break the way users consume the results in their systems.	Refer to the listed KB article for details.
CMDB Query Builder	Users are unable to add columns in the query to be displayed	This issue might not display on all instances because the problematic tables	Refer to the listed KB article for details.

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PRB1831836 KB1710849	n the query results	might be coming from various plugins.	
Code Signing PRB1783883 KB1710348	LoggerConfiguration access privileges doesn't allow creation of a source record for Log Export Service (LES)	Despite an upgrade, when a user tries to create a LES source record, they get the message: 'Execute operation on script include 'LoggerConfiguration' from scope 'Log Export Service' was denied. The application 'Log Export Service' must declare a cross scope access privilege. Please contact the application admin to update their access requests. Error MessageSomething went wrong with the configuration setup. Please try again later by setting active to true and updating the record'.	Refer to the listed KB article for details.
Column Level Encryption PRB1781726 KB1648610	Duplicate 'Encryption Configuration' field records for tables in the CMDB hierarchy cause errors when the tables are queried	Duplicate 'Encryption Configuration' field records for tables in the CMDB hierarchy can lead to new tables not having the correct number of clone descendant records, causing errors when the tables are queried.	Refer to the listed KB article for details.
Column Level Encryption PRB1798601	Encrypted field configuration (EFC) records in the global scope for tables that are in a non-global scope can't be edited	When this happens, the global scope EFCs were all created by 'system' around the same time.	
Condition Builder	Change Advisory Board (CAB) workbench	CAB workbench displays an extra backslash in the **Planned start date** field	Refer to the listed KB article for details.

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PRB1777164 KB1650812	displays an extra backslash in the **Planned start date** field	every time the CAB meeting is saved and refreshed.	
Configuration Management Database (CMDB) PRB1332966	The 'Reset Unknown Discovery Source State' business rule (BR) calls current.setWorkflow(false) and thus cancels all the BRs that should have run after it	The **Convert to application service** action inserts/updates the cmdb_ci_service_discovered table. But because the service had a discovery source set to 'Unknown', the 'Reset Unknown Discovery Source State' ran and the model update BR that should have been executed didn't. Thus, the service model wasn't created.	1. Add a BR with an order higher than the order of 'Reset Unknown Discovery Source State' (1010) to the cmdb_ci table. 2. Update the table. 3. Check if the new BR has ran.
Configuration Management Database (CMDB) PRB1672625 KB1364738	Choices for the **Life Cycle Stage** and **Life Cycle Stage Status** fields are not translated	In the list view, both translations do not work. In the form view, **Life Cycle Stage** translations do not work.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1696232	The 'CMDB Query Builder suggested relationship' job executes a long running and expensive query, causing DB performance issues	Slow query ran for close to 2 hours.	
Configuration Management Database (CMDB) PRB1739806	Discovery jobs are causing an influx of queries to the ire_mutex table, causing DB congestion		
Configuration Management	The job 'CMDB Health Dashboard -	The slow query causes a high DB CPU and	Run the job "CMDB Health Dashboard - Completeness Score Calculation".

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Database (CMDB) PRB1781459	Completeness Score Calculation' runs a slow query, which causes performance issues	increases history list length (HLL).	Observe the long running query.
Configuration Management Database (CMDB) PRB1790374 KB1698757	The de-duplication template doesn't honor the 'Only allow updates from duplicate CIs when the main CI value is null' option	The main CI attributes are updated with the values of the duplicate CI.	Refer to the listed KB article for details.
Contextual Security Manager PRB1769723	A query business rule prevents non-admin users commenting on a Service Catalog task (SCTASK) from copying over to a requested item (RITM)		
Continuous Integration/ Continuous Delivery (CI/CD) API PRB1774672	Continuous Integration/ Continuous Delivery (CICD) publishing fails with a ScriptEvaluator error but appears successful on the tracker	The error reads: 'ScriptEvaluator SEVERE *** ERROR *** Evaluator.evaluateString() problem'.	1. Update the sn_appauthor.ScopedAppUploader to throw a script evaluator error (for example, clear the entire script field so that when a function is called it triggers an error due to the function not existing.) 2. Using a REST API explorer, publish an application by ID. Expected behavior: The tracker shows failure. Actual behavior: The tracker shows success.
Core Platform PRB1732676	The variable ${comments_and_work_notes} isn't working for HR cases after an	After upgrading to Vancouver, email notifications with ${comments_and_work_notes} are displaying as empty in the recipient's email.	Refer to the listed KB article for details.

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KB1587782	Upgrade to Vancouver	This works fine in Tokyo instances.	
Core Platform PRB1762070	ServiceNow Performance Dashboards have errors for some graphs	Graphs have the error message, 'Error: Invalid series data'.	
Customer Service Management for Field Service Management PRB1798276 KB1700946	Field Service Management work order task map pages don't load for the latest Google Maps Javascript API versions	Map pages for 'View task location' fail to load due to an incompatibility between the latest Google Maps API versions and the Google Maps base instance integration plugin.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1649391	Database views using TPC with function fields generate errors		
Database Persistence - Data Access PRB1717895 KB1629327	The 'OR' logical operator in a related list condition query behaves as the 'AND' operator	When reporting over a table, using a related list condition with the 'OR' logical operator, it seems to have the same effect as using 'AND'.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1759083 KB1641694	DBOnlineAlter loops infinitely when reading data from the staging table	Online alters can loop infinitely from the staging table which impacts performance and causes upgrade issues.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1765194	A database view 'List' query throws a syntax error when the language is set to Japanese	The error message is a syntax error or access rule violation detected by the database unknown column 'sys_translated_text2.name' in 'where clause'.	

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Database Persistence - Data Access PRB1818225 KB1705517	Using 'order by' on a single field with a limit clause produces error messages in Xanadu	Users are experiencing 'Syntax Error' or 'Access Rule Violation' messages when they use an 'order by' function on a single field with a limit clause. This error occurs in the within the CMDB workspaces and CMDB hierarchy when viewing tables in the list view. This also occurs if the ordered list displays no data yet indicates a valid, non-zero row count.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1826425	An Application Menu Module [sys_app_module] with a space character causes a display failure in the filter navigator	An application menu module (sys_app_module) may not be visible in the filter navigator if there is a whitespace character (non-null value) in the **Query** field.	
Database Persistence - Data Management PRB1771921	If a physical table name is different from the logical, the daily scheduled compaction job isn't working		1. Make the sys_report_flow_doc_a5e table compaction eligible by setting up data and compaction criteria. 2. Run compaction. Observe that it prints 'The compaction is not enabled for table: sys_flow_report_doc_chunk_a5e. skipping..'.
Database Persistence - Data Management PRB1794621	The user is unable to get data management update jobs to be applied when using 'Run at' time		1. Create an incident with a short description of 'DM update test'. 2. Create a sys_dm_update record. 3. Set the table as 'Incident' and the conditions as 'Short Description contains 'DM update test''. 4. In 'Field' and 'Values', set 'Assignment group' to 'Approvers'. 5. Set the 'Run at' to a few minutes in the future (the record may need to be saved first, before this field appears).

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			6. Wait the duration of the period that the sys_dm_update should take to run. **7.** Refresh the sys_db_update rule. Observe that the state is 'New'. **8.** Refresh the incident created in step 1. Observe that the 'Assignment group' is unchanged.
Database Persistence - Data Scale PRB1784967 KB1706117	A NullPointException (NPE) was thrown while invoking the getAvailableConnection	An NPE occasionally occurs during the AHA 3.0 switchover. The failure to load the scripts database is because the return value of com.glide.db.pool.DBConnectionPool.getDBConnection(int) is null.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1788274 KB1720975	There's incorrect results when a statement is closed while another statement is executing		Refer to the listed KB article for details.
Database Persistence 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 PRB1592883	There are unexpected results when QueryTermParser evaluates a query that contains 'STARTSWITH' and 'ON'	QueryTermParser returns ON for a query such as 'short_description STARTSWITHSNOWMON' rather than 'STARTSWITH'.	

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Database Persistence PRB1739880	Ignore forcePrimaryKeySearching for 'TS' queries	The Service Portal Search API returns an empty response. The UI looks like it hangs and no results appear.	
Database Persistence PRB1773095	Links break in 'Variable Set' records when the page is translated to a non-English language	The links in a 'Variable Set' record don't work when the **Title** field is not translated in a non-English language.	1. Activate the Japanese language plugin (com.snc.i18n.japanese). 2. Make sure the language is set to English. 3. Navigate to the sc_cat_item table. 4. Create a new catalog item. 5. In the 'Variable Sets' related list, select **New**. 6. Create a variable set (for example, a single-row variable set). 7. Fill in the 'Title' name and other mandatory fields. 8. Submit. 9. Navigate back to the catalog item record and scroll down to the 'Variable Sets' related list. Notice that the variable set 'Language test' link is working. 10. Switch the language to Japanese and check the variable set **Language test** link again. Expected behavior: The link should work as same in English mode. Actual behavior: The link is not working.
Data Collection for Oracle Global Licensing and Advisory Services for Software Asset Management PRB1810089	Downloading the GLAS report causes a blank page	The user is unable to download Oracle GLAS reports when there are over 10 million records in GLAS tables.	

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Declarative Actions PRB1824763 KB1754358	The **CSM/FSM Configurable Workspace** UI action overflow menu isn't working	After upgrading to Xanadu, there's a UI issue on the 'Record Default' page variant in the CSM/FSM Workspace. The overflow menu for UI actions doesn't work as expected, and the UI actions aren't stacked behind the three-dot menu item when the page is zoomed in.	Refer to the listed KB article for details.
Discovery PRB1613464 KB1444661	The cmdb_sam_sw_install table is duplicated after running discovery even after the extra records are deleted	Duplicate records are created in the cmdb_sam_sw_install table even after deleting duplicate records and running discovery.	Refer to the listed KB article for details.
Discovery PRB1619143	Specific MID selection for Cloud Discovery doesn't work due to an existing business rule implemented for MID cluster selection		
Discovery PRB1726066 KB1645554	The vCenter Cloud probe is triggered every time the web server (http.https) is determined as open	A previous fix introduced a new 'VMWare - vCenter Cloud' probe which checks if vCenter is running on 443 port. If so, it triggers vCenter discovery. However the 'VMWare - vCenter Cloud' probe gets triggered every time the Web Server (http.https) is determined as open.	Refer to the listed KB article for details.
Discovery PRB1742335	Discovering a large cloud environment causes issues with discovery_temp_results	The discovery status is marked as completed but the transaction is still processing because of the long running query on	Run Discovery on a large number AWS accounts where it retrieves an excess of 2 million records.

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		discovery_could _temp_results. This occurs because of the business rule 'Update Cloud Resources Counts'.	
Discovery PRB1788611 KB1703744	vCenter extension contexts fail to start	The vCenter collector MID Server Extensions don't start and events aren't collected.	1. Navigate to vCenter Event Collector Contexts. 2. Create a record. 3. Specify the MID server and vCenter details. 4. Save the record. 5. Select **Start** to trigger the events. Observe that the events aren't triggered upon selecting the **Start** button.
Discovery PRB1789497	Duplicate SNMP credential affinity records are created	When Discovery is run twice against an SNMP device using a SNMP v1/v2c credential, a duplicate affinity record is created.	1. On an instance running Washington DC or later, run a Discovery against an SNMP device using a SNMP v1/v2c credential. 2. After Discovery completes, check the dscy_credentials_affinity table for affinity for the device just discovered when linking the SNMP credential. 3. Run another Discovery scan against the same device with the same MID and same credential. 4. Check the dscy_credentials_affinity table after this scan. Observe that a duplicate affinity record should be created.
Discovery PRB1804276 KB1702685	Discovery Application Dependency Mapping (ADM) process classifiers put incorrect configuration items (CI) in the probe ecc_queue outputs, leading to data from the	When the ADM probe runs, matching process classifiers trigger probes specific to applications. The code involved in specifying the CI to put in the probe output is in the script include ApplicationDependencyMapping, which puts the parent computer CI in instead of the application CI. As a result, the computer	1. Open NGINX on a Linux server to use as an example. 2. Open a Vancouver instance. 3. Discover a host to create a NGINX CI is created. 4. Upgrade the instance to Washington DC. 5. Clear out the version value from the existing application CI. 6. Discover the Linux host.

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	application only to be updated in the computer CI	CI is updated and overwritten rather than the application CI, and the application CI is not updated.	Notice that the example version is not repopulated in the NGINX CI.
Discovery Probes and Sensors PRB1769606 KB1645469	Non-Windows devices do not create software installs for the Operating System (OS)	On non-Windows servers, software install records are not created for the OS.	1. Run discovery on a Windows device with SAMP activated. Notice that software install records are created for Windows OS. 2. Perform the same step for Linux/ Solaris. Notice that OS install records are not created.
Document Management PRB1754517	The image saved inside of a table on a document section is distorted and truncated	When adding an image file into a table cell in a BCP record from the 'Documentation' related list, the image file is truncated and distorted after generating the PDF.	
Document Management Services PRB1710424	PDF generation isn't working correctly when Hungarian characters are used	Ú and Ű characters are causing formatting errors in the generated document.	1. Provision an instance with sn_bcm, sn_bcp, sn_bia and sn_bcm_components plugins installed. 2. Open the sn_bia_analysis record in the BCM workspace. 3. In the **Description** and **Name** add one (or both) of the Ú and Ű characters. Ensure that the string is present after the characters. 4. Save the record. 5. Select the **Generate PDF** button. 6. Open the generated document. Observe that the formatting breaks after the Ú and Ű characters.
Document Viewer PRB1734394	When viewing a knowledge article with an embedded PDF attachment,	While viewing the attached PDF in a knowledge article ('Published' or 'under review'), the preview of the attached PDF is	1. Log in to an instance. 2. Open the application navigator and search **Incidents** > **All**.

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KB1647686	the preview of the attached PDF is low quality	low quality. If the user views the attached PDF outside of the viewer (in Adobe or in the browser) the preview of the PDF is good quality. This issue occurs in platform document viewer.	**3.** Open any record. **4.** Attach the provided PDF. While viewing the attached PDF, notice that the preview of an attached PDF is in low quality.
Dynamic Translation PRB1832033	When a translatorID is sent as null to an exclusion framework API, it's not returning the input texts in the output in Now Assist		
Edge Encryption PRB1773542	A scheduled upgrade fails for a proxy running on Windows	It appears that the upgrade mostly completes. There's no errors in any of the logs, but the new Edge proxy service isn't started.	
Elasticsearch Integration PRB1711742	Elastic index creation fails when clining from an instance with HA elastic search to non-HA	The user observes the error 'Failed to create surrounding logs' and all index creation fails.	**1.** Request two instances with HLA (one with HA Elastic and the other non-HA). **2.** On startup, the surrounding logs index should be created. **3.** Clone the HA instance to a non-HA instance. On startup, observe the error 'Failed to create surrounding logs'. In general, all index creation fails.
Email Notifications PRB1763775 KB1699112	When composing an email in Service Operations Workspace (SOW) and copy/pasting the 'Caller' name to the **To** or **CC** field, the auto-complete for	For example, when the user copies and pastes the name 'Abraham Lincoln', it displays the error 'Local address contains control or whitespace. Characters in format [a-z][A-Z][0-9]{-} are accepted'.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	the reference field isn't appearing		
Email Notifications PRB1783999	The 'Instance Email Reader' job stalls when only deleting (not retrieving) messages from POP3	When an instance is collecting mail, it retrieves messages at a significant rate under normal operations. When choosing only to delete messages (and not retrieve them), each mail reader job processes only 20 messages and then exits, forcing the instance to wait for the next scheduled email reader job 2 minutes later. This cycle repeats until the instance finds messages it chooses to retrieve, instead of just delete.	
Email Notifications PRB1828578	Slow performance loading Major Issue Management (MIM) workbench email client		
Employee Relations Case Management PRB1830223	HR users are unable to add or view attachments on Employee Relations cases in HR Agent Workspace	When HR users try to add attachments to an Employee Relations case in HR Agent Workspace, the attachment disappears and they are unable to view all previous attached documents. If users view the same Employee Relations record in HR Agent Workspace as an admin, they can view all of the attachments that the HR user tried to add.	

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Problem	Short description	Description	Steps to reproduce
Event Management PRB1760429	A race condition in tag-based clustering engine when multi job/ node event processing is enabled is causing multiple tag clusters to be created	This causes multiple tag cluster groups to be created for the same alerts.	1. Set 'not for correlation' from the query job (set the property as false). 2. Enable multi-job (4)/node event processing. 3. Create a TBAC definition. 4. Send several events at the same time with different message keys. Observe that multiple tag cluster groups containing the same alerts are created.
Event Management PRB1815229 KB1704522	AnomalyScoreProcessor has 'Debug logging' turned on by default	Having 'Debug logging' turned on by default results in thousands of unnecessary records appearing in the syslog.	Refer to the listed KB article for details.
Event Management PRB1821550	An info message of 'Have you tried express list...' appears also for non em_alert tables (but for em_alert as a related list in the page)	The blue message of 'Have you tried express list...' appears, though it shouldn't for the related list of the 'Alerts' page.	
Flow Engine PRB1752255 KB1705325	Flow stage changes aren't working after using the **Do the following in parallel** action with engine v2	The issue is also confirmed in Washington DC.	Refer to the listed KB article for details.
Flow Engine PRB1813296	A subflow reference input comes in as a JSON instead of a reference	Whenever a group record is passed via flow to sub-flow, it displays an error as 'Skipping approvals due to invalid rule: ApprovesRejectsAnyG'. Passing a record to a subflow isn't constant and is coming through as a JSON.	

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Problem	Short description	Description	Steps to reproduce
		This isn't just isolated to ApprovalRules.	
Flow Engine PRB1814554 KB1715780	Issue found in Xanadu with 'Submit Catalog Item Request', and multi-row variable sets (MRVS) and multi-line text variables	A flow or subflow using 'Submit Catalog Item Request' where the catalog item contains a MRVS and multi-line text field fails produces the error: 'com.snc.process_flow.exception.OpException Caused by: Unexpected character (\) at position 3942.'	Refer to the listed KB article for details.
Flows (Family Channel) PRB1648314	There's a 'LookUpRecord' error log when it gives no results	When 'Look up record' returns null, the sys log records an error log even if 'don't fail on error' is true.	
Flows (Family Channel) PRB1740676	Users are receiving a 'Number of rows hidden by security constraints' message in Flow Designer related flows	There's related flows logic when the main flows/subflows snapshots with different names use a given subflow A. For subflow A, the related flows logic counts each snapshot with a different name as a single flow, which is incorrect. Due to this, in Flow Designer, for a subflow/action in a related flow, a 'Number of rows hidden by security constraints' error message displays.	**1.** Navigate to Flow Designer. **2.** Create a subflow and publish. **3.** Add a subflow to a flow and save. **4.** Change the name of the flow and publish. **5.** Navigate back to the subflow. **6.** Select **Show related fields**. **7.** Select the **More Actions Menu** in the top right corner. **8.** Select **See Related Flows**. Observe that one flow is visible while it shows the message at the bottom 'Number of rows hidden by security constraints: 2'.
Flows (Family Channel) PRB1755867	Saving flow stages is throwing an internal server error	An error message 'Internal server issue due to insufficient access' appears when saving flow stages.	**1.** Log in to the most recent iPaaS instance. **2.** Impersonate as a user who has the 'flow_designer and action_designer' role only. **3.** Create a new flow. **4.** Navigate to the **More actions** menu.

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Problem	Short description	Description	Steps to reproduce
			5. Add stages. **6.** Select **Save**. Notice that error message, 'Internal server issue due to insufficient access' appears.
Flows (Family Channel) PRB1780076	**Approval** > **State** is set to 'Canceled' when the flow executes actions with the stage 'Requested Canceled' in Vancouver and Washington	When the flow sets the requested item (RITM) stage to 'Request Canceled', the RITM approval is still 'Requested', which triggers the 'request item closure' business rule.	
Flows (Family Channel) PRB1796423	In Flow Designer, the input data disappears after the user saves the flow	The user builds an action with the structure 'Array.Object contains Array.Objects contains Objects of String'. When they try to set the value for the String variable, the value clears out after saving.	**1.** Open a Xanadu release instance. **2.** Build an action with the structure 'Array.Object contains Array.Objects contains Objects of String'. **3.** Create a subflow. **4.** Add the created action in the second step. **5.** Try to set the value for the String variable and save the subflow. Expected behavior: The value is saved. Actual behavior: The value is wiped out.
Flows (Family Channel) PRB1796489	A flow variable assignment is reverted after saving a subflow		**1.** Open Flow Designer. **2.** Open the 'Test boolean assignment' subflow. **3.** Try to assign the **Active** field from the Subflow input (Complaints Case) record to the flow variable 'Case Active'. **4.** Save the subflow. **5.** Check the flow variable assignment. Notice that an assignment was reverted after saving the subflow.

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Problem	Short description	Description	Steps to reproduce
Flows (Family Channel) PRB1797470	Two way type doesn't work if used in multi-level subflows along with assign outputs	The password2 SSD (Secure Storage Data) records are deleted as soon as a flow completes/terminates.	
Flows (Family Channel) PRB1817432 KB1710616	Error Evaluation isn't functioning as expected for new flows in Washington DC where Flow Engine V2 was introduced	In an action, the REST step is used, and Error Evaluation is configured. The Error Evaluation is set to assign an action status code of 2 and set the action status Message to the REST step's response body when the REST step's status code isn't 200. However, in the execution result, even though the REST step's status code is 200, the action status code is 2, and the action status message is null.	Refer to the listed KB article for details.
Flows (Family Channel) PRB1822604 KB1709945	Flow action field values are truncated when they contain the '=' symbol in one field and use inline scripts in another field	A flow action isn't updating fields properly when having the 'script' type column and inline scripts on the 'Create Record' action.	Refer to the listed KB article for details.
Form Controller PRB1826786	Base input fields aren't displayed for Now Assist for Configure Management Database (CMDB)	The 'Choose Inputs' section is blank and throws an error when the user attempts to enable the CI summarization skill for CMDB.	Navigate to **Now Assist for Admin** > **Features** > **CMDB** > **View details** > **CI Summarization** > **Close inputs.** Notice that base inputs are blank, and an error is thrown.
GlideRecord PRB1786468	A transaction runs in an infinite loop when the user evaluates the condition that has 'Contains'	As a result of this issue, the entire session becomes unusable.	

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Problem	Short description	Description	Steps to reproduce
Guided Tours PRB1784409	The guided tours API returns java.lang.ArrayIndexOutOfBoundsException	It throws a 500 internal server error.	1. Provision an instance with the Major Incident Management plugin with demo data installed. 2. Navigate to Service Operations Workspace. 3. Access one major incident from the list. 4. Navigate to the 'Communicate' tab. 5. Create a task with email as an option. 6. Select **Compose**.
Guided Tours PRB1790101	A guided tour displays 'Undefined' when trying to stop auto-launching a tour in HR Agent Workspace		1. Ensure that com.sn_hr_agent_ws for Agent Workspace for HR Case Management is installed. 2. Create a guided tour and provide the below information: a. Name:provide-name b. Tour Type:Workspace c. Select 'Manual Selection' d. Starting page: now/hr/agent/home e. Select on **Create Tour**. 3. Open a browser. 4. Ensure to close all the existing opened tabs first. 5. Clear the entire cache and history of the browser. 6. Log in to a Vancouver instance. 7. Navigate to HR Workspace home page. 8. Wait for the tour to auto launch. 9. After the tour pop-up displays, select the **x** button. Notice that it's displaying 'undefined'.
Haraka (Glide) PRB1824231 KB1709920	sys_kagami_query_engine has an error on the column decision_last_msg	Queries are not routing to postgreSQL after upgrading to Xanadu. Queries with 'group by' are attempting to route to Haraka, but are failing due to a syntax error.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Health Log Analytics (Family) PRB1825365 KB1709665	Health Log Analytics breaks after upgrading to Xanadu	MID Server distribution is missing a bundled dependency (mid-loom.jar).	Refer to the listed KB article for details.
History Set PRB1826101	Enabling the property 'glide.history_set.poll_journal_entries_from_journal_table' has side effects	Enabling the property breaks HistoryWalker API and populates '0' as the update count for journal fields in the sys_history_line table.	
HTML Field Type Editor PRB1782444	When the 'close unordered list' tag is used in a template, a non-breaking space element gets added to the HTML field	When a template is created on an HTML field and ' ' tag is included, the issue occurs. Applying the template adds ' ' to the HTML field. The value is seen as;	
HTML Field Type Editor PRB1799918	Selecting the 'Preview form' icon opens the TinyMCE editor	The UXC Generative AI plugin adds a UI Macro to a form containing TinyMCE. When a form is previewed from a list, the UI Macro is rendered and TinyMCE is initialized around the list. The selector it is using isn't compatible with a 'Lists' page.	1. Provision an instance with the latest version of UXC Generative AI (6.0.1). 2. Set the glide.ui.html.editor.use_v4 property to true. 3. Open any list. 4. Select the 'Preview form' icon for any record. Expected behavior: The 'Read only' form pop-up is opened. Actual behavior: The TinyMCE editor is opened.
Instance Clone (Family) PRB1774663	The user observes the alert 'General Data Exception detected by Database (No value specified for parameter 1.)' after submitting a clone on the	This isn't impacting clone progress, but it gives false alarm.	Submit a clone via the 'Legacy clone request' page. An error warning displays on the top of the page.

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Problem	Short description	Description	Steps to reproduce
	'clone_instance' page		
Instance Scan PRB1797550 KB1704250	Deprecated APIs scheduled scan has an invalid combo reference	Users may see an error because scans are run periodically: 'Error log com.glide.instance_scan.ScanEngine: java.lang.IllegalArgumentException: No such scan_combo record...'	Refer to the listed KB article for details.
Integration Hub PRB1766824	Non-Integration Hub (IH) outbound calls are counted as IH usages if a flow is called earlier in the IH transaction, even if this flow doesn't cause the outbound request		
JVM at Scale PRB1783992 KB1698970	Nodes are unresponsive after Java Virtual Machine (JVM) hangs or crashes	A change in the Washington DC upgrade causes the JVM nodes to become unresponsive, leading the Java Service Wrapper to determine the JVM node is hung. The nodes do not appear to restart, and out of memory (OOM) errors are not posted in the logs. This causes the node to stay down and causes performance impact for instances that are affected.	Refer to the listed KB article for details.
Key Management Framework (KMF) PRB1740666	Publickeywrap and Publicsigver certificates aren't regenerated when certificates are missing	If an instance only has an active key pair (for Instance Asymmetric Encryption Key (IAEK) and Instance Signature Key (ISK)) but certificates corresponding to it don't exist, certificates corresponding to IAEK	

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Problem	Short description	Description	Steps to reproduce
	and keys are present	and ISK should be regenerated, but aren't.	
Knowledge Management PRB1783762 KB1695361	Authors that are not a member of the ownership group can no longer edit a Knowledge Base article, even if the glide.knowman.ownership_group.override property is set to true	The relevant condition does not check if the user is the author of the KB article, and if the glide.knowman.ownership_group.override property is set to true, causing the ACL to fail.	Refer to the listed KB article for details.
Language and Translations PRB1766013	For Japanese, the dirty update dialog isn't translated correctly in U16	{HTML:displayValue} is displayed without a value from sys_ui_message. # is missing in the Japanese translation.	1. Provision an instance with the Japanese translations plugin installed. 2. Change the system property glide.ui.polaris.experience to false to enable U16. 3. Open an incident record. 4. Change the description without saving. 5. Select the **Back** button to trigger the dirty update dialog.
List Administration PRB1688076 KB1585842	In Vancouver, changing the rows per page in UI Builder results in security restraints messages	When a user changes the rows per page on Tokyo or Utah and refreshes, it resets to 20 per page and this error doesn't appear.	Refer to the listed KB article for details.
List Administration PRB1770231	A list doesn't load when a fixed filter is null and a live list is enabled	The 'List' screen hangs when applying a filter.	
List Administration PRB1797758 KB1705540	When scrolling horizontally in any table in list view, field names do not scroll	When scrolling horizontally, the field names on the top are frozen in place but the values change.	Refer to the listed KB article for details.
List Administration	The **Edit columns** functionality	If a user opens the workspace the first time and do the re-column	

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Problem	Short description	Description	Steps to reproduce
PRB1798031	Isn't working as expected in Configurable Workspace	options, the user preference is saved in a format: workspace.list.columnOrder.xyz. If users then open a new tab in Chrome, and change it again, the preference is saved with a different suffix: workspace.list.columnOrder.abc. If users then go back to the first tab in Chrome and update the user preference, it updates back to: workspace.list.columnOrder.xyz. The workspace latches onto one of these user preference suffixes, and ignores the others.	
List Administration PRB1804211	A list is failing to load due to ACL failures	Lists do not load, and a response is returned in the call for the record list composite data broker.	
List Administration PRB1827799	A filter condition in a module is displaying additional filters when opened in new tab	The filter condition displays backend details.	1. Create a module. 2. On a table, select **Incident**. 3. Add any dot-walking fields. 4. Create a user and a system level user preference record 'glide.ui.polaris.ui16_tabs_inside_polaris' as a type string and set the value to true. 5. Impersonate a user. 6. Navigate to a module created incident. 7. Open the module in a new tab. Expected behavior: When the module is clicked to open in a new tab, only the dot-walking filters should apply. Actual behavior: When the module is clicked to open in a new tab, additional backend filters are applied. Observe that some additional filters are applied. This issue only happens when opening the module in a new tab. If opened in the same tab, the issue doesn't happen. If

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Problem	Short description	Description	Steps to reproduce
			the user preference value for the user is set as false, the issue isn't observed.
List Controller PRB1789532	The 'Open Panel' event doesn't allow for reusability outside of list-controller		1. Open a record list bundle in UI Builder. 2. Add a button to the page. 3. Bind the event to 'Open Panel' list controller. 4. In the event, add a field object of 'sysId: <sys id of first row>'. 5. In the event, add the route 'quick-edit'. 6. Save. 7. Open the app. 8. Trigger the button. The pane doesn't open as expected.
Major Incident Management PRB1815931 KB1709324	Impersonation logic in the Major Incident Management (MIM) script include causes events to fail post-upgrade	System events error out as a result of user impersonation logic in the 'ExecuteMIMTriggerRulesWithImpersonation' script include. When this script include is called during async processing, the system impersonates the logged in user, marking subsequent events as processed or updated by an individual user instead of the 'System'. As a result, these events error out.	Refer to the listed KB article for details.
MID Server PRB1773302 KB1646558	Start and stop permissions for MID Server Windows service users triggers security alerts by enumerating all local administrator users	Security monitoring tools flag the execution of 'net localgroup administrators' due to user enumeration of SAM-R queries going to the Active Directory server. The group 'net localgroup administrators' is used for all users.	Refer to the listed KB article for details.
MID Server	The MID Server Dashboard doesn't show	Windows MID Servers can fail to fetch CPU Usage metrics from the host, resulting in blank	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1779476 KB1648678	CPU usage for some MID Servers, but does show memory	or zero graphs in the MID Server Dashboard. The StatusMonitor thread in the MID Server is unable or stops being able to get CPU usage information from the Windows OS. It does not end up in the queue.stats/ MID Server XMLStats error correction code input, which then does not put it in the table ecc_agent_scalar_metric in which the graphs derive from. Errors should be seen in the agent log for the StatusMonitor thread if the data cannot be retrieved. With this issue, no errors are seen in agent log, and the data is missing.	
MID Server PRB1788294 KB1704349	MID server issue warning, 'No mapping between account names and security IDs was done'	When trying to grant permission using all possible fully qualified representations of a user without verifying if that representation is valid as per the environment configuration, when a given representation isn't valid, users receive the warning: 'No mapping between account names and security IDs was done'.	Refer to the listed KB article for details.
MID Server PRB1791369 KB1703297	There's a MID server issue and a pop-up warning when two MID servers use the same username and password combination	The user observes a warning and a MID server issue.	Refer to the listed KB article for details.
MID Server	MID server ECCsender	MID server ECCsender fails to process XML	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1792071 KB1695722	fails to process XML files and continuously retries if the file is truncated or contains invalid characters	files and continuously retries if the file is truncated, or if the file contains invalid, control, or unparsable characters such as '#31;'. As soon as the files begin to be renamed, they continue to fail to be sent to the instance. Because the instance fails to read the files, it constantly retries, and moves the records to output_error.	
MID Server PRB1797811 KB1702039	There's misleading FileNameCompliance InSync attachment file errors when ecc_agent_script_file attachments are missing	Xanadu added a filename check for synched files. It generates MID Server issues records, but these can be misleading false positives that would be difficult to figure out if the record has use attachments but doesn't have the referenced attachment present.	Refer to the listed KB article for details.
MID Server PRB1819817	Reduce default SFTP read/write buffer to 32768 from 32868	There were few cases of import/export where there environment had some issues in handling the SFTP buffer size of 32868. Since import/export has not exposed any SSH configuration, users aren't able to reduce the buffer size.	
ML Normalization for SAM PRB1663147 KB1634642	The job 'SAM - Normalize discovery models using machine learning' fails for unavailable or mismatched content	'SAM - Normalize discovery models using machine learning' fails intermittently for mismatched / unavailable content even though other models are normalized with no issues.	Refer to the listed KB article for details.
Multi-factor	The '[ICenter Analytics] Daily Data	The '[ICenter Analytics] Daily Data Collection' job throws an error:	

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Problem	Short description	Description	Steps to reproduce
Authentication (MFA) PRB1827237	Collection' job throws an error	'Error Invalid facts table for indicator source IntegrationUsers WithoutWSAOFlag Enabled DataCollector'.	
Next Experience Unified Navigation PRB1787356 KB1652699	Some pages don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off	Pages such as 'Plugins', 'NLU Workbench models', 'Service Operations Workspace', and 'CSM-Configurable Workspace' don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off. Admin role users are unable to access these modules: Plugins (now/app-manager/home), NLU Workbench models, Service Operations Workspace, CSM-Configurable Workspace. ITIL role users are unable to access Service Operations Workspace and CSM-Configurable Workspace.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1799023	A menu can show fewer items when a business rule is configured to restrict a query	The user observes that the Next Experience header is missing menus (for example, 'All', 'Favorites', and 'History'). This can occur if there are business rules against the 'sys_app_application' or 'sys_app_module' tables with the type 'Query'. It can also result from bad domain-specific caching in relation to the menus.	
Next Experience Unified Navigation	Use of home keyboard cursor navigation	Left, Right, Home, End, Shift+Home, Shift+End, Shift-Left, and Shift-	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1805368 KB1703778	is broken in the Next Experience navigation filter input and end keyboard buttons in Xanadu	Right don't move the cursor or select text.	
Next Experience Unified Navigation PRB1806148	A long contextual pill pushes the search, help, notification, and user menu out of the viewport	Extra long text in the contextual menu is not truncated and causes spillover of the search and other icons.	**1.** Log in to any instance. **2.** Navigate to any page that has a long title. Notice that the extra long text in the contextual menu is not truncated and causes spillover of the search and other icons.
Next Experience Unified Navigation PRB1806521 KB1705141	Next Experience menus are blurred/ unreadable in Safari v18	It's related to the CSS style 'webkit-backdrop-filter' being applied incorrectly to the pages. Instead of applying the blur to the background of the menus, it's applying to the entire menu, including the text.	**1.** Open the instance using Safari 18.0 (20619.1.26.31.6). **2.** Navigate to the top menus. Expected behavior: The navigation is readable. Actual behavior: The menu is blurred and unreadable.
On-Call Scheduling PRB1819083	The 'On-call schedules' (all on-call schedules) tab isn't loading	The 'All on-call schedules' tab gets stuck at 'loading'. The following error message displays in the console: 'TypeError: Cannot read properties of undefined (reading 'name')...'	**1.** Navigate to on-call schedules. The 'All on-call schedules' tab is stuck at 'loading'. **2.** Select 'my on-call schedules'. Verify that it works. If a user selects the 'all on-call schedules' tab, the display doesn't change and still displays 'my on-call schedules' tiles.
Performance Analytics PRB1789424	Https _request_ decompression doesn't work correctly, as it doesn't strip the 'Content-Encoding'		

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Problem	Short description	Description	Steps to reproduce
	header after it unzips the body		
Platform Analytics Component API PRB1779614	The PAR dashboard search isn't giving the expected results when a non-English language is set on the instance	User gets 'Items removed from this page due to security constraints' or 'No data to display'. Messages are in a translated language, whichever exists at that time on the user session.	1. Navigate to an instance with one of the language plugin installed. 2. Navigate to **Platform Analytics** > **Library** > **Dashboards**. 3. On 'User Preferences', set the language to English. 4. Navigate to 'All'. 5. Search with a dashboard name like 'change' or 'incident'. 6. On 'User Preferences', set the language to German, or any other installed non-English language. 7. Search with a dashboard name like 'change' or 'incident'. The same set of dashboards that were returned in step 5 do not appear. A few dashboards are displayed and a message exists that filters out other dashboards. Expected behavior: The dashboard search results should be consistent in all languages. Actual behavior: In the English language, there's expected results but in others, the result is inconsistent.
Platform Analytics Dashboard API PRB1760775	There's an issue with reports on a workspace dashboard	Legends display duplicate values when translated into 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.
Playbooks (Family Channel) PRB1781451	Only the first activity is valid when a playbook definition run condition		1. Create a playbook definition with three or more activities. 2. Add a run condition to the third activity.

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Problem	Short description	Description	Steps to reproduce
	reference is duplicated		**3.** Reference the first two activities. **4.** Duplicate the playbook definition. Expected behavior: The duplicated playbook definition does not contain any invalid reference errors. Actual behavior: The second activity reference is invalid.
Predictive Intelligence PRB1759824	HTML fields include HTML tags in the prediction result, which adds noise and reduces the prediction scores	HTML-type input fields contain HTML tags that add noise to the dataset for machine learning. Machine learning doesn't remove these HTML tags during the pre-processing stage, and so when making predictions, the HTML fields include the HTML tags in the prediction result.	**1.** Add an HTML field as an input field to any type of solution definition. **2.** Train the solution. **3.** When making predictions, make HTML fields include the HTML tags that add noise to the dataset for machine learning.
Predictive Intelligence PRB1777777 KB1702121	Similarity calculation from Predictive Intelligence slows down the instance	An issue with Predictive Intelligence similarity calculation slows down alert record loading.	**1.** Change the property evt_mgmt.similarity_use_ml to true. **2.** Open an alert record through Express List Records. Notice that it takes a few minutes to open. **3.** Change the property evt_mgmt.similarity_use_ml to false. **4.** Refresh the alert record. Notice that the similar alerts query takes an average of 35,655 milliseconds.
Problem Management PRB1762651	PMMU (Physical Memory Management Unit) issues found during London to Xanadu upgrade testing	There are several issues. There's incorrect code and problem models for customizations. The demo data needs to be remapped. There's an outdated info message. The **Next** button doesn't appear until reloading when requesting to activate	

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Problem	Short description	Description	Steps to reproduce
		a plugin. Some of the problems and problem tasks failed to migrate. The 'Problem overview' dashboard should not be deleted on upgrading.	
Problem Management PRB1816736	The **Problem** field isn't populated in a problem task	When a problem task is opened from a problem record, the **Problem** field in a problem task record displays as empty.	1. Navigate to an instance. 2. Open any active problem. 3. Navigate to the 'Problem Task' related list. 4. Select the **New** button to create a problem task. 5. Choose any task type from the option 'Root Cause Analysis' or 'General'. Observe that it opens the 'Task' page, where the **Problem** field is empty, which isn't auto-populated.
Project Management PRB1789648	**Save as new template** fails at creating a template	In a domain separation instance, there's an ACL to restrict the user from creating a project template in the global domain (add condition 'domain is not global'). When a non-admin user is trying to create a template from a project by selecting the 'save as new template' related link, the template was not created because the ACL is failing. The user and project aren't in the global domain.	
Project Management PRB1810601	'Page not found' displayed when selecting the **Check it out** button from a 'Project' form in Project Workspace		1. Log in to the application. 2. Navigate to pm_project.list. 3. Open a record. 4. Select **checkitout**. 'Page not found' is displaying.

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Problem	Short description	Description	Steps to reproduce
Project Management PRB1814537	The 'Planning Console' related link on the project record gets stuck after clicking the link	The user is not redirected to a console.	1. Open any project. 2. Under related links, select **Planning Console**. Notice that the user is not redirected to any console and the page is stuck.
Related Lists PRB1720250 KB1639073	Default filters on relationship-related lists aren't applied in a workspace	.	Refer to the listed KB article for details.
Related Lists PRB1780317	Inline cell edit options appears off-screen for related lists	The inline edit box should be right justified when on the right of the screen and show all inline edit icons. Instead, the inline edit box is left justified when on the right of the screen and disappearing off the right edge of the screen.	
Reporting PRB1715615	In a calendar report, the linked dataset has quarters that are not in sequence	If a dataset has missing data for the quarters VS report the report does not bring back details for 0 data so because of missing data. The report is designed not to return 0 results - 'dataset' graphs align per data availability and ignore the sequence of quarters.	
Reporting PRB1764936 KB1645365	Scheduled list export with many rows fails and is sent as a PDF with an error message	The attachment is exported as a PDF with an error message instead of an excel file, even though the scheduled export was set as an excel file.	Refer to the listed KB article for details.
Reporting PRB1815240	Multi-pivot in Service Portal throws 'ERROR: An error	There's also an error in the logs: 'Uncaught Error: TypeError: leftMostRowValue[key].escapeHTML is not a function'.	1. Navigate to the classic reporting module. 2. Create a report:

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Problem	Short description	Description	Steps to reproduce
	occurred while generating chart'		○ Table: incident ○ Type: Multi-level pivot table ○ Selected columns: Assignment Group ○ Selected rows: Short description, Number **3.** Navigate to **Service Portal** > **Service Portal Configuration**. **4.** Select **Designer**. **5.** Add a page. **6.** Select any container. **7.** Under 'widgets', select **Report** and drag it into the container. **8.** Select the recently created multi-pivot chart. Expected behavior: The chart renders. Actual behavior: 'ERROR: An error occurred while generating chart' displays.
Request Management PRB1793466	A business rule throws an 'unparseable date' exception	The error reads: 'java.lang.RuntimeException: could not be parsed using format string yyyy-MM-dd HH:mm:ss'.	
Resource Management PRB1784311	When trying to select the **Request Extension** button on a resource plan from the project workbench, the 'Extend resource plan' pop-up appears empty	A blank pop-up screen appears.	**1.** Navigate to the project module and open any project. **2.** Under the related links, select something in the project workbench. **3.** Under the 'Resource' tab, select any resource plan. **4.** Select the **Request** button. Observe that a blank screen appears.
Rollback Contexts PRB1772992 KB1648911	The 'Shadow' table chunk delete has performance issues	The time taken for deleting shadow records can be derived from the logs. When users delete data from the 'Shadow and snapshot' table, a log statement is printed.	Refer to the listed KB article for details.

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		First, 'Shadow' table records are deleted, then the 'Snapshot' table. Time between log statements would be the time taken to delete shadow records. It takes more than 1 minute to delete records from a 'Shadow' table.	
Script Includes PRB1805747 KB1704606	Restructure upgrade transition for the sandbox_callable script to include the schema change	There's been issues with different upgrade scenarios when separating the sandbox callable functionality of client callable in pre-Y releases.	Refer to the listed KB article for details.
Server-side scripts PRB1786423 KB1650937	Transpiler doesn't respect the custom per-thread memory limit, causing an error	Some threads in the transpiler do not respect the value of the system property, com.glide.script.swc .memory_threshold_in_kb, and instead throw an exception when memory usage exceeds the default per-thread limit of 16MB. The error is logged repeatedly and prevents a portion (up to 1/4) of the server-side scripts executed on the node to fail.	Refer to the listed KB article for details.
Server-side scripts PRB1796259	Failure to instantiate a GlideElement during a sandboxed script execution can take down a node	It should obtain the global scope to reinitialize GlideController instead of trying to traverse to global from the current GlideElement and, potentially, grabbing the sandbox scope instead.	Trigger GlideElement.specialReinitialize using the sandbox scope.
Server-side scripts PRB1809279	The SWC version in Xanadu leaks memory	The transpiler leaks a small amount of memory, on the order of 50 bytes, with each script that it processes. Eventually, enough memory is leaked that	Refer to the listed KB article for details.

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KB1703678		attempts to execute additional scripts on the node cause the transpiler to exceed the memory usage limit, specified by the com.glide.script.swc. global_memory_threshold_in_kb system property. Once this limit is exceeded, a 'Transpilation global memory limit exceeded' error is logged and the node is unable to process server-side scripts normally until it is restarted.	
Service Catalog Builder PRB1794710	A catalog filter isn't functioning in Xanadu	When users select 'Need to Request Something?', the catalog filter widget is displayed on the left side of the page. It should display the 15 categories and when users select the 'Show More Catalog' filters, it's expected to display another 15 categories. Currently, categories aren't displaying on the 'Catalog filters' widgets.	
Service Catalog PRB1734166	Localization framework publishes translations in the global scope although the artifact record is created in a different scope	Users see the following error: 'Cannot commit update set since scope ID is different'.	
Service Catalog PRB1808592	The 'Popular items' widget doesn't display legal catalog items	The 'Popular items' widget doesn't display relevant catalog items specific to the category chosen. When changing the category, users can find that catalog filters display related items	

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		but not the 'Catalog item' widget.	
Service Portal PRB1781293 KB1710481	com.glide.encryption.enable_attachment_key_ui=TRUE has different behavior in Xanadu	When com.glide.encryption.enable_attachment_key_ui=FALSE there's no issue. In Washington DC, the property is set to true but the issue didn't occur.	Refer to the listed KB article for details.
Service Portal PRB1794718	A knowledge category displays as '{{::category.label}}' when the language is non-English	Build information: Xanadu EA Issue Description: [Xanadu EA]: Knowledge category is shown as {{::category.label}} when language is non-English	
Service Portal PRB1803497	attachment.upload.success event is triggered incorrectly, and cannot be relied on to disable the **Catalog - Order Now** button	When uploading multiple attachments consecutively, the 'attachment.upload.success' event is triggered immediately after the first batch of attachments finishes uploading instead of waiting for all batches to complete. The attachment modal is also hidden before the upload process is fully completed.	
Service Portal PRB1809948 KB1703663	Using the auto-fill function in an Edge browser triggers a search of all reference fields in the Service Portal catalog form	Starting from Edge browser 129.0.2792.52+, when the user fills the personal information with the auto-fill function on the Service Catalog form in the Service Portal, it triggers a search of all reference fields in the form. Sometimes this causes the form to freeze, and it must be reloaded to proceed.	1. Enable the auto-fill function on Edge browser 129.0.2792.52+. 2. Open a service catalog with multiple reference fields in Service Portal. 3. Select one of the fields and fill the personal information by auto fill. Expected behavior: Only fields that are related to personal information are populated. Actual behavior: Fields related to personal information are populated, but all the reference fields on the form were in focus and triggered the searches of the fields.

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Service Portal PRB1823470	After an applied autofill, the cursor is moved to another field	The cursor focus moves to another field. Also, the **List collector** field is expanded and the focus is moved to a dropdown field. An empty value is displayed in the dropdown field.	
Service Portfolio Management PRB1808035 KB1705403	An error message occurs when submitting a service in the Service Builder	Submitting a service in Service Builder prompts the error message, 'Status can only move forward to retiring or retired or obsolete from operational'.	Refer to the listed KB article for details.
Software Asset Management PRB1665612 KB1641524	Purchased rights in alm_license are limited by an integer field type	A user can have a value that can only be contained by a long field type, causing issues due to the limitation.	Refer to the listed KB article for details.
Software Asset Management PRB1731774	The 'Software Asset Connections' job is creating install records on retired configuration items		
Software Asset Management PRB1775506 KB1648325	The software lifecycle report in classic view is empty	The report for 'Software Lifecycle reports' table has empty records in the Washington DC Release.	Refer to the listed KB article for details.
Software Asset Reclamation PRB1792829 KB1698752	A 'Maximum JavaScript call depth of 1000 exceeded' error is thrown in the SAMPPreBuiltSuitesAPI. lookupSuiteComponents function call	If a suite parent has a suite child with the same product, there could be a case where the lookupSuiteComponents() function calls addM2MSuiteComponentProducts(). This again calls lookupSuiteComponents(),	Refer to the listed KB article for details.

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		and so leading to an infinite loop.	
Software Asset Reclamation PRB1795844 KB1702053	The incorrect user is assigned to a single install per user-based reclamation candidates	Usage/Installs used to create RC belongs to the previous user and aren't current or changed to the user. User aggregate isn't ordered by the user.	1. Create a single install/low usage for the same user on a device. 2. Create an install for a few users on other devices. 3. License all installs by the 'per user' metric. 4. Run the RC job. Notice that RC is stamped by the incorrect user.
Software Asset Reconciliation PRB1790386	There's a replication lag caused by 'untagSoftwareModelForUnlicensedInstall' in AutomaticSMRCreation		
Software Entitlements PRB1787017 KB1650157	In Software Asset Workspace, the 'Total cost' is generated incorrectly when the glide.sys.date_format property value is set to anything other than the default format 'yyyy-MM-dd'	In Software Asset Workspace, the 'Total cost' is generated incorrectly when the glide.sys.date_format property value is set to dd-MM-yyyy. The Entitlement Total Cost functions properly in the classic view of the alm_license table, but not in the workspace view. When the default format is used (yyyy-MM-dd), the Total Cost calculation is correct on both Software Asset Workspace and the alm_license table. The root cause of this issue is the base instance client script 'Update total cost onChange subscription', which does not recognize date formats other than 'yyyy-MM-dd' for the start date and end date of the software entitlement in the workspace view.	1. Set the 'glide.sys.date_format' property value to dd-MM-yyyy. 2. Navigate to **Software Asset Workspace** > **License Operations**. 3. Open any entitlement with the license type as 'Subscription'. 4. Attempt to change the subscription period to something other than 'Entire Subscription Period'. Notice that the 'Total cost' is generated incorrectly due to the new date format preference.

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Software Lifecycles PRB1759420	Changing the 'phase' data type from the 'string' to a 'choice' value for better reporting	This is a product update.	
Software Models PRB1786414	The sam_admin role failed to load the 'publish to software catalog' list when catalog records aren't readable by role		
Source Control Engine PRB1789863 KB1652375	There's failure to install an app with a dependency that was converted to 'application repository' mode	Trying to install an app with a dependency on another app that was converted from a Store app into a developer app with 'application repository mode' results in failure.	Refer to the listed KB article for details.
Source Control Engine PRB1795465	getRemoteTags doesn't have a timeout specified	If the git server can't be reached, the job can seem to stall indefinitely. The job can run for days.	1. Create an app in Studio. 2. Link to Source Control successfully. 3. Set a breakpoint in AGitRepository.getRemoteTags(). 4. Refresh the repository (perhaps via sys_repo_config). 5. Make the git server unresponsive when the breakpoint from step 3 gets reached. 6. Resume the breakpoint.
Subscription Management PRB831241	A unique key violation is detected by the database (Duplicate entry) on the ua_app_usage table	When Usage Analytics is used, the following error generates intermittently: 'FAILED TRYING TO EXECUTE ON CONNECTION'.	
Survey Management	HTML formatting and	The HTML formatting and line breaks	Refer to the listed KB article for details.

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PRB1817570 KB1704997	line breaks are no longer working on the 'Assessment' page	in the Document Titles (sys_ui_title) are not functioning correctly. As a result, the descriptions and other instructions are rendered as raw HTML code instead of plain text on the 'Assessment' instance pages.	
System Import Sets PRB1796959	JDBC data source errors are generic messages starting in Washington DC, such as 'Cannot invoke 'java.util.Map.keySet()' because 'this.fImportSourceFields' is null'	Since the Washington DC upgrade, it appears that users aren't directly seeing the JDBC Data Sources SQL errors in progress workers or when doing a 20 records load on Set UI. It is replaced by a generic message 'Cannot invoke "java.util.Map.keySet() ...this.fImportSourceFields" is null'. When checking the agent log file of the MID Server, the JDBC SQL error that should be present isn't in the progress worker log. Before Washington DC, these kind of SQL errors were retrieved directly in the instance and it wasn't needed to retrieve the MID Server logs.	1. Set up a JDBC data source with incorrect credentials. 2. Test load 20 records for the data source. An error message is noticed in the UI 'Cannot invoke "java.util.Map.keySet()" because "this.fImportSourceFields" is null'.
System Import Sets PRB1804838 KB1705523	New fields with double byte characters are not created automatically upon loading data	When loading data, new fields are created if the loading file or data source contains headers that don't match the fields in the import set table. Since the Xanadu release, new fields are not created when headers contain double byte characters, and a warning message is logged in the import log. This occurs even if com.glide.use_column	Refer to the listed KB article for details.

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		_name_optimizer property is 'true'.	
Table Administration and Data Management PRB1527645 KB1225737	A null pointer exception is thrown by the database view where the driving table is a TPC child of the task table, which has off-rowed fields on task_offrow	The error occurs if the following conditions exist: 1. A table which is a direct child of task has TPC as its extension model. 2. At some point in the past ServiceNow has executed a change to off-row one or more columns from the task table to workaround a dynamic row size error. 3. A database view is created with just the TPC table as a view table, with no other view table to join. 4. The view table has the default of no view fields being defined.	Refer to the listed KB article for details.
Table Administration and Data Management PRB1735107	The 'Data Management' job state doesn't update correctly when the node stops abruptly	A 'Data Management' job state in 'sys_dm_delete' doesn't update correctly when the node processing the DM job stops/ restarts abruptly.	
Table Administration and Data Management PRB1743783	setAllowCascadeDelete() method of GlideMultipleDelete is not scriptable	Users are referred to use GlideMultipleDelete when cleaning up their data. Large amounts of data cleanup is a requirement for users with the recent change in data footprint policies. Enabling platform features for users to better manage their data footprint is essential.	
Table Administration and Data Management PRB1792808	Running an instance health scan table check throws a null pointer expection error if a	Table check fails with the error message 'Rhino error: java.lang.NullPointerException'.	

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	sys_storage_alias record has an empty storage_table_name		
Table Rotation PRB1726430	Rotations for sys_scheduler_job_history and sys_scheduler_job_history were incorrectly created in the Vancouver release	The sys_history_job_node table is missing the primary key.	sys_history_job_node0000
Third-party Software PRB1793365	Commons-beanutils hits BEANUTILS-509, causing severe default thread contention, leading to 429s	In a few cases, this caused a node to completely hang indefinitely because all the threads were attempting to enter a synchronized block of a WeakHashMap that was being hogged by a thread stuck in an infinite loop.	
Time Card Management PRB1785263	Managers are unable to copy timecards	When a manager attempts to copy time cards for one of their reports, the system returns {0} time cards created.	1. Impersonate a manager in an instance. 2. Select a user from the user dropdown. 3. Select the **Copy time card** button. 4. Select the date for the time sheet. 5. Select **Okay**. Observe the error message.
UI Field Administration PRB1779043	There's an error inputting a decimal value into a decimal field when glide.system.locale has a value set		1. Log in to an instance. 2. Navigate to Agent Workspace. 3. Open any incident. 4. Enter '123456789.09' on the **Test** field and select out of the field Notice that the below message is seen: 'Could not parse 123.456.789,6 as a number'. This issue is reproducible on any workspace and when the system property glide.system.locale isn't empty.

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UI Field Administration PRB1793495	Service Operations Workspace (SOW) has poor performance on **CI** fields	Poor performance of the **CI** field and its reference qualifier within an incident record in SOW. The issue is only seen in workspace and not in the platform/native view.	
UI Field Administration PRB1795835	The campaign date picker opens in a lower position than usual	The campaign date picker, which is the calendar with a date and time selection field, is positioned offset and lower than its usual correct position.	1. Install the latest Content Publishing and Content Experiences app. 2. Navigate to the Content Experience Builder. 3. Select the date pickers **Start Time** and **End Time.** Expected behavior: The date picker opens in the correct position. Actual behavior: The date picker is opens in a lower position than usual in the campaign builder.
UI Form Administration PRB1767288 KB1710682	Adding the **Sort** button on sys_ux_list opens new record instead of allowing edits	When a filter has a sort condition and the filter tries to load or add a new condition, there's an error thrown that causes the filter to not load or to not add a new sort row.	Refer to the listed KB article for details.
UI Form Administration PRB1783850 KB1651462	High memory usage by viewrule_all_cache (Workspace View Rules)	The viewrule_all_cache can consume excessive memory on application nodes. This can cause memory contention/ increased garbage collection/application node performance degradation.	Refer to the listed KB article for details.
UI Policies PRB1725664	Date validation isn't working as expected when the user timezone is set to the 'other' region	The platform considers the system (actual machine which user uses) timezone to calculate the time calculation rather than the instance timezone which the user is in. An error message displays.	

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Problem	Short description	Description	Steps to reproduce
UI Scripts PRB1784983 KB1649352	Duplicate UI scripts that have the same exact name prevent a workspace page from loading	Workspace pages fail to load if there are duplicate UI scripts with the same API name in the sys_ui_script table. This is caused by a functional change to how the workspace UI scripts are called.	Refer to the listed KB article for details.
Upgrade Center PRB1797126 KB1704373	The **Save Merge** button throws a 'GlideList is not defined' error for ACL records when trying to resolve conflicts in Xanadu	When resolving conflicts for skipped records from an upgrade, the 'Save Merge' record throws an error for ACL records in Xanadu. The error message reads, 'Error MessageonSubmit script error: ReferenceError: GlideList2 is not defined:' and the record is not updated.	Refer to the listed KB article for details.
Upgrade Center PRB1812035	Records with <sys_es_latest_script action="INSERT_OR_UPDATE"> in the XML are listed in the plugin update list as 'skipped' during the plugin upgrade	It seems that the entire XML file is diffed for UPDATE's when users would expect only the contents of the record to matter.	1. Choose any application that has records with <sys_es_latest_script action="INSERT_OR_UPDATE"> in the xml. 2. Side-load the application via 'install application' from either the file or Nexus. 3. Navigate to sys_upgrade_history. 4. Select the recent record. 5. Check records with <sys_es_latest_script action="INSERT_OR_UPDATE"> in the XML are in the 'Changes Applied' tab. 6. Repair the application. 7. Navigate to sys_upgrade_history. 8. Select the recent record. 9. Check records with <sys_es_latest_script action="INSERT_OR_UPDATE"> in the XML are marked as 'Skipped'. 10. Check logs to confirm the record is skipped because of sys_es_latest_script action.

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UX Framework PRB1754230	A data resource doesn't pick up default values when input values are missing	The 'Data Visualization API for table data source' defines 'useDataCache' as a query parameter in the URL. Sending this value as null marks the URL as invalid and the data resource throws an invalid URL error.	**1.** Add 'Data Visualization API for table data source' to any page in UI Builder (UIB). Observe that the output value returns a valid JSON. **2.** Save the page. **3.** Navigate to 'Page definition'. **4.** Remove the 'useDataCache' input value from the data resource JSON in the **Data** field. **5.** Open the page again in UIB. **6.** Open the 'Data resource' configuration. Expected behavior: The output is the same as in step 1. Actual behavior: An invalid URL error is shown.
UX Framework PRB1766794	Closing multiple tabs quickly converts an existing workspace tab to a non-functional 'Details' workspace tab that can't be closed	A non-functional 'Details' tab appears when closing inactive tabs quickly.	**1.** Open CWF or SOW workspace. **2.** Open ten existing 'incident' tabs. **3.** Click through the tabs to make them active, but keep switching and do not let them load all the way. **4.** Close an inactive tab before the new tab loads. **5.** Continue closing tabs this way until a non-functional tab is observed. Expected behavior: The subtab details get closed out. Actual behavior: The non-functional details tab appears when closing out inactive tabs quickly.
Virtual Agent PRB1763848	Manual account linking fails non-admin users	There's errors in the logs.	**1.** Navigate to an instance. **2.** Log in as a non-admin user. **3.** Start a conversation on Teams. **4.** Select **Link to servicenow**.

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Problem	Short description	Description	Steps to reproduce
			The chat fails after choosing any topic. The channel user profile isn't created for the user.
Virtual Agent PRB1784826	A JavaScript console error appears when the Virtual Agent chat is open in the Service Portal UI	A JavaScript console error appears in the Service Portal UI as a result of a keyboard shortcut API returning with a code in the 400-500 range.	1. Select **Track your Tickets**. 2. Open any case. 3. Select the chat option to launch the Virtual Assistant in the Engagement Messenger. Notice that the console error appears on your browser and in JavaScript.
Virtual Agent PRB1789855	In Virtual Agent after a Washington DC upgrade, every input that matches more than one keyword throws an error	Virtual Agent should display all topics that match a keyword, but it displays a technical error message or occasionally hangs.	
Virtual Agent Web Client PRB1814179	Selecting links causes the link to be opened inside Web Client	Selecting **T&E Card Request** breaks the Now Assist Virtual Agent (NAVA) experience.	
Visual Task Boards PRB1765065	ChecklistItemResponder is too slow to efficiently scale normal usage of the platform, resulting in a backlog in the record watcher queue	ChecklistItemDAO has the functions canRead/ canDelete that triggers an ACL.	Trigger the ChecklistItemResponder with a check list has 50+ items.
Web UX Runtime PRB1776097 KB1709413	Chats close automatically on the workspace after they are opened within a few seconds	This issue was introduced in Washington DC. Chats are closed automatically in the workspace after they are opened within a few seconds. Shortly after the chat window is opened, it is then closed, and the chat	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		state is set to 'Closed Complete'.	
Work Order Management PRB1823305	Work order template assignment groups are not honored	When using work order templates and setting a specific assignment group, the group isn't set and a different group is assigned. Additional fields that are configured on the work order templates can't be processed properly. As a result, fields like 'assignment_group' that are defined in the WOT of the work order template aren't applied properly.	
Zing Text Indexing and Search Engine PRB1759390 KB1649571	Global search no longer auto-opens the result record when the **Short description** field is empty	There's an error in the browser console: 'Uncaught TypeError: Cannot read properties of undefined (reading 'title')...'	Refer to the listed KB article for details.

All Other Fixes

To view a list of all other PRBs fixed in Yokohama, refer to All other Yokohama fixes.

All other Yokohama fixes

The Yokohama release contains important problem fixes.

Yokohama was released on January 30, 2025.

- Build date: 01-22-2025_0439
- Build tag: glide-yokohama-12-18-2024__patch0-01-14-2025

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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For a downloadable, sortable version of the fixed problems in this release, click here

All other fixes

Problem category	Problem	Short description
[Deprecated] Classic HR Service Delivery Agent Workspace	PRB1799637	Unable to complete an HR Task when 'Assigned to' is populated from an HR Template
Access Control	PRB1802864	The result of GlideRecordSecure.get() changes when preceded by a GlideRecord.get() call
Access Control	PRB1717880	The base instance object UI Action **Assign to me** uses the itil role instead of the ITSM/ CMDB fine-grained roles or a combined condition
Access Control	PRB1744106	Concurrent updates to the group/role assignment results in an incorrect inheritance count
Access Control	PRB1773126	An ACL for the 'Database' view isn't working as expected for accessible tables
Access Control	PRB1839587	A current object in the REST_Endpoint type ACL is empty starting from Xanadu
Access Control	PRB1797654	Using @mention from the **Requested for** field on a sc_task table record shows an incorrect UI message if Glide.ui.mentions .check_record_visibility is active
Access Control	PRB1801856	The ACL 'list_edit' isn't visible in an instance
Access Control List (ACL) Rules	PRB1790131	HasRightsToReadIsTrue is missing from the ACL and DF forms
Activity Stream	PRB1832293	There's an exception in the activity stream when creating a new case
Activity Stream	PRB1796571	'Archive Destroy Run' is excessively slow when deleting activities due to the overhead incurred by publishing Asynchronous Message Bus (AMB) messages
Activity Stream	PRB1778010	SysActivityRule should filter its query on the fields that Workspace can only see
Activity Stream	PRB1757803	In a VTB activity, the Japanese translation of '{0} was {1}' is incorrect
Activity Stream	PRB1799614	An activity stream dynamic translation error 'Unable to Translate. Try again' occurs when

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Problem category	Problem	Short description
		the detected language is the same as the user language
Activity Stream	PRB1819078	Relationship changes aren't appearing and there's a number in the Workspace in the activity stream
Activity Stream	PRB1793496	When selecting 'Show full conversation' in an activity and when the email body is empty, an infinite loop is shown as 'Loading Email Content'
Activity Stream	PRB1775777	g_form.setValue() isn't working as expected on Workspace when applied to the **Comments** field
Activity Stream	PRB1793499	In Configurable Workspace, the multi-line in case and task activity **Description** field is displayed as one long string
Activity Stream	PRB1778571	A username is missing on 'Relationship Change' entries in the Workspace activity stream
Advanced Work Assignment	PRB1784714	Advanced Work Assignment (AWA) responders fall out of sync if a service channel record is reverted to an earlier version
Advanced Work Assignment	PRB1802799	Duplicate entry for an attachment in a **Transcript** field
Advanced Work Assignment	PRB1821208	When using the Advanced Work Assignment (AWA) Inbox Actions API to accept a chat on behalf of a user, the agent name and avatar doesn't match the actual agent name and avatar
Advanced Work Assignment	PRB1796013	Advanced Work Assignment (AWA) doesn't assign non-interaction or non-messaging work items if the max_wait_time is defined in the queue after upgrading to Washington DC
Advanced Work Assignment	PRB1824092	Work items aren't counting towards the capacity recalculation total when they are matched with an agent but not yet offered
Advanced Work Assignment	PRB1791870	Update Service Channel Util Condition's hint
Agent Assist	PRB1819434	Agent Assist recommendation common reference doesn't show a result card
Agent Assist	PRB1818474	Newly trained Similarity Solution Definitions can't be selected to be used in Agent Assist recommendations

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Problem category	Problem	Short description
Agent Assist	PRB1784219	SOW (Service Operations Workspace) Agent Assist doesn't show proper results if there are multiple fields mapped
Agent Chat	PRB1801904	The conversation panel appears for a closed interaction even after setting inactive.interaction. conversation.history .panel.enabled to 'false'
Agent Chat	PRB1801087	Screen readers don't announce new messages in the Virtual Agent (VA) chat window
Agent Chat	PRB1788201	Resolve copy-paste and debounce issues for chat input text area in Agent Chat and sidebar
Agent Chat	PRB1766118	sys_cs_conversational state is stuck at a translating state when the sys_cs_conversation goes to faulted state
Agent Chat	PRB1825429	Dynamic translated messages aren't displayed correctly after aggressive message fetching is enabled in Agent Chat
Agent Chat	PRB1766052	The incorrect chat Workspace tab is highlighted when closing one of the chat tabs
Agent Chat	PRB1797451	The textAreaRef doesn't get instantiated correctly on hook-insert, so the 'Enter' key and **Send** button in the input area don't work
Agent Chat	PRB1802338	Auto-flush on the 'Conversation' table (sys_cs_conversation) causes issues with displaying the conversation history for agents in the chat window
Agile Development	PRB1789584	DEFN1003811 calculates worker subscription roles differently for SMV1 versus SMV2
AI Search	PRB1720477	Translated Field Helper generates unexpected AI Search documents for installed languages
AI Search	PRB1774826	The AI Search 'Update event queue' writable property is turned off with GenAI semantic tables indexing
AI Search	PRB1799201	The 'Suggested results' page continuously loads for guest user searches in the Service Portal
AI Search	PRB1797714	Autocomplete suggestions aren't returned
AI Search	PRB1808879	Now Assist Q&A doesn't return Glide Record (GR) results

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Problem category	Problem	Short description
AI Search	PRB1756872	Users are unable to create an action name in AI Search results action configuration
AI Search	PRB1735195	The range facet and facet with compound table.column set in the facet fields is filtered out when one of the tables is late-binding
AI Search	PRB1755160	The SysID of a record is displayed as a title in 'recently viewed items' and 'exact match' in Zing search
AI Search	PRB1817875	Search Preview(New) doesn't filter all users
AI Search	PRB1766750	UX should respect timeouts on asynchronous Genius results
AI Search	PRB1836358	A race condition causes an incorrect deleteMultiple() query to be generated on the v_search_genius_result and sys_variable_value tables
AI Search	PRB1805031	The Global Search icon is incorrectly colored when a dark banner is used
AI Search	PRB1837962	When a query is performed in 'OR' mode, the pagination breaks
AI Search	PRB1795021	Add a check to replace a new line with \n when generating ais_sn_components_i18n.xml
AI Search	PRB1779119	Users are getting red banner ACL messages when viewing incidents or a case task after a Global Search
AI Search	PRB1757882	AI Search results takes time to show results for specific words
AI Search	PRB1785294	Suggestions for recently viewed results (PERSONAL_CLICK suggestions) with external URLs don't navigate correctly in Portal
AI Search	PRB1759730	Databroker calls for AI Search/Semantic Search are added in the outbound logs
AI Search	PRB1785471	Multiple 'opens in a new tab' links on voiceover using AI Search on portal (accessibility issues)
AI Search	PRB1792436	Empty ais_search_profile_ais_search_source_m2m can be created through a form
AI Search	PRB1823794	If valid_to is marked as no_text_index = true in ais_datasource, an exception is thrown when searching

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Problem category	Problem	Short description
AI Search	PRB1808466	AI Search yields a 'No results found' message on the Now Mobile app, but works as expected in the Service Portal
AI Search	PRB1779622	'Attachment' isn't translated in the suggested search pop-up
AI Search	PRB1832346	Selecting search results adds a parameter 'SearchTerm', which leads to a 404 error
AI Search	PRB1802419	The autocomplete suggested result navigates to the backend record for a Request Item, Incident, Change, or Problem
AI Search	PRB1791896	Search Evam Data Resource returns the error 'Duplicate key title (attempted merging values com.Glide.ux.runtime. data_broker.composite .model.IterableItem $Field)'
AI Search	PRB1811885	Risk Intelligence Report (RIR) doesn't boost for a language match
AI Search	PRB1726217	Global search fails with a 400 error for custom Workspace applications with the application administration flag set to true
AI Search	PRB1770996	The preview link on an AI Search source breaks if any special characters are present in the conditions
AI Search	PRB1792826	The search preview link doesn't take into account a 'New Condition' from an indexed source
AI Search	PRB1831427	A browser refresh doesn't work when searching with an integer in Global Search, and it throws a 'r.trim isn't a function' error
AI Search Assist	PRB1787918	In AI Search results for a knowledge article, only view counts and ratings are visible
AI Search for Virtual Agent	PRB1771693	Videos incorporated into topics in My Bot load slowly, such as the topic 'Email Setup on Phone'
Analytics Data API	PRB1778742	Some breakdown elements filters aren't applied to the widget
Analytics Data API	PRB1826719	The 'Walk-Ups by Hour' and 'Walk-Ups by Day of the Week' widgets on the Customer Service Management (CSM) Walk-Up Experience Dashboard fail to display the data
Analytics Data API	PRB1769933	A bar chart displays different values for the same applied 'group by'
Analytics Data API	PRB1790714	'Group by' doesn't work in database view reports

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Analytics Data API	PRB1815564	Platform Analytics doesn't correctly interpret the > symbol in the title and instead displays '&glt;' or '>'
Analytics Data API	PRB1794715	Breakdown elements are repeatedly queried when fetched with a PAR filter
Analytics Data API	PRB1820588	Vendor Management Workspace performance reports display: 'error'
Analytics Data API	PRB1725658	The filter generates an incorrect query for fields with a different reference key
Analytics Export API	PRB1809223	Enabling the **Export** button only if there are valid entries of recipients for manual export
Analytics Export API	PRB1810971	In Platform Analytics, '[embedded list]' doesn't work on a scheduled export
Analytics Hub	PRB1785933	Multiple translations are missing in the Performance Analytics Hub for the Dutch language
Antivirus Scanning	PRB1734157	Update com.Glide.snap.url to snap-v2 for the release of Glide
Antivirus Scanning	PRB1813543	Certain file types aren't scanned (available) by antivirus scanning
Application Install Engine	PRB1785858	When an application customization is installed, there might be only a 'history' version for a customized record and no 'current' (in sys_update_version)
Application Install Engine	PRB1785858	When an application customization is installed, there might be only a 'history' version for a customized record and no 'current' (in sys_update_version)
Application Install Engine	PRB1753470	App customizations still have sys_claim after being reverted to a base instance
Application Install Engine	PRB1789108	Upgrading the base app when a customization is present results in a mix of custom and base choices
Application Install Engine	PRB1769363	Unpublished customizations are reverted after upgrading to the base application
Application Install Engine	PRB1802004	A cluster message processing other nodes throws a NullPointerException (NPE) after app installation
Application Install Engine	PRB1792512	Translations are loaded repeatedly when loading conditional content for sn_vul
Application Install Engine	PRB1776624	The host app isn't able to load the macros under 'ui.jtemplates', so openframe isn't loading with Next Experience turned off

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Problem category	Problem	Short description
Application Install Engine	PRB1822879	In the case of a combination of hosted plugins with app customization, the existing higher version host app store plugin object isn't used
Application Install Engine	PRB1788335	Remote app table entries are populated with 'undefined' in the 'sys_code' column
Application Install Engine	PRB1789812	Uninstalling an application that added fields to an existing table removes the metadata for the field but won't drop the column in the database
Application Manager	PRB1780803	Remote app table entries are populated with 'undefined' in the 'sys_code' column
Application Manager	PRB1770423	There's different behavior in a product page versus an app page (update/installed) for applications
Application Manager	PRB1792061	The schedule install/update of the application isn't working as expected in both new and classic Application Manager
Application Rationalization	PRB1790822	When an empty object is given as input in a source field, docs aren't loaded
Application Vulnerability Response	PRB1828326	The GitHub AVI 'First found' and 'Last found' dates are swapped
Appointment Booking	PRB1802606	An appointment booking cancellation error email doesn't respect timezones
Appointment Booking	PRB1789260	Personal events on a technician calendar are ignored when booking an appointment for an appointment booking user
Appointment Booking	PRB1792635	When the last day of bookable days falls on the first day of the upcoming month, the AB modal doesn't load the first day of month
Appsee - Platform Infrastructure	PRB1802917	GeoIP has an error while retrieving the country/policy, and a null pointer exception error displays
App Template Framework	PRB1763884	Payloads with multiple sys_complex_object records with same sys_id aren't loaded properly
Archive Rules	PRB1789753	A Table Cleaner rule for sys_archive_run impacts the restoration of records older than one year
Archive Rules	PRB1764487	Related records are inserted with a display value instead of a sys_id when they are archived
Archive Rules	PRB1762255	Archived approvals aren't displaying because of a broken ACL

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Problem category	Problem	Short description
Ask for Approval - Flow Action	PRB1779799	A stage column on a Requested Item (RITM) list incorrectly shows 'guest' as an approver in the 'Waiting For Approval' stage
Asset Management	PRB1791993	Hundreds of errors display in the system log reading: 'Cannot call sendRedirect() after the response has been committed'
Asset Management	PRB1781337	The 'Stock Runner' job is failing with an error
Asset Management	PRB1784173	When deploying an asset, the location file isn't set properly
Asset Management	PRB1789417	Asset and CI synchronization might not work properly on domain separated instances in the Washington DC release due to the scoped cache mechanism
Asset Management	PRB1778297	The Hardware Asset Management (HAM) 'Incident' view rule within Asset Management Workspace targets Agent Workspace
Asset Management	PRB1802625	While retiring a consumable, the related Stockroom options aren't all visible at once on the pop-up
Asset Management	PRB1822129	The order of the substate choices in the 'Retire Asset' modal aren't displayed in the order defined in the dictionary entry of the field
Asset Management	PRB1770430	Attachments uploaded from the Now Agent app get mapped to the parent table (alm_asset) instead of the child table (alm_hardware)
Asset Management	PRB1805243	Email client isn't showing on Assets Workspace in compose
Asynchronous Message Bus (AMB)	PRB1833926	ExecutorQueue consumes large memory by copying GlideSnapShotSession, which has large a fCache filed in 'Transaction'
Asynchronous Message Bus (AMB)	PRB1822973	Record Watcher (RW) exceptions out when it encounters an invalid record and fails to execute repsonders, which can cause flows to stall
Attachments to Records	PRB1769071	There's an error when trying to attach a BMP file to a record manually or via the REST API
Attachments to Records	PRB1801182	The **Attach File** field 'Pencil/Edit' icon disappears for an attachment after saving a record
Audit History	PRB1793551	A null object returned by HistoryChangeList Iterator should be handled

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Problem category	Problem	Short description
Audit History	PRB1837362	NoBroadcast() logs are consumed by Log Export Service (LES) topics
Authentication	PRB1764389	After single sign-on (SSO) login in and logout, navigating to the /log page shows 'Security constraints prevent access to requested page'
Authentication	PRB1756224	When a user is locked out and then unlocked in the user profile, the search displays a blank page
Authentication	PRB1775791	View rules on customer_contact makes the **Set Password** UI action change the Password Needs Reset of the admin user instead of the changed user
Authentication	PRB1782128	Error messages reading 'CSRF validation failed' are logged even though the validation property is false
Authentication	PRB1799507	Provide better logging / diagnostics / debugging to show details of why IP access was allowed or denied
Authentication	PRB1764318	OIDC Authenticating Clients doesn't take the client secret into account
Authentication	PRB1753368	Information link for Rest API Access Policy Prioritization directs to the ServiceNow staging documentation site during an upgrade case
Authentication	PRB1763499	Session timeout doesn't work as expected in the Engagement Messenger
Authentication	PRB1791895	When an explicit role plugin is installed and the property 'Glide.security.explicit _roles.do_not_fix'= true, single sign-on (SSO) login fails if the post auth policy requires an snc_internal role
Authentication	PRB1800758	The URL is incorrectly decoded after session timeout for Next Experience when the user logs back in within the top navigation
Automated Test Framework (ATF)	PRB1764100	ATF (Automated Test Framework) steps that execute without explicitly setting 'Success' or 'Failed' statuses can leave pending suite results and stuck cloud run executions
Automated Test Framework (ATF)	PRB1772058	ATF (Automated Test Framework) tests can sometimes generate modified records for 'label_history', which can block tests from running in parallel

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Problem category	Problem	Short description
Automated Test Framework (ATF)	PRB1769587	ATF (Automated Test Framework) scheduled client test runners can sometimes get unimpersonation errors
Automated Test Framework (ATF)	PRB1788452	ATF (Automated Test Framework) Field State Validation doesn't work in Service Operations Workspace
Automated Test Framework (ATF)	PRB1787222	If a server error is ignored, it appears to prevent the execution of later tests in the batch
Automated Test Framework for Service Catalog	PRB1687069	The script include 'VariableQueryParser' is causing the evaluation of **javascript:*** field values to be skipped in Automated Test Framework (ATF)
Baseline CMDB	PRB1789027	Update all CMDB / CSDM table and column labels to reflect the current verbiage in dictionary definitions
Cache	PRB1804575	CollectingLRUCache isn't synchronized so the number of entries can exceed the max size
Case and Knowledge Management for HR Service Delivery	PRB1768199	Names aren't updated between the 'Allegations and Associated Allegations' table
Case and Knowledge Management for HR Service Delivery	PRB1805956	Users are unable to create Knowledge Base (KB) articles for HR Cases in UI16 and in the HR Agent Workspace
Case and Knowledge Management for HR Service Delivery	PRB1819557	Remove deprecated entitlement code and APIs in HR plugins
Case and Knowledge Management for HR Service Delivery	PRB1762562	hr_caseMyRequestFilterUtil doesn't restrict queries on inactive sysapproval_approver records
Case and Knowledge Management for HR Service Delivery	PRB1791894	Inadequate localization for Platform Analytics Dashboards - HR Manager
Case and Knowledge Management	PRB1803855	Issue with a base instance relative duration 'x business days by 4pm' and the script include DurationCalculator

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Problem category	Problem	Short description
for HR Service Delivery		
Case and Knowledge Management for HR Service Delivery	PRB1784071	'Retake a survey in HR: Core scope' creates duplicate metric result records
Case and Knowledge Management for HR Service Delivery	PRB1791728	A response template isn't appearing in certain cases in Customer Service Management (CSM) Workspace
Case API	PRB1784496	Case API gives an incorrect result count when role-based filters are applied
Case Management	PRB1743786	The 'New case type' selector and 'related file' aren't installing on a requested instance
Case Management	PRB1802936	'Publish With Approval' doesn't work as expected
Case Management	PRB1810610	The **Consumer** field is empty and can't be populated on a case task in Customer Service Management (CSM) Agent Workspace
Case Management	PRB1826477	For the base instance 'Set Reassigned To Count' business rule, the incorrect trigger condition is configured
Case Management	PRB1826618	An email with a recipient list of more than 1000 users isn't sent
Case Management	PRB1791957	An unnecessary space is added to the name of 'Primary Support Agent' in sn_customerservice _responsibility_def
Catalog Client Scripts	PRB1808595	Lookup Select Box doesn't show the selected value in the variable editor in the RITM form if an onLoad catalog client script adds an option
Catalog Portal Pages	PRB1802926	The DateTime Picker modal for the 'Register a Visitor' form isn't accessible through the tab key
Change Advisory Board (CAB) Workbench	PRB1809993	An encrypted field isn't displayed correctly in CAB workbench
Change Management	PRB1793295	Transition states from state models aren't ordered by sequence, as they are configured
Change Management	PRB1790024	A review flow should only attach one post-implementation review task

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Change Management	PRB1793725	Standard change template proposal properties (sys_app_module) isn't found under Intelligent Solution Configuration
Change Management	PRB1827180	The 'canModifyCI' change model attribute check has a typo and it affects modification when transitioning from the initial state
Change Management	PRB1816569	Standard change properties should not have been modified on upgrade from Washington DC to Xanadu
Change Management	PRB1819915	CAB workbench is stuck in loading state when the user doesn't have read access to one of the changes due to a domain restriction
Change Management	PRB1810280	Some change risk assessments no longer match which allows for risk evaluation without the completion of other risk assessments
Change Management	PRB1801143	There is a URL truncation issue in change request copies
Change Management	PRB1801450	**Copy change function** isn't working as expected
Change Management	PRB1815169	A standard change template (std_change_record_producer) doesn't show the column 'Additional comments'
Change Management	PRB1807818	TaskUtilSNC notifies the user with a connect message, but the user doesn't see the connect message in the Next Experience interface
Change Management	PRB1788178	Incorrect German text in a change request on a base instance's Scheduling Assistant
Change Management	PRB1778031	A standard change template URL is available/visible to users that are restricted from it as configured in 'Available for' user criteria
Change Management	PRB1803186	Accented characters aren't rendered in the conflict calendar's short description
Change Management	PRB1827022	Automatically-created translated text isn't updated when the user modifies the 'Standard Change' template name
Change Management - Risk Assessment and Intelligence	PRB1787948	A risk assessment is set to 'Canceled' and stays canceled when filled in
Client Scripts	PRB1760271	**Set Value** doesn't work properly in Workspace

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Problem category	Problem	Short description
Client Scripts	PRB1685901	A scripted event handler on a controller causes a page to not display
Client Scripts	PRB1806077	A delegated developer is unable to create a client callable script include
Client Scripts	PRB1794520	Newly populated **on_hold_reason** field data doesn't display for a duplicate tab
Client Scripts	PRB1787156	On a client script form, script auto-population doesn't switch from onLoad to onChange when the type is changed
Client Scripts	PRB1782733	Client script 'SNC - default template name check' isn't inherited and causes confusion
Cloud Encryption	PRB1762861	The business rule, 'Abort changes on group' doesn't prevent regular admins from viewing the 'Cloud Encryption Quorum Control Approvers' group
Cloud Provisioning and Governance	PRB1790534	Improve a script to prevent slow ACL execution
Cloud Provisioning and Governance	PRB1797798	'sn_cmp.cloud_service_user role' prevents itil users from updating Service Catalog tasks
Cloud Provisioning and Governance	PRB1749132	AWS CreateStack status 400 error says: 'The provided token has expired.'
Cloud Provisioning and Governance	PRB1794338	There is a discrepancy between DeleteStrategy for Cloud events and Cloud Discovery for vm_instance
CMDB 360	PRB1790347	The job 'Multisource Dashboard Collection' runs twice daily
CMDB Data Manager	PRB1767484	'Cleanup Orphan CIs' job runs but doesn't inspect all the records in the table when they are processing in batches
CMDB Identification and Reconciliation	PRB1772502	DbBatchProcessor doesn't resource cleanup properly resulting in high memory contention on the node
CMDB Query Builder	PRB1775491	The **Export query** UI action fails because it must pass the Cross-Site Request Forgery (CSRF) token
CMDB Query Builder	PRB1830100	The 'Dynamic CI' group is missing a few CIs
CMDB Query Builder	PRB1822218	CMDB Query Builder results in table creation fails
CMDB Query Builder	PRB1787319	CMDB Group 'Show All CI' results are incomplete when using multiple saved queries and a relationship type

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Problem category	Problem	Short description
CMDB to CSDM Data Synchronization	PRB1822499	Life Cycle Control records are missing for a CMDB base table to allow the use of the 'End of Operation' stage
Column Level Encryption	PRB1766321	Attachment API via REST tries to encrypt a file when sending a request with an empty encryption_context query parameter
Column Level Encryption	PRB1790376	Excessive amount of data_free on the table sys_mass_encryption_job
Communities	PRB1793133	The user is able to add an image to the activity stream that takes over the entire page and covers all other notes
Communities	PRB1831681	The **Gamification Badge** description field is sanitizing language special characters
Communities	PRB1793564	The video preview isn't displayed to users for the video content type posts in the community activity feed
Communities	PRB1830455	Sn_communities.community_user encounters an error when requesting membership for a forum
Communities	PRB1819875	A space in the aria-label for '###' causes the user's customized process to fail
Condition Builder	PRB1776650	Unable to dot-walk into a reference field when configuring report conditions
Condition Builder	PRB1786619	Report filter condition fields aren't aligned properly in the Classic UI
Condition Builder	PRB1768500	When the user selects the **Save** button to save a filter on a list in the Next Experience UI when there are many filters with a scrollbar, the saving options aren't visible
Configuration Management Database (CMDB)	PRB1827190	The luminosity contrast ratio of reconciliation rule types is less than the required 4.5:1
Configuration Management Database (CMDB)	PRB1787231	Identification and Reconciliation Engine (IRE) is targeting duplicated CIs and clearing the **duplicate_of** field
Configuration Management Database (CMDB)	PRB1730677	CI's of the domain B/C/D can be added to a CMDB group created under domain A
Configuration Management Database (CMDB)	PRB1784870	Tasks aren't getting generated in Xanadu after running the Retire Policy in the data manager
Configuration Management Database (CMDB)	PRB1784818	cmdb_ci_network_ adapter.mac_manufacturer column label is 'Mac Manufacturer' instead of 'MAC Manufacturer'

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Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1792093	CMDBUtil doesn't work as expected in the filter condition to the non-admins (itil)
Configuration Management Database (CMDB)	PRB1580009	CIRelationByServiceCache.getRelations() causes high memory consumption
Configuration Management Database (CMDB)	PRB1620855	An error is displayed when the user changes the instance language to Japanese
Configuration Management Database (CMDB)	PRB1798671	**Lifecycle** fields on a CI are flipped due to a difference in payloads from multi-sources
Configuration Management Database (CMDB)	PRB1825388	The Xanadu CMDB Workspace health dashboard for health group CIs evaluated value is incorrect when there is a health inclusion rule
Configuration Management Database (CMDB)	PRB1803275	The submetrics page for groups doesn't have a task column available on the UI for duplicate metrics
Configuration Management Database (CMDB)	PRB1815246	Some CMDB logging properties have debug or debugVerbose enabled by default, causing syslog performance issues
Configuration Management Database (CMDB)	PRB1760552	The user isn't able to edit the reference qualifier of the **Owned By** field in $csdm_app_service view
Configuration Management Database (CMDB)	PRB1809366	The Service Graph Connecter (SGC) Central menu link is missing in the Configuration Management Database (CMDB) Workspace after upgrading to Xanadu
Configuration Management Database (CMDB)	PRB1689097	There's a color contrast failure for a selected item under the 'ciModel.do' page
Configuration Management Database (CMDB)	PRB1819137	Data Manager doesn't support dot-walk fields for task assignment
Configuration Management Database (CMDB)	PRB1768662	The business rule 'Sync Ops Status for CMDB CI' incorrectly sets the operational status to 'Non-operational' instead of 'Operational'
Configuration Management Database (CMDB)	PRB1811948	Prevent individual updates duplicating CI values during remediation
Configuration Management Database (CMDB)	PRB1770891	Newly created tasks stay in the 'Open' State while the 'Needs Review' checkbox is set on false in the policy

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Configuration Management Database (CMDB)	PRB1819941	Delete the 'CMDB Health Dashboard - Top Task Generating CIs Calculation' job
Configuration Management Database (CMDB)	PRB1778012	Validate the inclusive filter in DBQuery when computing the getTotals with an inclusive condition for health scores
Configuration Management Database (CMDB)	PRB1770084	Identification and Reconciliation Engine (IRE) creates multiple sys_object_source records for the same source (source_native_key)
Configuration Management Database (CMDB)	PRB1810238	Identification and Reconciliation Engine (IRE) throws a 'MULTIPLE_DEPENDENCIES' error when there are duplicate relationships in the database
Configuration Management Database (CMDB)	PRB1767284	Update a reference during the insertion of records in a payload, avoiding an extra update on the 'referenced by' record
Contextual Search	PRB1805007	Knowledge article results are shown in the Virtual Agent for a knowledge base not exposed to this portal
Contextual Search	PRB1779661	Contextual Search conditions fails when a newline character is part of the encoded query
Contextual Search	PRB1799474	In the Service Portal, a variable with contextual search enabled removes the space after typing text, and the cursor goes back to the last typed letter when using the spacebar
Contextual Search	PRB1805505	There's knowledge search related slowness when a KB article is large
Contextual Search	PRB1788670	The 'Inline Results' widget on the Record Producer doesn't display full details for kb_template_known _error_article or kb_template_faq records
Contextual Search	PRB1793559	There's incorrect translations in KB articles for 'Attach to Incident' in Washington DC
Continual Improvement Management	PRB1780068	The 'View KPI details' and 'Show scorecard' icons should open the Performance Analytics chart in a new tab
Continual Improvement Management	PRB1816181	Add the 'dex-notify-svc' service within Glide.services .rest.allowed_services
Contract Management	PRB1766988	End date calculation is incorrect in the 'Build renewal task' of the contract renewal flow

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Contract Management	PRB1806594	Client script error on a 'Contract' form in Hardware Asset Workspace: '(g_env) [SCRIPT:EXEC] Error while running Client Script 'Update tax and total cost currency '
Contract Management	PRB1784095	The currency type on the **Yearly cost** and **Monthly cost** fields changes to $ when updating the payment amount on contracts
Contract Management	PRB1803637	Performance issues with the contract unit cost calculation business rule
Core Platform	PRB1761876	A QuotaManager null point exception is printed in the logs multiple times
Core Platform	PRB1659462	Navigating to a deep link URL doesn't work as expected when the field contains '&' in the query and the user isn't logged in
Core Platform	PRB1762254	A display value is empty in process mining field pickers
Core Platform	PRB1779358	The printer friendly version view doesn't display complete data from the article body
Currency Administration	PRB1832803	There's an incorrect exchange rate conversion from IDR to USD due to truncation
Currency Administration	PRB1793515	Problems with g_form.clearValue() and g_form.setValue() on **Currency** fields
Currency Administration	PRB1762554	**FX currency** fields cause dot-walked or derived reference fields break in list view with the value 'null' for the sys_id
Currency Administration	PRB1785272	in-ID locale (Indonesia) doesn't convert currency values
Currency Administration	PRB1822862	Empty rates in 'Custom currency rate' tables cause a NumberFormatException
Custom Chat Chatbot Interoperability Framework (CCCIF) Media Resource API	PRB1780681	Custom Chat Chatbot Interoperability Framework (CCCIF) should honor the com.Glide.cs.upload.attachment .to.interaction sys_properties setting
Customer Information	PRB1793361	Unable to edit/remove dictionary override for the **last_name** field on the customer_contact table
Customer Operations for Customer Service Management	PRB1779242	The business rule 'Domain - Set Domain - Location' doesn't see the domain correctly, resulting in records on the cmn_location table being created in the global domain

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Customer Service Management	PRB1779338	Recipient list supports the 'Reference Variables' but doesn't support any list variables
Customer Service Management	PRB1832361	When Customer Service Management (CSM) is installed in Xanadu, the 'Overview' dashboard isn't appearing
Customer Service Management for Field Service Management	PRB1817415	'My Dispatch Map' doesn't load
Data Archiving	PRB1773987	'Restore related' fails when the reference field is for the parent table in a hierarchy
Database Indexes	PRB1719709	A slow query on sn_cmp_order is missing a supportive database index covering discovery_status
Database Persistence	PRB1736140	Auto-increment fields with a default value of 0 aren't corrected after migration using an early Utah build
Database Persistence	PRB1776634	GlideQueryString warnings should provide exception details and stack trace
Database Persistence	PRB1508047	Failing a copy during DB alter prevents an update set from using bootstrap batching, and results in multiple table alters
Database Persistence	PRB1605677	Adding 'Tags' in the column view for a table on the gateway database throws an error
Database Persistence - Data Access	PRB1699977	A **Function** field with Glidefunction:concat() shows an error when opening the table list in other languages
Database Persistence - Data Access	PRB1825857	Unused and missing joins in query generation for a TS query with many 'contains' conditions
Database Persistence - Data Access	PRB1636284	There's an inaccurate group count in a reference field with duplicate display values when results are paginated
Database Persistence - Data Access	PRB1751743	Parsing the FromItem type '[SubSelect]' isn't supported
Database Persistence - Data Access	PRB1789910	'Order by' columns aren't added to the 'Group by' clause when joined on a denormalized table with aggregation via 'RLQuery'
Database Persistence - Data Management	PRB1801384	Orphan archive-related records (Archive_Map NULL) aren't ignored by the archive job

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Database Persistence - Data Management	PRB1747815	Issue with the ArchiveResolver resolve() method
Database Persistence - Data Management	PRB1756534	Enabling shadow tables for compaction
Database Persistence - Data Management	PRB1757852	An exclusion rule for a table with mixed cases and spaces is producing an invalid truncate statement
Database Persistence - Data Management	PRB1805133	Can't delete sys_attachment/ sys_attachment_doc orphans without turning off ACLs
Database Persistence - Data Scale	PRB1779767	Using 'Null' as a value in the != ALL operator set fails
Database Persistence - Data Scale	PRB1688084	New categories aren't mapped to secondary DB (database) pools
Database Persistence - Data Scale	PRB1726762	SQLCancel doesn't kill some queries that stream data
Database Persistence - Data Scale	PRB1796286	Remove usage of Cleaner from PreparedStatementWrapper
Database Persistence - Data Scale	PRB1812306	DBLazyWriter Dead Lock can lead to semaphore exhaustion on nodes
Database Persistence - Data Scale	PRB1648956	Union replacement throws the error 'Unknown column 'count_of_676361911' in 'field list''
Database Persistence - Data Scale	PRB1721884	Tables without PK cause group replication errors in MySQL 8
Database Persistence - Data Scale	PRB1757535	Null pointer exception in ConnectionWrapper when trying to commit/rollback a connection
Database Persistence - Data Scale	PRB1782312	API calls using sysparm_offset +sysparm_limit parameters run the query without a defined 'Order by', causing results to not return consistently in RaptorDB
Database Persistence - Data Scale	PRB1749770	The size of tuple values received from the server should be limited
Data Collection for Oracle Global Licensing and	PRB1652619	The **Download Glass Report** UI action doesn't render CVS spreadsheet correctly and contains empty rows

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Advisory Services for Software Asset Management		
Data Filtration	PRB1768454	In Vancouver's data filteration, the IP filter criteria provided in the subject condition isn't considered
Declarative Actions	PRB1767497	Declarative actions aren't working with a random key in the payload definition
Delegated Development and Deployment	PRB1657555	When creating an app on Studio with Japanese characters, the app name only generates sn_dd__ roles
Delete Records Safely	PRB1740509	Data Management jobs provide no indication to the user that operations on sys_email or sys_email_log will never be recorded for rollback
DevOps (Family)	PRB1797729	Reducing excessive logging in DevOps Util global plugin
Discovery	PRB1739443	The user can use Service Mapping without activating Discovery and is unable to use 'Visibility' scheduled jobs and listing jobs
Discovery	PRB1744428	Discovery Home or Service Error Management is broken for the discovery_admin role user
Discovery	PRB1781249	A child schedule is kicked off twice in a daisy chain after the parent is finished/ cancelled
Discovery	PRB1806722	Oracle OCI Discovery fails with a sensor error
Discovery	PRB1766931	When adding a step in the Discovery pattern using 'Parse File' as the operation and 'JSON File' as defined parsing, a single quote (') present in the attribute value of the JSON file is replaced with 'quta'
Discovery	PRB1792552	A pattern doesn't terminate for WMI and SNMP queries even if the user ticks the 'terminate if not found' checkbox
Discovery	PRB1833443	Files supported for the 'put file' operation should be extensible as a MID server property
Discovery	PRB1766180	vCenter Event Collection fails with the following error, 'Expected 1 relationship but found 2 for Provides storage for::Stored'
Discovery	PRB1817799	Starting a Discovery takes a while when there's a sizeable global exclusion IP address list and inclusion list

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Discovery	PRB1619082	Slowness in scheduled job Licensing Hardware Count sysauto_script_ dd3716460b3320 101af90bdb35673a3a
Discovery	PRB1783411	GCP Discovery with 'Glide.discovery.cdu.auto _refresh_sub_accounts _and_ldcs' = 'true' triggers looping Discovery statuses for 'Perform Refresh Datacenters for scheduleundefined'
Discovery	PRB1780156	A Test Credential pop-up doesn't do any verification for the IP Address and allows anything through to the probe, with either non-specific errors or event successful test results back
Discovery	PRB1785461	The DeviceL3Mapping script include has an invalid query, resulting in Layer 3 IP-IP relation not being created
Discovery	PRB1791352	The External Communication Channel (ECC) queue related list count is a mismatch for a Discovery status
Discovery	PRB1725762	Discovery remains active if one of the multipage inputs is skipped
Discovery	PRB1786484	RunningProcessReconciler marks redundant update processes as absent
Discovery	PRB1764921	Master account details are missing from pre-pattern execution details, causing it to make additional API calls
Discovery	PRB1821160	A scripted deletion strategy is triggered for the keep strategy
Discovery	PRB1761883	Discovery perf metrics rollup by build doesn't handle multipage correctly
Discovery	PRB1744198	Not being able to debug a Discovery pattern results in the error 'This field is required: cloud_cred_alias'
Discovery	PRB1794900	AWS Oracle RDS License 'value' is empty during AWS RDS Discovery for the Oracle database
Discovery	PRB1787816	AIX Server os_version is populated incorrectly by the UNIX - OS sensor script
Discovery	PRB1814647	Missing condition for service Discovery in DiscoveryStatus ExternalDependencies.does ServiceMappingHaveWorkLeft
Discovery	PRB1807630	HTTPClassyProbe creates bad credential affinities

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Discovery	PRB1833735	Azure Cloud Discovery schedules aren't considering the member accounts that are selected when creating the Discovery schedule via the 'Discovery configuration' page
Discovery	PRB1808843	ApplicationDependency Mapping.map() is called for each Discovery device history
Discovery	PRB1799862	Applicative credentials are logged as clear text in acc.log
Discovery	PRB1789364	'Discover Datacenter' isn't working post-Washington DC upgrade
Discovery	PRB1835802	Discovery is incorrectly classifying Cisco routers as switches for OID 1.3.6.1.4.1.9.1.469
Discovery	PRB1773369	Model for set Cisco SNS 3500 Series Appliance set to IP Switch
Discovery	PRB1782252	Enhances ADM (ADME) running linux_netstat_command.sh is unable to capture 'listening on' details for running processes
Discovery	PRB1779642	CIM probe for storage servers isn't triggered when wbem_delay=true and there are more IPs for other types of devices (switches, Linux OS, etc.) in the schedule
Discovery	PRB1614055	Uninterruptable power supply (UPS) Discovery doesn't populate 'Discovery Source' and 'Most Recent Discovery' for alarms, inputs, and outputs
Discovery	PRB1779627	Added logic which would cause Enhanced ADM (ADME) to error out
Discovery	PRB1761894	The 'response canceled' error string noted in input ecc_queue despite successful orchestrated pattern executions
Discovery	PRB1833554	IP exclusion doesn't work as expected when the schedule contains an IP net-mask alone
Discovery Probes and Sensors	PRB1790391	HP-UX Server object identifiers (OID) try to launch switch/router patterns
Discovery Probes and Sensors	PRB1785994	Serial-to-Ethernet devices and should not trigger a 'Network Switch' pattern
Document Intelligence Unified Backend	PRB1703041	Checkbox values aren't copied to a target record
Document Management	PRB1792931	In Application Portfolio Management, and on artifacts, the share document link isn't working

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Document Management Services	PRB1823978	When placing the SVG only next to the low left corner, the x and y size seem to default to 0 when they grow beyond a certain limit inside the page
Document Management Services	PRB1719201	PDFGeneratorUtils Paragraph is unable to handle long URLs
Document Viewer	PRB1766441	A Japanese translation of Key='download' in the sys_ui_message table has an additional halfwidth space from Vancouver
Document Viewer	PRB1772759	The UI Action for **Delete modal of Attachment** in a Workspace isn't translated
Document Viewer	PRB1799202	**Export Database View** leads to an empty PDF
Document Viewer	PRB1793774	Nodes failing to synchronize after nodes restart with the message 'Could not define Scriptable class DocumentPermalink for extension point'
Document Viewer	PRB1774417	Document Viewer doesn't reset the page when opening the same PDF with a different user
Dynamic Scheduling	PRB1811377	Process failure when using the Workforce Optimization (WFO) feature to schedule a task under dynamic scheduling
Dynamic Scheduling	PRB1827613	An error occurs when auto-assigning the Work Order Table (WOT) from the list
Dynamic Translation	PRB1801958	Localization and missing sys_ui_messages configuration issues
Dynamic Translation	PRB1801796	A pre-topic Discovery topic shouldn't be discoverable
Dynamic Translation	PRB1805756	A message containing a URL should be translatable
Dynamic Translation	PRB1825179	Users get an error message when creating the setting as part of the localization framework
Dynamic Translation for Virtual Agent	PRB1809302	Some NLU Virtual Agent topics use gs.getMessage instead of gs.getMessageLang which result in mixed translations with Dynamic Translation
Dynamic Translation for Virtual Agent	PRB1800384	Adapter conversations with Dynamic Translation for Virtual Agent (DTVA) and Dynamic Translation for Agent Chat (DTAC) enabled, images or links sent by an agent in Chat Agent aren't delivered until the conversation is closed

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Email Notifications	PRB1798974	There's an issue in custom notifications where the affected **record** field isn't saving a CI with a special character
Email Notifications	PRB1784027	Japanese numbers display as symbols in the filenames of successfully attached files via email
Email Notifications	PRB1814755	The **list-unsubscribe** field isn't encoded properly, breaking RFC (Remote Function Call) with lines exceeding 1000 characters, which breaks DKIM (DomainKeys Identified Mail) signing for outbound mail
Email Notifications	PRB1800853	The condition of a subscribed notification doesn't support the OR clause
Email Notifications	PRB1774019	The Document Viewer in the Email Viewer in the Workspace doesn't display certain file types
Email Notifications	PRB1791495	In inbound email processing, 'Disabling Subject' classification disables the 'In-Reply-To' header classification
Email Notifications	PRB1769083	Email Digest on HR cases encounter an email validation error
Email Notifications	PRB1647321	MIME-type restrictions don't check attachments added by email
Email Notifications	PRB1787517	Setting an event name in notification records also updates the **Event** field
Email Notifications	PRB1766694	Email reply separators don't work for HR related emails
Email Notifications	PRB1793964	Notification variables that use the :n parameter don't correctly display SMS data
Email Notifications	PRB1782506	Copying and pasting the 'caller' email to the **Recipient** or **Cc** field shows the error, 'Some problem in fetching details of recipient' when composing an email in Workspaces
Email Notifications	PRB1788940	Sent mailbox has emails with Type=sent but State=Ready
Email Notifications	PRB1792310	Inbound emails that are signed and encrypted have an invalid signature with the S/MIME plugin
Email Notifications	PRB1739540	EmailClientTemplate doesn't populate the Recipient List record on the Email Client
Email Notifications	PRB1788790	Emails are set to 'send-ignored' when an email personal name has non-ascii characters

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Email Notifications	PRB1775851	Email Client loads a sys_id in the **CC** field in a sc_task form
Email Notifications	PRB1775442	The tooltip isn't translated when hovering over 'Quick Messages' in the Workspace Email Client
Embedded Help	PRB1825324	Default values for properties in the base instance need to change due to the docs sites' URL change
Employee Service Center	PRB1828671	The 'Populate Taxonomy Content Order' job generates a large and long running query leading to high history lest length (HLL)
Employee Taxonomy Framework	PRB1766037	The 'Search within Topic' page doesn't return results in the Employee Center when the topic name has special characters
Encryption Support	PRB1788684	The module key isn't generated after the import token is uploaded for Column Level Encryption Bring Your Own Key (CLE BYOK)
Encryption Support	PRB1826849	Admin users are unable to write into a script field on the sysauto_script table
Enterprise Architecture	PRB1711624	An upload version isn't working for an architectural artifact to create an architectural artifact version
Event Management	PRB1789620	Using the percent symbol in an event rule breaks the description
Event Management	PRB1786642	Characters like '\n' (new line) are ignored and multiple consecutive spaces are replaced by one in the string value of the Description Event payload attribute
Event Management	PRB1796928	IT alerts are created or updated from anomaly events instead of anomaly alerts
Event Management	PRB1768681	Add protection when processing alerts with large additional info
Event Management	PRB1688635	System Center Operations Manager (SCOM) limits the value of 'context' to 540 characters
Event Management	PRB1794227	The Business Rule 'Close associated incident' creates an empty task if the incident attached to the alert is deleted during execution
Event Management	PRB1786196	Service map shows an 'OK' severity while severity is actually critical
Event Management	PRB1730330	Missing option to disable calculation of probable root cause based on change requests on application services

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Event Management	PRB1814491	SCOM Bi-directional Connector fails with the message 'failed to run 3PC java.lang.ClassCastException: class org.mozilla. javascript.Undefined can't be cast '
Event Management	PRB1782165	Duplicate base instance buttons on cmdb_ci_query_based_service
Event Management	PRB1786266	metric_value isn't populated properly
Event Management	PRB1784855	Stale em_monitor_state once monitored entries are regenerated
Event Management	PRB1772901	There's an out of memory error in Alert Priority when an alert has high number of child alerts
Fenix (Family)	PRB1803849	The Fenix job isn't working when an instance has a vanity URL set up
Field Normalization	PRB1817181	The coalescer job reads an arbitrary number of sys_ids into memory
Field Service Management	PRB1827771	Sm_config records are updated randomly with new versions
Financial Management	PRB1785604	'Update CI List' for a CI Rate Card doesn't show the 'Items to be Added' list
Flow Engine	PRB1797502	Excess records are kept in sys_flow_value when reporting isn't set to 'FULL'
Flow Engine	PRB1792828	Possible data leak and race condition due to a mutation in the compiled flow
Flow Engine	PRB1733404	Users can't access the multi-answer records when iterating thorough the decision answers
Flow Engine	PRB1820808	EventInfo should be mutable and EventInfo parameters can have null values
Flow Engine	PRB1794867	Encountered 'error while parsing metadata for attachment' when invoking consecutive REST calls with MID in a flow
Flow Engine	PRB1761922	Low priority flows can consume all workers and block high priority flows
Flow Engine	PRB1773799	Decision table output throws an error reading, 'java.lang.Index OutOfBoundsException: Index 1 out of bounds for length 1'
Flow Engine	PRB1713515	Some of the orders don't move to 'In progress' from the 'Acknowledged' state with auto-approval enabled when the rate of order creation is high

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Flow Engine	PRB1817474	An error message exists even after a retry is successful and the status code is 200
Flow Engine	PRB1812566	Subflow outputs aren't passed to a callback when a subflow ends on MID
Flow Engine	PRB1770528	A flow can start on another node before the flow inputs are persisted to the database
Flow Engine	PRB1790120	If the sys_flow_context table size is above 100 million during an upgrade from Vancouver, Flow Engine V2 new columns aren't added
Flow Engine	PRB1832181	Password2 decryption fails in Engine V2 after returning from the MID server
Flow Engine	PRB1814015	A template isn't applied properly on the corresponding table fields through Flow Designer
Flow Engine	PRB1791609	A 'Script: undefined' error message appears when the user selects the **Restart** button from the sys_flow_context record
Flow Engine	PRB1794986	The table cleaner rule on 'sys_flow_context_inputs_chunk' isn't deleting records due to the 'disable table cleaner' dictionary attribute
Flows (Family Channel)	PRB1783625	The data pill of the 'If' condition inside 'For Each' doesn't renumber when a new step is added before 'For Each'
Flows (Family Channel)	PRB1813141	fd_data doesn't read the object from the Create Task action
Flows (Family Channel)	PRB1783808	In Flow Designer's UI, an unformatted JSON string is used as a message_body, throwing: 'Content Not Found - Your flow can't be found. Flow sys_id: Inv'' error
Flows (Family Channel)	PRB1784060	The 'System logs' table is flooded with the message 'Flow Designer: Credentials sys_id'
Flows (Family Channel)	PRB1789319	XML output isn't in the correct order on a payload builder step
Flows (Family Channel)	PRB1821838	Users can't have scripted values for inputs of dynamic flow logic
Flows (Family Channel)	PRB1730817	The flow enters an error state when it returns from the MID server and executes the 'wait for condition' action
Flows (Family Channel)	PRB1806316	Selecting 'Advanced Options' in a flow with run users results in a blank screen

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Problem category	Problem	Short description
Flows (Family Channel)	PRB1828754	The 'Update record' action on the V26.1.3 didn't display record information as expected
Flows (Family Channel)	PRB1749511	An error occurs in a log when trying to create a template by adding Slack Actions, such as 'Look Up User', and is unable to save the action
Flows (Family Channel)	PRB1818098	A flow with SLA task trigger runs 3 times, and executions display 1 complete and 2 errors
Flows (Family Channel)	PRB1793363	After applying an upgrade plan, the script include 'FlowDesignerContentFiltering' doesn't work
Flows (Family Channel)	PRB1794619	Reference values in **Template** fields aren't properly stored
Flows (Family Channel)	PRB1782149	The warning message 'Encountered undeclared output variable' appears when executing an action
Flows (Family Channel)	PRB1775013	The changed fields data pill, 'Previous Display Value', aren't working as expected for Glide_list
Flows (Family Channel)	PRB1787937	In the Flow Designer execution log, users are unable to see all the iterations in a nested 'for' loop
Flows (Family Channel)	PRB1769794	The Flow Designer sets the true/false input parameter to 'false' in Xanadu
Flows (Family Channel)	PRB1770864	A slushbucket is displaying as empty in Flow Designer
Flows (Family Channel)	PRB1820918	A flow warning when completing a change task displays a warning: 'Runtime value key must be non-null'
Form Builder	PRB1779701	An analytics form-field decorator icon isn't aligning as expected on incident forms when Next Experience is enabled
Form Controller	PRB1800307	Agent Workspace links are defined as buttons in the 'Profile' page
Form Controller	PRB1801102	A screen reader announces an incorrect search result count when typing in the 'Search by name or case number' combo box
Form Controller	PRB1788200	A UI policy on fields with a default value isn't working properly in the portal but is working fine in the native UI
Form Designer	PRB1769298	The **Publish Translations** button on the sn_lf_comparison_ui UI page is stuck if the

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		content preference of GlideModal is a large size
Form Designer	PRB1775459	A menu field search in a form in a Workspace is different than in the platform
Form Designer	PRB1789133	A form-embedded table selection pop-up is hidden upon upgrading to Washington DC
GlideRecord	PRB1732507	GlideRecord.updateMultiple() can generate a different SQL query compared to GlideRecord.query() when an encoded query is used
GlideRecord	PRB1775257	GlideRecord.applyEncodedQuery() with a translated text field can result in a non-English translation to be stored in the base table instead of the sys_translated_text table
GlideRecord	PRB1649954	Irregular filtering on reports that follow a report (pie chart) interactive filter
GRC Platform Plugins	PRB1817099	Knowledge articles created for policy records have the author value set to 'System'
GRC Platform Plugins	PRB1711138	Audit Management has an incorrect language attribute for non-English users
Guided Application Creator	PRB1772070	Custom application logos break when moving between instances
Guided Tour Designer	PRB1763958	After enabling Next Experience, the guided tour fails at the 'Click on Run' step
Guided Tours	PRB1793649	A tour isn't triggered from the portal and a console error is displayed
Guided Tours	PRB1675866	Tooltips and UI messages aren't translated
Guided Tours	PRB1774385	VoiceOver doesn't announce the name and role of the 'Stop Guided Tour' dialog
Hardware Support and Reliability	PRB1803070	There's inconsistencies in keyboard shortcuts
Health Log Analytics (Family)	PRB1808558	Some Health Log Analytics (HLA) poller data inputs aren't using the proxy configured for MID
Health Log Analytics (Family)	PRB1827423	Elasticsearch (ES) data input (DI) has slow read throughput
Hermes (Family)	PRB1805189	Info logging in KafkaConsumerRegistry (create/close) is estimated to cost $20K/year in Splunk costs
History Set	PRB1807607	ErrorLogStatsCollector and SyslogStatsCollector prints warning messages for JRobin database

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History Set	PRB1806563	Duplicate comments are observed intermittently even after enabling a fix
Horizon Component Library	PRB1750876	The UI Builder 'Date-time' component partially displays data in the system's preferred language, but not in the user's preferred language
Horizon Component Library	PRB1764015	The **Collab Chat** > **Discussion Info** > **Subject** tooltip doesn't close unless the user presses 'escape'
Horizon Component Library	PRB1727953	A Workspace page is stuck when trying to move from 'Home' to 'List' on the landing page
Horizon Component Library	PRB1741381	The full path to a selected value doesn't display
HR Service Delivery	PRB1779062	ML solution record in the cluster definition 'ml_sn_global_cases_need _knowledge_cluster' isn't generated even when the job ' [Knowledge Curation]: Generate Case Clusters' is executed
HR Service Delivery	PRB1820502	The **Employee number** field doesn't sync from the user to the HR profile
HR Service Delivery	PRB1763509	The **Name** field in the sys_template dictionary is moved to the HR scope
HR Service Delivery	PRB1803832	When an employee relations case is closed, the **Description** field is hidden
HR Service Delivery	PRB1773812	An activity set triggers when not expected
HR Service Delivery	PRB1701340	With the system property 'sn_hr_core.impersonateCheck' set to true, users @mentioned in the comments or work notes can't see the record
HR Service Delivery	PRB1664859	gs.getUser.hasRole() returns false for elevated roles
HR Service Delivery	PRB1805904	Field ACLs on the 'Interaction' table in the 'Advanced Work Assignment for HRSM' application scope aren't present on the instance
HR Service Delivery	PRB1817290	HTML is stripped when using **Copy to Clipboard** on the 'Response' template
HR Service Delivery	PRB1768618	An HR Agent Workspace checklist doesn't refresh after adding a checkbox element
HR Service Delivery	PRB1788794	The 'Scratchpad: Show HR Service Fields' business rule is causing errors in system logs

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HR Service Delivery	PRB1773138	There's a performance issue on an HR Case form due to the related lists 'Cases for Subject Person' and 'Cases Opened for User'
HR Service Delivery	PRB1758471	If the user doesn't have access to the parent case, 'Assigned to' and 'assignment group' HR cases are changing when the HR task is moving from 'Ready' to 'WIP' using the UI action **Start Work**
HR Service Delivery	PRB1786475	The **Create case** button isn't displaying for employee relations cases in Agent Workspace for users in case restriction configurations
HR Service Delivery	PRB1806235	The Lifecycle Enterprise scope isn't readable for sn_hr_le.case_writer users
HR Service Delivery	PRB1769848	There's an empty **Element ID** field in the sys_journal_field table when creating an incident from Universal Request
HR Service Delivery	PRB1789021	Performance issue when there are many sysapproval_approver records assigned to one user
HR Service Delivery	PRB1811105	Users are unable to create accommodation [sn_hr_er_accommodation] records referencing non-Employee Relations cases
HR Service Delivery	PRB1760021	Inconsistent behavior of column level ACL of the admin override property for sn_hr_core_case table
HR Service Delivery Case Management for Lifecycle Events	PRB1713564	The 'SC Categories' widget's count number is incorrect
HR Service Delivery Case Management for Lifecycle Events	PRB1793474	A discrepancy between instances related to the dictionary field **Restricted access / Locked** deployed from sn_hr_er
HR Service Delivery Case Management for Lifecycle Events	PRB1768769	In HR Agent Workspace, playbook cards of the untriggered activities don't reflect the current system's language
HR Service Delivery Case Management for Lifecycle Events	PRB1781549	There's a Canvas error when opening an email attachment from an HR LE Case in HR Agent Workspace
HR Service Delivery Case Management for Lifecycle Events	PRB1793794	'Editing Assigned To' via a list isn't editable for HR agents for HR lifecycle events' cases

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HR Service Delivery integration with Adobe Sign	PRB1784154	The 'Create And Send Adobe Sign Agreement' subflow uses a deprecated action
HTML Field Type Editor	PRB1796117	The **copy and paste** function isn't working as desired
HTML Field Type Editor	PRB1810476	An extra space displays when a client script makes an HTML field read-only
HTML Field Type Editor	PRB1773479	Users are unable to attach an image to a KB article template in Service Operations Workspace
Identification and Reconciliation API	PRB1798036	A null point error should be fixed in PayloadDeduplicator.java, the logging related to failures caused by multiple items in the same payload with the same source native key should be improved
Identification and Reconciliation API	PRB1780344	Reconciliation rules with a filter aren't working
Identity	PRB1833655	A SCIM user who gets an endpoint has performance issues
Import Set API	PRB1655725	Base instance business rule, 'Update Import Set Complete', appears to be run unnecessarily, causing performance degradation for Synchronous Imports, due to the filter conditions of the query generated
Inbound Email Actions	PRB1790639	Attachments aren't displaying in 'Manage attachments' in the HR records for inbound emails
Inbound Email Actions	PRB1770070	A sys_attachment is adding '[object GlideRecord]' under the table name for universal requests
Incident Management	PRB1779720	The **Open in Dependency Views** button doesn't have role=button
Incident Management	PRB1820577	In Xanadu, the email scripts incident_assigned_to and incident_assigned_to_you don't consider language translation
Incident Management	PRB1792555	A base instance email notification triggered in the Workspace is invisible when the dark theme is enabled
Incident Management	PRB1801533	The 'Cascade closure of Incident Tasks' business rule increments [incident_task] records for the **Number** field
Incident Management	PRB1806120	The 'Application Service Populated by Dynamic' CI group is unpacked

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Innovation Management	PRB1824475	An HTML type field toolbar option is missing in an Xanadu upgrade
Install Base Management	PRB1786211	The 'Account Page (Case View) Sold Product' related list must be updated with the default filter condition
Instance Data Replication (IDR)	PRB1780273	There's a NullPointerException (NPE) in the IDRProducerJob which prevents the cursor from advancing and halts all replication
Instance Data Replication (IDR)	PRB1726801	A consumer replication entry isn't found for a table sys_attachment or sys_attachment_doc
Instance Scan	PRB1797592	Running a scoped app scan through the Continuous Integration/Continuous Delivery (CICD) spoke returns different results than running it manually
Instance Scan	PRB1769556	The **State** field on 'Scan Task' records mark the form inactive when changing to the 'On Hold' state
Instance Security Center (no longer supported)	PRB1812211	A flow isn't coming in the scan finding even though Glide Encrypter is present
Integration Authentication	PRB1817367	Authentication isn't working when a KID isn't received in a token but is available in a well-known configuration
Integration Hub	PRB1821284	The 'Transform' script isn't executed in engine v2
Integration Hub	PRB1780194	A data stream action fails with 'Undefined Schema' when a dynamic object is used as an output in a Washington release
Integration Hub	PRB1784518	The 'Retry' policy doesn't retry for a connection timeout
Integration Hub	PRB1780698	There's JDBC step connections issues with the Sybase database
Integration Hub	PRB1733045	The error 'JSONObject['value'] not found' appears when using the Slack webhook with Flow Designer for the **Post a message** action
Integration Hub	PRB1832371	Unable to decrypt a password which is encrypted with ParameterEncrypter
Integration Hub	PRB1792336	An HR task is closed with a 'Closed Incomplete' state instead of 'Closed Complete', unlike its parent HR case
Integration Hub	PRB1780355	The **Override Default Port** field value in an ADv2 connection record isn't picked up in flows and actions with the PowerShell step

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Integration Hub	PRB1775463	There's a data stream action when JDBC requests retrieves more than 20 records when run from the **Test** button
Integration Hub	PRB1774674	There's an incorrect data type for an action output, which returns a blank output
Integration Hub	PRB1782980	The script-side StrictReject map for the Glide_hub_flow_ engine_Glideencrypter crypto module causes an 'access denied' error
Integration Hub Stream Connect	PRB1826240	Logging from HubKafkaProducer is building up disk space for a syslog table
Interaction Management API	PRB1813985	On an interaction record, the **Create incident** UI action doesn't copy all of the attachments
Interactive Filters	PRB1765505	There's numerous RhinoEcmaErrors posted in the logs
Interactive Filters	PRB1837354	Filters no longer support reference list types
Interactive Filters	PRB1779331	Incremental search doesn't work in 'Select Multiple Input' when using the 'OR' condition
Internationalization Features	PRB1787388	After upgrading to Washington DC, getDisplayValueLang() doesn't return the expected results
Internationalization Features	PRB1773540	The sys_documentation plural is set to 's' if an instance is set in a language other than default
Internationalization Features	PRB1794234	'Gs.getMessage()' returns the incorrect record when a similar record exists where the **CODE** field is populated
Internationalization Features	PRB1809283	getDisplayValueLang() isn't returning translated records from the sys_choice table
Investment Portal	PRB1793722	The **Budget** field displays the value in GBP instead of USD on the Investment Portal
JVM at Scale	PRB1783344	MetaspaceSize is set instead of MaxMetaspaceSize
Key Management Framework (KMF)	PRB1681795	There's a response time spike for an authorization check during a 20 K agents' test
Key Management Framework (KMF)	PRB1777352	Cloned data encrypted by a revoked key on a source isn't properly decrypted on target
Key Management Framework (KMF)	PRB1771941	The existing script include in the Smart Operations application requires access

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		to the Key Management Framework script include 'sn_kmf.ScopedRevokeCertificate'
Key Management Framework (KMF)	PRB1762398	The database view 'sn_kmf_crypto_user_policy' fails on Postgres instances
Key Management Framework (KMF)	PRB1610580	Next Experience dark theme issues
Key Management Framework (KMF)	PRB1794818	Vancouver instances with Washington DC data may fail to come online after being upgraded to Xanadu
Key Management Framework (KMF)	PRB1798919	A null pointer exception is observed when the input text for SYMMETRIC_ENCRYPTION contains ':'
Key Management Framework (KMF)	PRB1792500	The u_crypto_specification_list Reference Qualifier Condition isn't being updated upon upgrade
Knowledge Management	PRB1831035	A KB isn't displaying the latest category updates
Knowledge Management	PRB1761530	'Articles updated in the last 30 days' displays an incorrect number of knowledge base articles
Knowledge Management	PRB1810451	The **Preview Article with Blocks** UI action doesn't work as expected
Knowledge Management	PRB1793096	Agent Assist isn't opening an attachment as expected
Knowledge Management	PRB1796353	The Knowledge Base 'Most recent tasks' has duplicate tasks
Knowledge Management	PRB1815949	Screen readers fail to announce the group label 'Most viewed articles'
Knowledge Management	PRB1815536	There's an incorrect ACL description for activating/deactivating knowledge base categories, and it should include CanContribute and CanRead users
Knowledge Management	PRB1799957	'Add a comment/leave a comment' is displayed on the kb_view page (itil view) when the KB article is in the 'Published' state only
Knowledge Management	PRB1758385	The 'Update Replacement Article References' business rule runs recursive
Knowledge Management	PRB1790956	The replacement article feature isn't working with versioning when a URL contains a sys_id
Knowledge Management	PRB1770500	A knowledge version dropdown isn't visible when an article is in the 'Draft/review' state

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Knowledge Management	PRB1791996	Fix for empty attributes in the TinyMCE Version 6 upgrade
Knowledge Management	PRB1768407	The **Request Translation** UI action can be used multiple times for the same language on any knowledge article that has a version higher than 1
Knowledge Management	PRB1797234	Two sections on a knowledge template are displaying in the same paragraph
Knowledge Management	PRB1786651	The user hasn't updated a Knowledge Base (KB) article, but it shows as 'updated a while ago'
Knowledge Management	PRB1787754	The **Ignore collection** button on the demand insight dashboard isn't updating records
Knowledge Management	PRB1798961	The 'Demand Insight' dashboard for incidents isn't displaying for Xanadu
Knowledge Management	PRB1802359	The 'Knowledge Management Overview' dashboard is missing
Knowledge Management	PRB1799143	An external user using the supplier portal in a Chrome browser visiting the 'Knowledge' page sees the list of knowledge articles along with a book icon that's alt text is read by a screen reader
Knowledge Management	PRB1820355	A knowledge record isn't found when using a record number in a sysparm_article in an URL and the record is a child table of kb_knowledge
Knowledge Management	PRB1770302	In Customer Service Management Workspace, article translation isn't working
Knowledge Management	PRB1805967	The **View as user** functionality doesn't display the language picker on the 'Article' form if the manager doesn't have access to the parent article
Knowledge Management	PRB1780330	When deleting a ranting record in kb_feedback, the article still has the ranting value
Knowledge Management Advanced	PRB1746023	There's a navigation issue when using 'Article Template Selector' to create an article on the platform
KPI Details	PRB1824277	There's an error in target configurations on Analytics Hub
Language and Translations	PRB1759629	The Japanese translation for 'In Review' is incorrect
Language and Translations	PRB1745536	The Japanese translation for the **Close Task** button is incorrect after upgrading

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		Service Operations Workspace ITSM Applications's version to 4.1.0
Language and Translations	PRB1799672	Unable to translate tooltips 'Submit Search' and 'Clear recent search:' in the Typeahead Search widget on the portal
Language and Translations	PRB1767102	There's an incorrect translation for a tab label
Language and Translations	PRB1785458	The German translation isn't as expected for 'users'
Language and Translations	PRB1758530	Field labels aren't as expected for German translations
Language and Translations	PRB1732908	There's a French language translation issue with the word 'Corriger' after upgrading
Language and Translations	PRB1732930	There's French language translation issues with the word 'Terminer' after upgrading
Language and Translations	PRB1730640	The translation of the label 'State' in German is incorrect, displaying 'Bundesland/Kanton'
Language and Translations	PRB1787884	There's a translation error on automatic session expiry in the activated German language package
Language and Translations	PRB1767782	In the Japanese translation of the sys_ui_message table, the 'key: completed' message is translated incorrectly from '##' to '####'
Language and Translations	PRB1790479	The field label 'To' isn't translated into Japanese on the 'Announcement' table
Language and Translations	PRB1766928	The Japanese translation of 'sys_mod_cont' is incorrect
Language and Translations	PRB1835314	Search isn't working as expected in the sc_cat_item table when a catalog item is created in non-English, and is updated in the English language only in an Oracle DB instance
Language and Translations	PRB1771285	There's an incorrect German translation of 'content' in the sys_ui_message table
Language and Translations	PRB1767922	On the dashboard calendar element, the German translation for 'day' and 'month' aren't given anymore
Language and Translations	PRB1791541	There's an incorrect German translation for 'Last sync with store'
Language and Translations	PRB1791464	There's multiple mistranslations in Environmental, Social, and Governance (ESG) Workspace

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Language and Translations	PRB1782092	In the Thai language, there's extra brackets for the **Rename** button in both the prefix and suffix
Language and Translations	PRB1734668	On a change request form, 'Authorize' has different Japanese translations displayed on Flow formatter and the **State** field
Language and Translations	PRB1657392	The French translation of 'todos' is incorrect
Language and Translations	PRB1769027	Kyrilian letters in a Swedish translation
Language and Translations	PRB1790665	Date picker variables in portal glitch when making a selection in a French language session when 'Day of week' is set to Monday
Language and Translations	PRB1773807	In Catalog Builder, the choices for the name of the **Submit** button aren't correctly translated in German
Language and Translations	PRB1772198	A 'YYYY-MM-DD' message is translated incorrectly in French
Language and Translations	PRB1777958	There's a missing Norwegian translation for 'Lists' in Configurable Workspace
Language and Translations	PRB1778076	There's an incorrect translation for the 'next maintenance schedule' key for the French - Canada language
Language and Translations	PRB1738398	Incorrect translation of the UX List Category (sys_ux_list_category) 'Tasks' as 'Problemer' instead of 'Oppgaver' in the Norwegian language
Language and Translations	PRB1790953	There's a discrepancy in translation entries for a sys_user with preferred_language choices for different languages
Language and Translations	PRB1740940	The translation for '{0} y ago' is incorrect in the Norwegian language
LDAP integration	PRB1769261	LDAP errors are reported as 'INFO' in the agent0.log file
Lifecycle Events	PRB1797927	When activity set context records are inaccessible, activity sets with the date type 'trigger' are triggered even when the conditions aren't met
Lifecycle Events	PRB1816966	Script include hr_ActivitySet triggers a slow query
Lifecycle Events	PRB1781489	A reference qualifier on the **Catalog item** field on the 'Activity' table allows Record Producer to be selected

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Lifecycle Events	PRB1797841	Reports can't be shared in the Lifecycle Events Enterprise scope
Lifecycle Events	PRB1828561	The Lifecycle Event testing feature may error when there are a large number of activities or activity sets
Lifecycle Events	PRB1794815	Activity sets error out when the activity field mapping refers to a menu with no value set
List Administration	PRB1817887	The Ctrl + A shortcut doesn't work for selecting choices in a filter for Windows
List Administration	PRB1724625	A hint displays a value of a different line in a Workspace when moving the cursor through the up/down key on the keyboard
List Administration	PRB1787584	The multiple-sorting feature isn't working in a Workspace
List Administration	PRB1809729	When opening the database view record from a list, the view isn't the same as the list
List Administration	PRB1831052	A screen reader fails to announce the loading status and filtered results
List Administration	PRB1790302	The user isn't able to toggle the currency on Workspaces
List Administration	PRB1783350	In Service Operations Workspace, header info isn't announced for the **Cell Filter** button when navigating in a list
List Administration	PRB1826163	A list declarative action isn't working in the 'New List' page template
List Administration	PRB1790759	For extensible lists, removing a filter on the GroupBy list returns an error
List Administration	PRB1800573	GlideTransaction isn't allowed in scoped applications when trying to access any record in the 'My UX' list (sys_ux_my_list)
List Administration	PRB1817332	Non-admin users are unable to remove tags from the list view for Workspaces
List Administration	PRB1778664	In a Workspace list, an error is thrown even though there's no issue: 'rows removed from this list by security constraints'
List Administration	PRB1818512	The list UI action **Remove Tag** isn't working
List Administration	PRB1784038	When navigating **Dashboard** > **List** > **Simple widget**, users are unable to add more than 5 columns to the list
List Administration	PRB1821700	On an extensible list, users are unable to create an incident

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List Administration	PRB1823795	The **Assigned to** field incorrectly accepts arbitrary email addresses when list editing in a Workspace
List Administration	PRB1766624	The term '_Copy' that is appended to the end of Workspace lists' titles isn't translated when using 'Save as'
List Administration	PRB1795815	Sum isn't working on the list type reports and isn't aligned properly
List Administration	PRB1776103	Column personalization isn't working
List Administration	PRB1795793	A concatenation issue causes a grammar error in some target languages
List Editor	PRB1708419	Edit of choice list fails at cmdb_ci list on the extended table's field
List Filters	PRB1776207	The translation of sys_filter is stuck in one language
List Search	PRB1763145	Search behavior changed to 'Starts with' in Washington DC when adding columns to a list view in Configurable Workspace
List Views	PRB1799889	Users aren't able to set a view for a 'Quick edit' form
List Views	PRB1805254	A Workspace list displays a truncated date/time value when the month token is 'MMM'
Localization Framework	PRB1792674	The string 'updated_capital' is incorrectly disambiguated
Localization Framework	PRB1833815	The **Source Code** button in translations doesn't display code and is blank in Xanadu
Major Incident Management	PRB1780126	The read ACL 'incident.actions_taken' is using an itil role instead of fine-grained roles
Major Incident Management	PRB1791586	A blank choice appears when adding a collaborative communication task in the Major Incident Workbench after upgrading the Service Operations Workspace (SOW)
Major Incident Management	PRB1800008	Sn_incident_read + comm_plan_admin / Sn_incident_read+comm_plan_manager aren't able to compose a communication task but are able to initiate a 'Collaborate' task
Major Incident Management	PRB1790971	Resolution code choices aren't in the correct sequence/order
Managed Documents	PRB1774735	Focus isn't working as expected on dialog boxes in managed documents

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Problem category	Problem	Short description
MetricBase	PRB1728947	Registering a large number of triggers with Clotho causes some triggers to not get registered
Metric Intelligence (Family)	PRB1766872	The exception thrown during TimeSeriesModelLearner Service.runModelComparisonJob() prevents the training results from being saved
MID Server	PRB1763232	'Host core count' MID Server displays the number of processors as opposed to the number of cores
MID Server	PRB1791982	Configure.sh doesn't consider proxy server settings
MID Server	PRB1801758	The JEAUtils MID Server script reports that a certificate is available even if it's not found
MID Server	PRB1790075	MID Server fails to process config_publish, raising a null pointer exception
MID Server	PRB1796306	The Windows Installed Software probe doesn't honor the wmi_timeout when using the WMI protocol
MID Server	PRB1825232	The reload_credentials event triggers a flush and the close of all in use connections in ConnectionCache
MID Server	PRB1813788	MID Servers go down when loading the ecc_agent_property table
MID Server	PRB1793947	SessionLimitHandler leaks 'sessions' after Discovery cancellation
MID Server	PRB1823815	MID Server resource reservation doesn't work for PowerShell
MID Server	PRB1799161	A Windows-hosted MID Server can't discover itself
MID Server	PRB1771741	Discovery of a device via WinRM fails with invalid credentials
Mobile Experience for Field Service Management	PRB1817140	Menu choices are displaying all the values regardless of the logged in user's language in the Mobile app
Mobile Platform	PRB1801412	Using deprecated **FCM** field time_to_live results in a silent push not being delivered to Android devices
Mobile Platform	PRB1813775	In Mobile Virtual Agent, Chathandshake has an issue with global context data passing
Mobile Platform	PRB1806539	In incremental mode, a situation may arise in which the same incremental generation

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Problem category	Problem	Short description
		task for the same screen and the same offline result is executed multiple times, one after another
Mobile Platform	PRB1649489	Selecting **Submit** navigates to the sys_id in the 'add to drop off list' flow
Mobile Platform	PRB1801996	Input form screens with scripted autofill variables aren't properly supported in the mobile 'offline' mode
Mobile Platform	PRB1819193	'Screen field' isn't displayed in the ServiceNow Mobile Agent due to truncation
Mobile Platform	PRB1767562	The Mobile URL function with record context re-encodes the parameters of URLs
Mobile Platform	PRB1794493	Offline cache attachment docs aren't deleted by the sys_auto_flush job after deleting the respective attachments
Mobile Platform	PRB1787462	Buttons/function instances that use scripted variables causes instance outages when in 'offline' mode
Mobile Platform	PRB1811954	DocumentData aren't saved to the SQLlite database
Mobile Platform	PRB1818461	A list screen with the data item/list configuration with the 'IS' condition on a string field isn't displaying records that match it in when in offline mode
Mobile Platform	PRB1830851	The UI rule action with the operation type 'Set Mandatory' isn't reversible on the Agent App
Multi-factor Authentication (MFA)	PRB1799411	Multi-factor authentication locks out users
Multi-factor Authentication (MFA)	PRB1814364	Multi-factor authentication's flow is broken after cloning from Vancouver to Xanadu
Next Experience Favorites Menu	PRB1789009	Users are unable to drag and drop items in a new custom group of the 'Edit your Favorites' dialog
Next Experience integration with Help	PRB1823980	HTML wraps elements in tags instead of semantic tags, which affects accessibility
Next Experience integration with Help	PRB1789530	Multiple button and link controls lack an accessible label
Next Experience Notifications Menu	PRB1774792	There's a Next Experience notification style issue

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Problem category	Problem	Short description
Next Experience Notifications Menu	PRB1786375	The **Message heading** field isn't required in the 'sys_notification_next_experience_content' form, but the feature breaks without it
Next Experience Unified Navigation	PRB1792732	Next Experience's impersonate is much slower than UI16's impersonate
Next Experience Unified Navigation	PRB1825781	An error isn't identified when a required field is empty in the 'Favorite added' pop-up
Next Experience Unified Navigation	PRB1816636	There's an inaccurate name provided and the state is missing for the **Notification** button
Next Experience Unified Navigation	PRB1798771	A screen reader announces a lot of information when the domain scope pop-up is opened
Next Experience Unified Navigation	PRB1832975	Pressing the **Back** button shows two pop-up boxes after upgrading to Xanadu
Next Experience Unified Navigation	PRB1825876	Snc_external users can't pin their navigation menus like 'All', 'Favorites', 'History', or 'Workspaces'
Next Experience Unified Navigation	PRB1768697	Avatar tooltip in Next Experience isn't translated (or translatable)
Next Experience Unified Navigation	PRB1820116	Applications in a configured menu don't display after the user switches domains
Next Experience Unified Navigation	PRB1767291	Dictionary entry override records have text and backgrounds in a white color in the dark theme
Next Experience Unified Navigation	PRB1774879	Next Experience keyboard shortcuts for applying focus aren't working, including 'Global search', 'Main content of a page', and 'Breadcrumb navigation'
Next Experience Unified Navigation	PRB1822620	The system timezone sys_choice value isn't updated from the update set
Next Experience Unified Navigation	PRB1779558	A domain with children whose entire hierarchy is turned off still appears in the domain picker
Next Experience Unified Navigation	PRB1827934	Next Experience App Shell doesn't navigate to an external URL from SN_SEARCH_INPUT_WRAPPER#ITEM_SELECTED
Next Experience User Menu	PRB1798238	The 'Enable Keyboard Shortucts' tooltip contains several accessibility issues for non-sighted/keyboard-only users

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Problem category	Problem	Short description
Normalization Data Services	PRB1763244	Core_company records are updated without an actual data change in CanonicalUpdater
Notification Preferences	PRB1744300	A notification badge doesn't appear until the tray (sn-contextual-menu) is opened with Next Experience turned off
Notification Preferences	PRB1806559	A complete list of subscription notifications isn't displayed in the drop down list
Notify	PRB1772835	An invalid user isn't highlighted in red on the 'Notify conference call' modal
Notify integration with Twilio Direct	PRB1792157	The TimeOut attribute isn't passed over in a dial action (Forward Call) action to Twilio
Now Experience Framework	PRB1794726	In Service Operations Workspace, the removal of tags from a record isn't working as expected
Now User Experience	PRB1761257	There's a missing translation for the words 'Approve' and 'Reject' on a pop-up message
Now User Experience	PRB1817203	Users are unable to open a module when the **sys_app_module .window_name** field has a value
On-Call Scheduling	PRB1781438	On-call workflows aren't updating the **assigned_to** field when an incident escalation is accepted
On-Call Scheduling	PRB1821423	On-call message numbers records are deleted when a group escalates to another group
On-Call Scheduling	PRB1806718	On-call reminders are set up for 4 days lead time, but people are sent reminders both 4 days and 11 days ahead of their on-call assignment
On-Call Scheduling	PRB1808531	If a Twilio call fails during on-call scheduling, errors aren't reported in the work notes
On-Call Scheduling	PRB1788633	Selecting the 'Primary user' icon opens multiple cards in on-call schedules
On-Call Scheduling	PRB1815212	Users get duplicate members in the 'Schedule' report
On-Call Scheduling	PRB1805914	Daily, weekly or biweekly rotation is skipped in November
On-Call Scheduling	PRB1814433	The 'Reminder Report' displays in an incorrect format
On-Call Scheduling	PRB1791835	Escalation step window dimensions aren't displaying correctly

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On-Call Scheduling	PRB1807599	On-call escalation acknowledgments are sporadically not recorded
On-Call Scheduling	PRB1822244	OnCallCommonSNC getGroupMemberCount() doesn't scale when cmn_rota_member has large record counts
On-Call Scheduling	PRB1822461	An incorrect member count is displayed for the 'On-Call Scheduling' group
Oracle Reconciliation	PRB1788175	Processor factor mapping is missing the Oracle core factor entry for a CPU name containing 'EPYC'
Oracle Reconciliation	PRB1773579	Oracle recon fails if the normalized version/ edition is empty
Oracle Reconciliation	PRB1782004	Oracle DB option's 'Unlicensed options' list view filter is incorrect when accessed from the publisher result
Oracle Reconciliation	PRB1794653	Oracle per processer licenses require a value set to be too large and hit the max integer limit (2,147,483,647)
Oracle Reconciliation	PRB1790926	Some cmdb_sam_sw_install tables with more than 100 K installed_on devices for the same software product is reconciled unlicensed when there's available rights
Password Reset	PRB1830139	SMS verification isn't working in 'Service Desk Password Reset' and enrollment modules after an Xanadu upgrade
PDF Generation	PRB1811475	When com.snc.pdf.chinese_fonts.enabled is turned off, certain Japanese characters are broken on a PDF export
Performance Analytics	PRB1807990	The itil role isn't available when attempting to share a dashboard to users with itil
Performance Analytics	PRB1817989	The 'Daily Data Collection' job takes longer after upgrading to Xanadu
Performance Analytics	PRB1814716	Calendar reports aren't displaying variables (questions) in Platform Analytics Workspace dashboards
Performance Analytics	PRB1793513	The filter on the 'Word cloud' widget doesn't work when users select a special character
Performance Analytics	PRB1774395	Setting a date period with the start after the end in an indicator breaks the page
Performance Analytics	PRB1784482	Users who have more then 40 characters in their username can't edit a dashboard
Performance Analytics	PRB1826829	A formula on formula indicator displays a breakdown element in a different language (pb) and can't be changed

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Problem category	Problem	Short description
Performance Analytics	PRB1782062	A bar chart / pie chart created from list view of a table shows the info message 'This report has been migrated to a visualization.'
Performance Analytics	PRB1775894	In HSQL Data Collector, there's an incorrect score value calculation for COUNT DISTINCT on the scripted indicator
Performance Analytics	PRB1781598	Dashboard groups aren't visible to no-role users
Performance Analytics	PRB1813576	There's issues with KPI Details's 'On View > select' query
Performance Analytics	PRB1824024	Platform Analytics's 'Administration' menu is missing when upgraded from Vancouver to Xanadu
Performance Analytics	PRB1769317	The homepage deprecation tool skips pages for conversion
Performance Analytics	PRB1798784	The default month on 'KPI Details' isn't the same on Analytics Hub
Performance Analytics Dashboards	PRB1781569	pa_tabs.name is changed after update set transfers
Performance Analytics Dashboards	PRB1796348	There's an issue with redirecting to home.do in the Core UI dashboard after enabling the migration of the Core UI analytics artifacts to Platform Analytics Experience
Performance Analytics Dashboards	PRB1807347	Report widget titles are truncated on smaller widgets in dashboards
Performance Analytics Dashboards	PRB1767652	A reference field from a dashboard doesn't respect the current theme colors
Platform Analytics Dashboard API	PRB1819922	The 'Last visited dashboard' feature isn't working in Platform Analytics
Platform Analytics Dashboard API	PRB1807150	If a dashboard has no creator in the ACLs, there's a null pointer exception
Platform Analytics Dashboard API	PRB1806689	Users are unable to translate a visualization title as a part of localization
Platform Analytics Dashboard API	PRB1779020	Emojis are displayed as encoded text in the Platform Analytics dashboard's title
Platform Analytics Dashboard API	PRB1781006	Dashboards, Data Visualizations, and Scheduled Exports are set to have been created by the user who ran 'Platform Analytics Migration' instead of the original
Platform Analytics Dashboard API	PRB1820860	Chart titles and dates on the Platform Analytics dashboard (migrated

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Problem category	Problem	Short description
		dashboards) aren't translated to Brazilian Portuguese
Platform Analytics Dashboard API	PRB1797830	Dashboard visibility filtering isn't working
Platform Analytics Filters	PRB1796809	Platform Analytics (PA) filters don't apply to the compatibility mode PA widgets in migrated dashboards
Platform Analytics Filters	PRB1823136	Reference fields are displayed as choice fields for some filters configurations
Platform Analytics Filters	PRB1716392	Changing the sorting direction reset unapplies the value selection
Platform Analytics Filters	PRB1788647	Users are unable to create a scripted filter in UI Builder
Platform Analytics Filters	PRB1746111	Filter is unable to apply to data visualization amid reducing the system property value 'com.snc.pa.scorecards.max_breakdown_elements'
Platform Analytics Filters	PRB1799486	A filter pop-up window opens when selecting an empty area
Platform Analytics Migration API	PRB1790312	Visualizations don't display visualization types' values (for migrated visualizations) when a report is migrated
Platform Analytics Migration API	PRB1793305	If individual dashboards have been rolled back, migration rollback fails an activation step
Platform Analytics Migration API	PRB1788955	The Core UI dashboard list **Delete migrated Experience Dashboard** action isn't working as expected
Platform Analytics Migration API	PRB1792035	Scheduled export migration for Excel files instead becomes a PDF in the output
Platform Analytics Migration API	PRB1794750	The legacy component 'Edit' is disabled for some widgets
Platform Analytics Migration API	PRB1802121	com.Glide.par.coreui .migration.enabled doesn't block migration activation
Platform Analytics Migration API	PRB1820684	Some legacy dashboard widgets don't render
Platform Analytics Migration API	PRB1797230	There's an incorrect color configuration migration for a pivot chart
Platform Licensing	PRB1772092	Move updateTableLicensingConfig outside the 'Upgrade' thread
Platform Runtime	PRB1799122	There's false-positive notifications about memory pressure after switching to ParallelGC

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Platform Runtime	PRB1723055	add-user.sh fails with a java.lang.ClassCastException error in some self-hosted environments in Vancouver
Playbook Experience Core	PRB1815880	The 'UI Message' table should be populated during the activation of a playbook
Playbook Experience Core	PRB1800290	The **Playbook** UI action throws the error 'Process Definition is missing or inactive' when creating the playbook under the custom application's global scope
Playbooks (Family Channel)	PRB1790392	Inactive fields still display in dotwalk data
Playbooks (Family Channel)	PRB1801892	The modify condition list is empty in Playbooks
Playbooks (Family Channel)	PRB1817167	The max length of field form fields (table : sys_pd_activity_type_prop) on an activity definition is set to 255, which doesn't match the matching subflow's length of 2000
Playbooks (Family Channel)	PRB1811034	Decision branches aren't evaluated if activities use 'Start with delay' with an explicit duration of over 10 seconds
Playbooks (Family Channel)	PRB1781302	Processes created in Paris and opened post-Paris have a lane order set to -1
Playbooks (Family Channel)	PRB1834463	Process Automation Designer isn't able to pass a previous activity state as a subflow input
Predictive Intelligence	PRB1806671	The cluster detail purge logic is deleting less records set by the MAX_ML_CLUSTER_ DETAIL_PURGE_COUNT
Predictive Intelligence	PRB1821890	The 'Cluster Concept' text isn't aligned/ missing inside the 'Cluster Concept' tile
Predictive Intelligence for Knowledge Management	PRB1783818	The 'Related Article' widget isn't displaying knowledge articles from the 'Knowledge Similar Articles' solution
Predictive Intelligence Workbench	PRB1648059	There is a time out due to a high volume of data
Proactive Analytics	PRB1800161	Signal insights aren't generated for large data sets
Problem Management	PRB1821400	Unable to turn off an interceptor when creating a problem task from the 'problem record' related list

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Problem category	Problem	Short description
Problem Management	PRB1777062	There's a duplicate link to problem actions
Process Mining	PRB1799323	There's a time out during a filter set data upload to a trainer
Process Mining	PRB1829338	Full mining isn't triggered from platform when localization is enabled
Process Mining	PRB1782656	The saved filter that sets the containing 'findingId' causes mining to fail
Procurement	PRB1774520	Received items's 'Select All/Unselect All' isn't working
Procurement	PRB1808248	A purchase order can't handle an empty value with a currency code
Procurement	PRB1812830	'PO receive' displays in-transit assets that are already received
Project Management	PRB1819562	There's a dark mode list issue on 'First' and 'New Project Status Report'
Project Management	PRB1789953	After configuring 'Planning Console Column Advanced' for two custom fields, both fields on the Investment Portal are displaying the fiscal year data instead of the cost budget values
Project Management	PRB1786638	The pm_project_task (planned_task) end date calculation when changing the duration is incorrect in any other system time zone besides GMT
Project Management	PRB1813072	If users try to create a cost plan while in the expense line, they are given an 'Invalid Update' error
Project Management	PRB1783283	Highest order implementation overwrites the lower of the taskFormatter method when there are multiple implementations of the extension point MSProjectImportTaskFormatter
Project Management	PRB1790355	An investment portal 'view project' link results in a blank page
Project Management	PRB1791942	In Project Management resource planning, domain separation isn't working as expected
Project Management	PRB1786998	Remove sn_spm_financial_user to project_manager and demand_manager
Project Management	PRB1781954	The UI policy 'Mark Capex/Opex Cost Read Only if Stories are Linked' throws error on the Service Portal
Project Management	PRB1711919	Values under 1000 don't copy into the 'Benefit Plan' grid in the Planning Console

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Project Management	PRB1804384	There's an issue with the **Business Unit** field and the **Department** field in a 'Demand' record
Project Management	PRB1798787	Copying a project task using the **Copy Partial Project** UI action displays an incorrectly calculated **Duration** field on the copied project task
Project Management	PRB1770899	The **Expense Type** field isn't carried over when converting 'Demand' to 'Project'
Project Management	PRB1787721	Missing file extension (.xls) when a project name contains (.)
Project Management	PRB1773177	The **Actual benefits in project currency** field isn't using the project currency after creation from 'Demand'
Project Management	PRB1825183	Incorrect currency conversion when rolling-up costs
Project Management	PRB1797917	The user is unable to create a project template via the 'Save as New Template' related link with the project_manager role
Project Management	PRB1812212	The **Percentage completed** field doesn't load when exporting projects to MS project
Project Management	PRB1768726	The classic 'Project Financials' page doesn't use the project currency symbol on some widgets
Project Portfolio Management	PRB1801674	In the program workbench, 'zoom level' > 'auto fit' doesn't work until a column is resized
Project Portfolio Management	PRB1775917	'Print a planning console' in the first level is broken
Project Portfolio Management	PRB1795829	GlideScriptedExtension DemandConversionFieldMap isn't working
Related Lists	PRB1773093	Cannot add multiple records in the slush bucket when 'Enable accessibility in classic' is turned on
Remote Process Synchronization (Family Release)	PRB1682672	Users report bugs in the Remote Process Synchronization official documentation
Remote Tables	PRB1772531	An aggregate query with a condition doesn't work for a remote table with enhanced capacity enabled
Remote Tables	PRB1768173	Runaway regex match kill operations take a long time
Report Designer	PRB1792138	There's an incorrect role provided for 'Day', 'Week', 'Month', and 'Year' controls

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Report Designer	PRB1819673	Viewing reports as a non-admin can create unnecessary syslog entries
Reporting	PRB948578	When using reporting, it uses GMT instead of the local time zone when accessing the 'Calendar' report functionality and viewing it in the 'Day' view
Reporting	PRB1745543	An interactive report displays extra records in the report drill-down
Reporting	PRB1770032	Clicking the **Score** of a single score report created with a parameterised script include with an encoded query breaks due to the trimming of encoded characters in the URL
Reporting	PRB1761750	When a bar report is grouped by a dot walk column, it correctly displays results, but selecting the resulting bar doesn't list any records when the language is Brazilian Portuguese
Reporting	PRB1782603	Events ending at the time 23:59:59 appear as 'All day' events in calendar reports
Reporting	PRB1751862	A PDF export of a report that is grouped by and filtered by tags is displaying all of the selected table records, which have tags
Reporting	PRB1732890	A single color definition of a UI14 green isn't green but orange
Reporting	PRB1769845	Email report generates two attachments, one attachment with the data and other with an error
Report Visualization	PRB1792399	A selected tab should be distinguishable from a non-selected tab
Report Visualization	PRB1795711	The pop-up in the 'Report' widget isn't displaying when a mouse is hovering over an item for the 'Calendar' report type in Service Portal
Report Visualization	PRB1790952	Percentages in pie charts aren't perceptible to screen reader users
Request Management	PRB1763436	Base instance notification, 'Request Item commented (all assignees)', has both events 'parm 1' and 'parm 2' unchecked
Request Management	PRB1784462	For a RITM record, if a workflow context is already attached, and the catalog item is updated with Flow Designer, the flow context replaces the workflow context
Request Management	PRB1782693	The 'Request Survey' notification isn't working

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Problem category	Problem	Short description
Request Management	PRB1782333	The transaction can time out when approving an item with many approvers
Resource Management	PRB1797783	Resource plan logs display 'Resource plan is allocated for NaN hours after confirming/allocating the hours after enabling the property 'com.snc.resource_ management.allocate _more_than_24hours _per_day'
Resource Management	PRB1778886	A cost plan is zeroed out when a resource plan is allocated from the Allocation Workbench
Resource Management	PRB1820666	Resource reports are broken after an Xanadu upgrade when the Glide.sys.date_format is dd-MM-yyyy
Resource Management	PRB1788697	The 'Rate_model' column doesn't filter records based on the reference qualifier
Resource Management	PRB1822356	A 'Resource Assignment' related list isn't visible post-migration of 'Resource Plans on Demand'
Resource Management	PRB1798520	There's inconsistent behavior on custom currencies for a certain field in 'Resource Plan [actual_cost_project_currency]'
Resource Management	PRB1816860	Users are unable to update resource assignments created with 'Effort 0' from resource plans migration
Resource Management	PRB1791568	There's a resource aggregate monthly issue when a story is reassigned from a project to a different project
REST API Framework	PRB1768591	The 'API Monthly Requestor Stats' job doesn't aggregate all records when there's more than 100 K
Restricted Caller Access (RCA)	PRB1751767	The 'Prevent invalid source & target on RCA' business rule can create numerous amounts of duplicates that must be cleaned up
Restricted Caller Access (RCA)	PRB1768689	RCAPs aren't invalidated after an update set is deployed with an updated source record
Roles	PRB1798228	Inconsistencies with role inheritance leads to orphaned records
Rollback Contexts	PRB1706257	A rollback with a large number of records triggers a large delete query, causing replication lag
Rollback Contexts	PRB1844400	The 'Clean Expired Rollback Contexts' job causes memory issues and node restarts

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SaaS integration with Office 365 (Glide)	PRB1784710	Potential savings calculation at the LMR level for bulk reclamation candidates
Scaled Agile Framework (SAFe)	PRB1833357	Sprints aren't created via ServicenNow ADO integration
Schedule Calendar	PRB1794379	The Next UI Schedule Calendar doesn't save updates to the 'Repeat Until' date in the schedule entry
Schedule Calendar	PRB1802373	The Next UI Calendar doesn't allow for creating/editing schedule entries for custom roles
Scheduled Jobs	PRB1782901	A high number of values in the 'Job classification' column can prevent scheduled jobs from being processed due to a StackOverflowError in a SchedulerThread
Scheduled Jobs	PRB1771051	Jobs are executing twice during a rescheduler restart
Scheduled Jobs	PRB1746752	Removing a member from a group adds several more users
Scheduled Jobs	PRB1792821	Concurrent updates on sys_trigger causes intermittent HLL spikes on instances with large node counts
Schedule Optimization	PRB1825269	The 'Optimization Solution Processor' business rule trigger is to be changed
Schedule Optimization	PRB1823732	A personal event start date is later than the end date, causing SO to fail
Schedules	PRB1783342	Schedule entries aren't functioning correctly for the 'Last Weekday of the Month' setting
Script Debugger API	PRB1764788	There's a documentation error about the 'Session Log' tab being unavailable for users with the 'script_debugger' role
Scripted Web Services	PRB1749935	An extra response / request in Scripted Web Service results in 'Cannot map object' and potential StackOverflowError
Script Includes	PRB1785008	Many RCAS are invalidated after upgrading to Xanadu due to a fix script issue
Search Administration	PRB1731361	Global text search is broken in BuildTools1 for UI16
Search Administration	PRB1789281	There's cache issues across domains when performing a global search
Search Administration	PRB1776348	The AI Search results page doesn't display translated values

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Search Suggestions	PRB1768021	Unable to relink an auto-complete suggestion type to an AI Search application
Secrets Management Core	PRB1793938	ECC Queue records aren't populated to re-encrypt the secrets
Secrets Management Core	PRB1756628	Hide the 'include all' checkbox from the UI from an Identity Group member
Seismic Framework	PRB1809377	A console error is caused by an invalid service worker registration
Seismic Framework	PRB1783295	There is an empty Service Operations Workspace incident form after upgrading from Vancouver to Washington DC
Seismic Framework	PRB1792811	Service workers don't cache non-200 Glide requests
Seismic Framework	PRB1807578	A race condition comes out of multiple single sign-ons
Server-side scripts	PRB1793296	When a script include cache is rebuilding, there's log messages: 'Error accessing descriptor for metaObject: package_private script include function'
Server-side scripts	PRB1821549	'Undefined' isn't supported when using ScriptRuntime .evalSpecial
Server-side scripts	PRB1773223	Regex timeout doesn't work correctly
Server-side scripts	PRB1783318	The **sandbox_callable** field doesn't work for scoped applications
Server-side scripts	PRB1783385	Add rights for java.lang.NullPointerException .getMessage
Server-side scripts	PRB1808973	Turning on ECMAScript 2021 (ES12) mode isn't toggled in certain scenarios
Server-side scripts	PRB1777353	There's an issue compiling a script using a map iterator in a 'for' loop
Server-side scripts	PRB1790567	Enabling ModuleSupport breaks on scopes with compiled scripts
Server-side scripts	PRB1818172	Records are unloading sys_es_latest_script records even when the toggle is turned off
Server-side scripts	PRB1782856	A business rule executes in the 'module' scope
Server-side scripts	PRB1767574	Unable to use the **require** function in an ESLatest script include if invoked cross-scope from an ES5 scope
Service Catalog	PRB1809275	An SVG-type picture doesn't appear for a catalog item on the platform
Service Catalog	PRB1781043	The selection state of 'Submitted requests' and 'Drafts' tab items present on the 'My

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Problem category	Problem	Short description
		Requests' screen isn't announced by a screen reader
Service Catalog	PRB1771270	Issue with a job that runs forever
Service Catalog	PRB1790528	Images that are added to Service Catalog order guides appear stretched out in Washington DC
Service Catalog	PRB1785302	Catalog client scripts don't work properly for Multi-Turn Catalog Ordering experience when all the records are scoped
Service Catalog	PRB1769527	The 'Item diagnostics' job runs slow because it loads all choice options to count them
Service Catalog	PRB1825185	The 'Taxonomy Topic' value isn't updating on the catalog item form when updating the value by using the **Edit in catalog builder** UI action on the catalog form
Service Catalog	PRB1823783	The 'Help' icon isn't at the end of the question text when rendering a catalog item on Mobile Employee Service portal (MESP) or Service Portal
Service Catalog	PRB1751291	A choice value from the 'com.Glideapp.servicecatalog .order_guide_sequencing' plugin isn't transformed when the French translation plugin is used
Service Catalog	PRB1814987	Mobile Employee Service portal (MESP) web view issues on the Now Mobile application if there are many reference and select box variables on the form
Service Catalog	PRB1793500	The scroll bar is moved downwards on the SWP portal in Service Operations Workspace when there are more catalog categories, making the search bar invisible
Service Catalog	PRB1818368	The condition (reference variable) in different variable sets isn't evaluated without an itil role
Service Catalog	PRB1814311	It's not possible to insert data in database views, but users are able to create a record producer for database views
Service Catalog	PRB1788268	Dot-walking to the second level with g_form in the Catalog Client script makes the catalog non-conversational
Service Catalog	PRB1777834	The field message of the catalog UI policy actions aren't translated to a non-English language in Service Portal
Service Catalog	PRB1815638	**Activate** and **Deactivate** buttons on the sc_cat_item table create an empty record

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Problem category	Problem	Short description
Service Catalog	PRB1799840	The 'Migrate clear value actions' script action to update the UI policy actions resulted in the catalog item version being increased during the upgrade
Service Catalog	PRB1811236	A newly created catalog item using the wizard is available to edit in existing templates without edit access defined on the catalog item creation, so making any modification to the template locks the field after publishing again
Service Catalog	PRB1794884	The **Back** button in a category item or order guide view on platform redirects to 'Page not found'
Service Catalog	PRB1779033	g_form.setValue() isn't working in the platform for multi-row variable sets (MRVS), when used in a ClientScript
Service Catalog API	PRB1782677	UI policies using the 'OR' clause don't work as expected in Now Assist in Virtual Agent
Service Catalog Builder	PRB1813682	The catalog item for non-English users is taking up the details from English users when publishing/submitting the item
Service Catalog Builder	PRB1793265	The 'catalog_builder_ editor_blank_template' role, which is used to create a catalog item directly, should be removed
Service Catalog Builder	PRB1756914	Modifying the catalog item task step through builder isn't working as expected
Service Catalog Builder	PRB1751174	Unable to remove the dynamic behavior filter condition in Catalog Builder
Service Catalog Builder	PRB1771626	A Catalog Builder item isn't publishing when two containers are split with the same name is added to the catalog item, with one inside the variable set and one as a normal variable
Service Catalog Builder	PRB1801524	The **Create a catalog item template** button in Catalog Builder is enabled even if the user doesn't have the required roles to create/edit a catalog template
Service Catalog Components	PRB1793214	After changing the instance date format, an 'Invalid date' error message displays in a multi-row variable set preview window in a Workspace
Service Catalog Portal Widgets	PRB1791330	ServiceNow components fail an accessibility test, selecting the 'Escape' key should allow the modal to close

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Problem category	Problem	Short description
Service Catalog Portal Widgets	PRB1786383	The 'Recent & Popular Item' widget rolls over data on a quarterly basis and creates a negative user experience
Service Catalog Portal Widgets	PRB1775964	A variable name displays in the error message rather than the question when users select **Save as draft**
Service Catalog Portal Widgets	PRB1815205	In Service Operations Workspace, the 'Popular items' section in an interaction record displays 7 items instead of 6
Service Catalog Portal Widgets	PRB1747935	'Add to Wishlist' isn't working on Service Portal when a category is missing
Service Catalog Portal Widgets	PRB1788024	A catalog item outline/grid overlaps in the 'Recent & popular items' widget in Employee Center
Service Catalog Portal Widgets	PRB1810653	There's an issue with saving drafts when the **Requested for** field is empty
Service Catalog Variables	PRB1814252	The sys_name of the UI policy action record isn't updated when the MRVS internal name is updated, and the UI policy doesn't work as expected when it is transferred by update set
Service Level Management	PRB1793364	Content in the 'Stage Details' section isn't marked up as a list
Service Level Management	PRB1830032	SLA processing generates multiple warnings 'WARNING *** WARNING *** Invalid query string received:xxxx: null'
Service Level Management	PRB1790083	Some field values are wrong when using the CheckpointWalker random access walkTo(checkpoint)
Service Level Management	PRB1802370	'Start', 'Pause' and 'Stop' conditions are removed from the SLA definition when the **Repair SLA's** UI action (related link) is selected on the case record
Service Management Virtual Agent Topic Blocks	PRB1779505	The 'Knowledge and pinned' searcher doesn't work when used in a Workspace
Service Mapping	PRB1780124	There's problems with tag-based Service Mapping in domain separated environments
Service Mapping	PRB1824257	ProcessToProcess LBAFPProviderEnhanced fails with cmdb_tcp records containing source_process=null

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Service Mapping	PRB1764304	Clone tables and all tables with the prefix 'automation_error', including meta-data tables, should be able to be excluded
Service Mapping	PRB1746027	The ServiceDiscoveryProbe iterates through all the Windows CyberArk credentials, resulting in temporary system access locks
Service Mapping	PRB1791752	Put a hard limit on properties that can be destructive
Service Mapping	PRB1803746	The file name in the 'sm_flapper_exclusion' table can be truncated because the max length of the field name is 40, but the column name max length is 80
Service Mapping	PRB1807935	The 'Service Model Auto Remediation' job isn't removing the records from a model that were removed from CMDB
Service Mapping	PRB1795155	The replication lag protection in recomputation doesn't support standby lag
Service Mapping	PRB1794723	'Refresh processes and connections' marks all cmdb_running_process as absent true
Service Mapping	PRB1785551	In the Map UI, the action **Open in Dependency Views** should be removed from the 'CI' group
ServiceNow Security Center (Family Release)	PRB1812452	The due date for critical update records 'End of Support: GlideEncrypter API' and 'Enable 3DES deprecation for Password2 Fields' should be updated
Service Portal	PRB1837541	Massive logs are generated with a 'com.Glide.script. RhinoEcmaError: 'RP' isn't defined' warning
Service Portal	PRB1782259	The **Delete** button in a 'My Requests' draft item doesn't have a name
Service Portal	PRB1784705	The 'Skip to chat' link fails to land focus on the Virtual Agent chat button
Service Portal	PRB1834496	Users can't input a value into a widget
Service Portal	PRB1799575	In some cases, filter labels change to a value in Service Portal
Service Portal	PRB1794691	The 'Business Services Status' widget displays different dates for Japanese and English modes
Service Portal	PRB1801407	The 'Standard Ticket Conversations' widget creates duplicate comments when dragging and dropping an image

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Service Portal	PRB1787466	Screen reader reads multi-line in the attachments modal, even though there is no multi-line input field
Service Portal	PRB1823261	JAWS fails to announce list items as links in the header navigation menus
Service Portal	PRB1801362	In the 'Ask HR' portal, the 'Choose a file' feature appears to be a link but focus doesn't move there
Service Portal	PRB1810935	The 'Remove draft item' tooltip isn't removed automatically after deleting the draft item
Service Portal	PRB1774213	The **Preview** button in the **list** field has the text 'New preview button has been generated before the current element to preview', and isn't translated properly when the language is changed to non-English
Service Portal	PRB1728528	In many locations, there is no pointer cancellation allowed for **Clear field** buttons
Service Portal	PRB1771140	Mandatory attachment isn't working as expected in Service Portal when attachments aren't saved in a draft or a wishlist
Service Portal	PRB1785993	On Service Portal in a knowledge article page, upon deletion of a comment, the black 'Delete' pop-up box remains visible until selected
Service Portal	PRB1768976	The date picker retains old values for buttons that don't trigger the update of the date/time when read by screen readers
Service Portal	PRB1735808	The 'Glyph alt text' in an announcement isn't read by JAWS and NVDA screen readers
Service Portal	PRB1749601	Elements in esc_knowledge_home page don't have an aria parent
Service Portal	PRB1789288	Using the date format E yyyy-MM-dd throws an error in Portal
Service Portal	PRB1720732	The **Long in <identity_provider>** button on the login_page isn't visible when the page is accessed from mobile browser
Service Portal	PRB1634201	Color alone is used to indicate the state of toggle switches, which is an accessibility issue
Service Portal	PRB1789181	Past the second row of nested rows aren't cloned when selecting the 'Clone' page

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Service Portal	PRB1828005	The 'Simple List' widget's footer breaks when using a non-English translation
Service Portal	PRB1813731	When an onChange client script modifies a value and copies it to an integer field, the value doesn't isn't saved when saving from a portal
Service Portal	PRB1376471	sp-editable-field directive doesn't support HTML field types
Service Portal	PRB1800664	Extra character in Service Portal widget HTML causes blank Automated Test Framework (ATF) screenshots
Service Portal	PRB1778588	Attachments can't be downloaded when accessed from the 'If' page in a portal
Service Portal	PRB1799699	The selected options for 'select box type' variables are reset in the portal
Service Portal	PRB1756221	The new portal and theme aren't honored by the widget CSS dependency
Service Portal	PRB1770309	A screen reader reads incorrect variable names for the date-picker variable
Service Portal	PRB1791816	A pop-up message is concatenated, causing readability issues in languages such as Japanese
Service Portal	PRB1817086	Required information field pop-ups aren't WCAG 2.2 complaint under section 1.4.13
Service Portal	PRB1716137	When the name of a user has a comma, Survey Designer doesn't display the name of the user correctly
Service Portal Announcements	PRB1808665	Keyboard focus lands on the static text of the announcements banner
Service Portal Core Widgets	PRB1807235	There's accessibility issues for the keyboard and voice over in the 'Hiring' tab
Service Portal Core Widgets	PRB1822245	If an outage doesn't have end date, it isn't displayed on the Service Status widget
Service Portal Core Widgets	PRB1798111	Users are unable to copy and paste text and images from an external source in Service Portal - Standard Ticket
Service Portal Core Widgets	PRB1808916	The checkbox variable in a catalog item can't print correctly
Service Portal Core Widgets	PRB1802357	The 'Preview' form announces the button word twice
Service Portfolio Management	PRB1788988	Support user_id parameter in checkAllowedExplicit() and checkDeniedExplicit() of ICatalogSecurityMask

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Service Portfolio Management	PRB1807004	Unrelated improvement initiatives associated with application services
Service Portfolio Management	PRB1791670	The 'Edit Weights' related link isn't working in a 'Service' form
Service Portfolio Management	PRB1823722	Users that are subscribers to an offering are returned in a query when they are active = false
Service Portfolio Management	PRB1797800	Existing services won't publish when both service and offering(s) change to the status 'Operational'
Session Management	PRB1774686	Potential uncaught exception when the session is invalidated and getAttributes is accessed
Session Management	PRB1817651	User.getUser causes deadlock while the session lock is taken out
Session Window Timeout	PRB1778553	Selecting the cross icon in the 'Session expired' pop-up doesn't log out the user and remains on the same page, and the 'invalidated' column in sys_user_session isn't updated instantly
Sidebar (Family Release)	PRB1821306	The **Discuss** button is missing on a domain-separated instance
Sidebar (Family Release)	PRB1799644	Subject data populates slowly for an incident after launching the start side bar chat modal in Service Operations Workspace
Sign Your Own Certificate (SYOC)	PRB1747791	Platform resolution ambiguity in namespace and scope
Software Asset Core Company	PRB1689224	Evaluate the unique index on the core company
Software Asset Data Import	PRB1725404	'SAMPremiumUtils.getInstalledOnRelationship' is called out of scope
Software Asset Data Import	PRB1578765	Additional warning and error messages in the system log while the entitlements import is stuck in the 'Processing' state
Software Asset Management	PRB1628611	The samp_entitlement_import table doesn't have 'audit = true' out of the box, so it is unable to track worknote updates
Software Asset Management	PRB1802887	The 'Software product lifecycles for all versions' link doesn't work as expected on the software model table
Software Asset Management	PRB1819212	There's a localization issue in 'Potential savings' on single currency instances
Software Asset Management	PRB1627323	The 'Entitlements' related list isn't filtering by group, subgroup, or 'in use' entitlements

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Problem category	Problem	Short description
Software Asset Management	PRB1823587	Optimization doesn't work as expected when the named user type is empty
Software Asset Management	PRB1818910	Software Asset Management job scripts populate a status value that doesn't match with the definition on the sys_choice table
Software Asset Management	PRB1773201	Subscription inference should only infer direct components of Office 365 to Microsoft 365
Software Asset Management	PRB1779646	Subscription installs have preference rank of 999 and cause performance issues
Software Asset Management	PRB1728221	Selecting 'Number of reclamations' doesn't open the correct drill down
Software Asset Management	PRB1822003	The 'Bookkeeping for dedup on delete' business rule doesn't handle installs with different versions or editions
Software Asset Management Licensing and Compliance	PRB1807335	Daily subscription counts intermittently get zero counts
Software Asset Management Plugin Framework	PRB1785996	Custom product references aren't cleaned when a product is deleted
Software Asset Management Publisher Pack for SAP	PRB1788912	A Software Asset Management SAP import job fails due to a 'NULL' character
Software Asset Management Workspace	PRB1774425	There's issues with currency conversion in Platform Analytics and the Publisher 'Results' page
Software Asset Management Workspace	PRB1781351	The 'End of life products' widget on the SAM landing page isn't working
Software Asset Management Workspace	PRB1679155	Software Asset Management (SAM) Health check widgets and drill downs display duplicate records if a check failed in a previous scan
Software Asset Normalization	PRB1728928	Users aren't informed of scenarios when suggested normalized values are the same as normalized values
Software Asset Normalization	PRB1808233	The 'SAM - Normalize Discovery models using content library rules' scheduled job isn't robust because a single corrupted samp_package_map record can make the job fail

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Software Asset Reclamation	PRB1815883	Localization issue in potential savings, true-up cost, over-licensed amount, and total spend calculation
Software Asset Reclamation	PRB1778060	SAMPReclamationUtil code change from Vancouver misses out corner cases and causes a job to fail
Software Asset Reclamation	PRB1786501	Blacklisted reclamation candidates are created and closed without reclaiming install
Software Asset Reclamation	PRB1814389	Scheduled imports and data sources for 'SG-SCCM Software Last Used' and 'SG-SCCM SAMP Usage' aren't deleting old records in the table samp_sw_usage
Software Asset Reconciliation	PRB1780888	Potential savings don't appear in LWB for hybrid software
Software Asset Reconciliation	PRB1794331	Performance issue in clearing LMRs for entitlements
Software Asset Reconciliation	PRB1779794	License pools consumption breakdown is incorrect for Per User and Per Device metrics
Software Asset Reconciliation	PRB1792145	The 'reset dedupe' business rule on the DM table should only trigger if the norm field changes
Software Asset Reconciliation	PRB1808379	Downstream tables aren't updated if exception rules are marked as inactive by content
Software Asset Reconciliation	PRB1791385	ignoreNonBYOLInstalls should not insert a reason for 'Missing Cloud License Type'
Software Asset Reconciliation	PRB1775411	SA entitlements should not be considered as suite candidates
Software Asset Reconciliation	PRB1776017	The same installs are listed under 'unlicensed installs' and 'installs requiring action'
Software Lifecycles	PRB1756991	A lifecycle report should be able to handle empty lifecycle dates
Source Control Engine	PRB1790669	Continuous Integration and Continuous Delivery (CICD) app customization doesn't fail for apps linked to source control and erroneously reports success
Source Control Engine	PRB1774720	An absent bootstrap XML in the source control diff should not drop the column when the bootstrap XML exists in the base application
Source Control Engine	PRB1829444	sys_ui_message additional coalesce value can break an app customization install

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Source Control Engine	PRB1771610	sys_claim list breaks due to an invalid entry in the **time claimed(claim_timestamp)** field
Survey Management	PRB1797560	An error message appears when the date type field isn't updated when retaking a survey
Survey Management	PRB1788346	The **View user's response** UI action doesn't show all dependent responses
Survey Management	PRB1779860	When trying to access the 'Getting Started' module for a survey from the instance, users are redirected to the documentation site but a 'Not found' message is shown
Survey Management	PRB1782966	Text mentioned in the **Description** field doesn't appear while hovering over the field in Assessment Metric
Survey Management	PRB1781447	Survey questions using the out-of-box NPS template splits the label incorrectly
Syntax Editor	PRB1790034	Syntax editor macros don't work reliably
Syntax Editor API	PRB1792891	The Completion API has a longer response time due to the inclusion of shadow tables
Syntax Editor API	PRB1789193	Missing type definition for the GlideSysAttachment class
System Archiving	PRB1742225	The archiver is archiving fewer records per archive run if the restored records are equal to or greater than 'Glide.db.archive .max.rule.records'
System Archiving	PRB1789660	Restoring records with multiple related rules for the same table throws a NullPointerException if at least one rule points to an empty field
System Events	PRB1818627	The 'Slow Delete DML's from text index events process' job is contributing towards a replication lag on the standby db
System Events	PRB1762956	The name for the 'Processed' column in the event log table documentation is misleading
System Events	PRB1792583	Flow Engine is unable to move a sysevent in the ready.node state back to ready when the sysevent table rotation record is deleted
System Events	PRB1725049	NowMQ v1 size estimator improvements
System Export Sets	PRB1623235	Messaging on the PDF export screen to reflect what is shown on the list view of the widget instance
System Export Sets	PRB1792544	If Log Export Service (LES) is enabled and the LES source is configured with

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		syslog in a global scope filter, there's a null pointer exception when using gs.log after a Washington DC upgrade
System Import Sets	PRB1639586	All import sets are deleted when concurrent data source calls are executed
System Import Sets	PRB1808239	JDBC connection for authentication= ActiveDirectoryPassword isn't working properly
System Import Sets	PRB1736448	The following error is logged even though the import set is processed and the record is inserted successfully: 'Unable to format undefined using format string yyyy-MM-dd for field **<column_name>**'
System Import Sets	PRB1792166	Xlsx files with a namespace prefix don't load
System Import Sets	PRB1757948	Transform mapping can't target reference fields with translated values, and only works in English
System Scheduler	PRB1788785	Instruments in AssignerOTelObserver constructor are re-registered when SchedulerThread restarts
System Update Sets	PRB1808271	When an update set that deletes an extended child table is retrieved, it is rewritten to delete the related list of the extended parent table
System Update Sets	PRB1794841	Sys_update_set_log doesn't reflect errors found while committing an update set
System Update Sets	PRB1809728	Deleting a user preference record for a system-wide value isn't stored in an update set
Table Administration and Data Management	PRB1769433	A reference field in a 'Database' view isn't a selectable link
Table Administration and Data Management	PRB1735482	Packages.com.glide .db.ddl.Table Hybridizer.hybridize aborts on false-positive checks for fields already glommed to **mediumtext** fields where the max_length will not reflect the true max length of a **mediumtext** field
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	PRB1769979	Database view doesn't display the **list** field type choices correctly

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Problem category	Problem	Short description
Table Administration and Data Management	PRB1800174	Missing collection record in sys_dictionary for the open_nlu_predict_intent_feedback table
Table API	PRB1727095	GlideElementResolver sets invalid record values for non-existent references and choices
Table Cleaner	PRB1783267	There's uncontrolled growth of table sys_cluster_message
Table Cleaner	PRB1792483	Non-nibble table cleaners are cleaning data even when the **child match** field passes
Tables and Columns Data Dictionary	PRB1754043	sys_update_name is null for a label with sys_* column
Template Management for Field Service	PRB1802776	The 'Copy Work Order' task template doesn't work in the work order task template jelly page
Territory Planning	PRB1777951	Unassigning a task on Dispatcher Workspace sets the assigned group to an empty string literal
Territory Planning	PRB1793222	The agent or group doesn't satisfy the task qualification criteria
Test Management 2.0	PRB1831655	The 'Pass' checkmark (green) fails the minimum contrast ratio requirements
Test Management 2.0	PRB1800579	Test execution suites don't appear in test phases in projects
Test Management 2.0	PRB1806757	The 'Block' icon blinks when hovered over on a test execution in Test Management 2.0
Test Management 2.0	PRB1794880	Deleting a record from sn_test_management _test_plan (installed with Test Management 2.0) creates two sys_audit_delete records
Test Management 2.0	PRB1798817	Line-breaks (paragraph / carriage returns) in steps aren't honored
Third-party Software	PRB1792933	Washington DC column tags have bullet points, whereas Vancouver column tags don't
Time Card Management	PRB1823458	A 'Your time Card has been modified with your time worked' message displays despite there not being an update in the respective time card
Time Card Management	PRB1809013	The widget 'timesheet-week-breakdown' doesn't display hours on the Time Sheet portal

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Time Card Management	PRB1817054	Users can't recall time card/sheet when only Time Card Management is installed
Transaction Logs	PRB1738233	In a localhost log, transaction timing appears incorrectly
Transaction Management	PRB1780795	Null pointer exception when attempting to retrieve and use a GlideSession object in TransactionVTable.getSessionUser
UI Actions	PRB1816586	The **Show dictionary record** UI action no longer opens a collection record
UI Actions	PRB1826799	setRedirectURL() doesn't work in Xanadu
UI Actions	PRB1787504	The **Submit/Save** button takes two clicks to create the record on the Document References [ds_document_references] table
UI Actions	PRB1821330	In the Knowledge V3 kb_view, the **Was it helpful => yes** button has no border in Washington and Xanadu
UI Actions	PRB1828008	MFA-configured with single sign-on (SSO) users are incorrectly redirected to a page that can't be found
UI Builder (Family Channel)	PRB1791858	An alert error isn't translating to German
UI Builder (Family Channel)	PRB1797756	The **Save and Close** UI action switches tabs instead of closing them
UI Builder (Family Channel)	PRB1828407	Users are unable to add new data visualizations and set the data sources in Agent Workspace when opened in UI Builder
UI Field Administration	PRB1809507	The sys_user table on classic view (UI16) doesn't retain the phone number format when it is updated from the Workspace like Service Operations Workspace (SOW)
UI Field Administration	PRB1799389	Display issue for a **File Attachment** type field in forms
UI Field Administration	PRB1795149	Filtering on a dot-walked field incorrectly queries and results in no records being fetched
UI Field Administration	PRB1802778	When a dot-walked field that depends on another dot-walked field is updated, the dependent field might temporarily display as 'None' in the Workspace UI
UI Field Administration	PRB1799414	The **decimal** field doesn't register the user's country code and system language, and uses a period instead of a comma as a decimal separator in the legacy Workspace

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UI Field Administration	PRB1793631	Automatic completion of the fields by the browser
UI Field Administration	PRB1747824	In the Workspace, the **Glide List** field type isn't honoring the ref_ac_order_by dictionary attribute
UI Field Administration	PRB1753031	The user observes an error when accessing the 'Manage Human Resource Catalog' page
UI Field Administration	PRB1810329	Issue with translation when kb_category is changed, even after adding the translation on the sys_translated table
UI Field Administration	PRB1763183	In Configurable Workspace, the advanced filter condition 'is one of' doesn't always populate choices correctly
UI Field Administration	PRB1759424	Field decorators aren't displaying for some fields in a Workspace
UI Field Administration	PRB1578048	The **FX Currency** field unexpectedly clears when quickly saving a form
UI Field Administration	PRB1804238	The Service Operations Workspace **Phone** field doesn't call the selected number
UI Field Administration	PRB1789011	Character limit (maxlength) isn't implemented in the **UTC Time** field in a Workspace
UI Field Administration	PRB1801223	A GraphQL API -GlideGraphQL error when using the **Compose Email** button in Configurable Workspace
UI Field Administration	PRB1799424	There's a 'Recent selections' sorting issue on Workspace
UI Field Administration	PRB1772813	Entering a negative value in the **decimal** field shows a 'Couldn't parse the value' error
UI Field Administration	PRB1696422	The **Toggle Domain Scope** UI action doesn't work in a Workspace
UI Field Administration	PRB1782462	Policy and Compliance Management grid display issues
UI Field Administration	PRB1752782	When using showFieldMsg on a form, the text doesn't wrap within the box and comes outside the box
UI Field Administration	PRB1740015	A section breaks when the HTML field contains a form tag
UI Form Administration	PRB1823455	The 'Personalize form' feature for a record on workspaces has inconsistencies
UI Form Administration	PRB1790795	The modal box **Close** button can't be hidden

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Problem category	Problem	Short description
UI Form Administration	PRB1784568	The business rule of setAbortAction sys_attachment doesn't show the message
UI Form Administration	PRB1787509	The attaching encryption option isn't visible in the HR Agent Workspace
UI Form Administration	PRB1770695	g_form.setSectionDisplay isn't working as expected on the Workspace, and displays any mandatory fields on the section
UI Form Administration	PRB1768345	A null condition in a UI policy prevents Service Operations Workspace from loading the UI policy list
UI Form Administration	PRB1821039	Discrepancy in behavior of related lists between the native UI and Workspaces when the 'ignore_filter_on _new=true' attribute is present on a field
UI Form Administration	PRB1784386	A subject person with an empty first and last name in their sys_user table record isn't saving in Service Operations Workspace
UI Form Administration	PRB1771929	VTB cards (pop-up/modal) unexpectedly close when trying to select text when the cursor is outside the card
UI Form Administration	PRB1801483	Issues with the behavior of Glide.ui.scroll_to_message_field (scroll the form down to field error or info messages)
UI Form Administration	PRB1764123	Images attached in the HTML type field aren't visible in the activity formatter in a Workspace
UI Form Administration	PRB1737490	Global ACLs stop processing after a role check in Vancouver
UI Form Administration	PRB1769932	Multi-line read-only variables can't be expanded in a Workspace
UI Form Administration	PRB1787600	Manually added questions to the record variable break the form in the Workspace, and the record never fully loads
UI Form Administration	PRB1791019	A help tip shows 'Mandatory' twice for glide_list fields
UI Form Administration	PRB1766041	The resolution form section on incident forms isn't visible as mandatory in Workspace
UI Form Administration	PRB1798001	The 'Leave Page' modal displays an unexpected message
UI Form Administration	PRB1781725	**Move Attachments** isn't working when a special handling pop-up is displayed
UI Form Administration	PRB1726723	On a field normalization rule form, the 'Rule' conditions on extended tables don't display the complete condition

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Problem category	Problem	Short description
UI Form Administration	PRB1767131	OnChange client scripts don't trigger when the tab key is used quickly in Workspace
UI Form Administration	PRB1797566	There is an empty payload in some events emitted by the Attachment UI Builder component
UI Form Administration	PRB1799395	Fields overlap annotation on the form in Service Operations Workspace
UI Form Administration	PRB1822779	When a user tries to fill in the affected **The Location** field on a change request and Edge's auto-fill suggests the browser's saved address location, it opens and is stuck in a loop trying to fill all reference fields on the screen
UI Form Administration	PRB1810910	In Xanadu, the onChange client script executes twice on the 'Record Default' UX screen of Customer Service Management (CSM) Configurable Workspace
UI Form Administration	PRB1802708	After configuring reference qualifier conditions in an M2M table, all active records are shown instead of filtering correctly
UI Form Administration	PRB1815936	Workspace UI policies using an 'Ends with' condition incorrectly evaluate to true if the condition value is greater than the field value
UI Form Administration	PRB1765759	Record pages in UI Builder don't honor the 'no labels' = true attribute to prevent the rendering of the tags icon
UI Form Administration	PRB1794562	Opening the incident description via VTB causes a field update and white space removal
UI Form Administration	PRB1808174	Interactions and incident forms don't load properly
UI Form Administration	PRB1754094	The **menu** button is incorrectly labeled, which leads to confusion
UI Form Administration	PRB1738430	When Workspace tabs lose connection, they don't receive updates or sync
Universal Request	PRB1823185	UR state mapping fails
Universal Request	PRB1798522	It isn't possible to 'accept resolution' or 'not accept resolution' on the Service Portal from an iPhone on Safari, Edge and Chrome browsers
Universal Request	PRB1789807	Universal request state mapping doesn't update additional comments or work notes

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Problem category	Problem	Short description
Upgrade Center	PRB1776398	After a family upgrade and activating the Store app, conditional content isn't being installed
Upgrade Center	PRB1734661	Some records are reporting as skipped in a builder instance, but have no sys_update_xml, and those records show as inserted in the upgrade preview
Upgrade Center	PRB1804085	MetadataCustomization Population job creates a high volume of *package_inventory.csv files and occupies terabytes of app server disk space
Upgrade Monitor	PRB1784452	Slow queries observed for Upgrade Monitor that aren't using any index
Upgrade Plans	PRB1765329	'Auto Resolved by Upgrade plan' comments are seen in 'Skipped changes'
Usage Analytics	PRB1807002	Errors while processing certain definition IDs in Xanadu
Usage Analytics	PRB1806983	Errors while processing certain definition IDs in Xanadu
Usage Analytics	PRB1764330	An 'Abrupt verify' error while checking for entitlements during initializing of Appsee UX Metrics Configuration
UXF Components	PRB1790783	Filtering on the 'Plans' tab in the 'Crisis Event' page and adding the selected list of items adds the entire BCP plan table record to the event in BCM Workspace
UX Framework	PRB1792196	The 'Extend your session' option isn't occurring for single sign-on (SSO) users
UX Framework	PRB1764138	Landmark focus (Back), a new feature of 'keyboard shortcuts', isn't working
UX Framework	PRB1798658	The **To** recipient field isn't displayed because of the email header in Customer Service Management (CSM) Configurable Workspace
UX Framework	PRB1688293	On the Customer Service Management (CSM) Workspace 'Interaction' page, there's a mismatch between the selected tab and the tab content that's displayed
UX Framework	PRB1745759	Tooltips on the timeline component don't load translations
UX Framework	PRB1819244	Duplicate properties in sys_ux_data_broker table records cause a white screen on page load for Next Experience pages and Workspaces

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Problem category	Problem	Short description
UX Framework	PRB1792042	The REST API errors with an obtrusive 503 error modal pop-up on a Workspace
UX Framework	PRB1788948	Upon reload, dependent macroponents of a subpage aren't rendering
UX Framework	PRB1818682	UI Builder data broker sends empty context props as 'null' [type string] instead of null [type object].
UX Framework	PRB1762374	Viewport modal content overflows outside of the modal and the resize icon doesn't align with the border when 'Resize Enabled' and 'Bare' are true
UX Framework	PRB1804008	'Create New Case' and the 'Loading' tab appears after the browser or session is closed
UX Framework	PRB1768742	When the user opens attachments on the Strategic Planning Workspace they have no way of navigating back to the Workspace
UX Framework	PRB1784434	Databroker 'Fetch EVAM Data' executes a query twice when it is used on millions of data
UX Framework	PRB1729754	A duplicate of a browser tab in Configurable Workspace isn't giving consistent results
UX Framework	PRB1807412	A Chrome page title isn't reflecting properly
UX Framework	PRB1818604	Inconsistent behavior in views displayed when navigating between interaction records in Customer Service Management (CSM) Workspace and the browser
UX Framework	PRB1795533	Hover pop-ups on the calendar don't disappear after upgrading to Washington DC
UX Framework	PRB1786454	For keyboard shortcuts, landmark focus (backward and forward) and **Open user menu** isn't working as expected
UX Framework	PRB1778611	In the 'Customer Success' Workspace, adding a comment or a work note to a case causes a hidden contextual side panel to unhide itself
UX Framework	PRB1720237	A case tab preview doesn't work for some case tabs
UX Framework	PRB1814114	An instance is significantly slower when zoomed in to 400% at a lower resolution
UX Framework	PRB1822144	After upgrading to Xanadu, Workspace date fields display an inaccurate date format error

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Problem category	Problem	Short description
UX Framework	PRB1804605	Service Operations Workspace has a 'Record Not Found' error message
UX Framework	PRB1762431	In Workspace when the tabs component position is changed from 'Top' to 'Start', and tabs are trimmed if there are multi-line text fields with long descriptions
UX Framework	PRB1824580	Optimize V1 SRC conditions to filter out macroponent properties (input properties) based on the **parameter mapping** field
UX Framework	PRB1832759	Enabling the resize configuration for modals isn't working on a Standard Record Page (SRP)
UX-Metrics	PRB1781625	Users observe an error in ClientInteractionRepository when running an Automated Test Framework (ATF) test for HR Agent Workspace
Versatile Node and Cluster Configuration	PRB1804671	SystemI_d and Node_Id are interchanged in sys_cluster_state when VNCC is off
Virtual Agent	PRB1792782	When generating an HTML OutputCard an extra conversation task is unnecessarily loaded
Virtual Agent	PRB1795927	Flow error with the 'OneExtend Profanity Filter' subflow
Virtual Agent	PRB1818121	The state of the Virtual Agent chat window isn't announced to screen reader users
Virtual Agent	PRB1767515	Trailing spaces in Virtual Agent feedback survey metrics definitions are causing issues in the CI Analytics Dashboard
Virtual Agent	PRB1775276	There is a Virtual Agent custom text input validation error when the user inputs text with a double quote that fails validation
Virtual Agent	PRB1733386	The business rule, 'update predict outcome for conversation' is triggered even after a conversation has been completed and closed
Virtual Agent	PRB1799405	The custom bot profile of the Virtual Agent chat changes when a topic is created using the 'Grouped choice' user input component
Virtual Agent	PRB1783451	An API replaces each Japanese character with '?' in the Content-Disposition response header
Virtual Agent	PRB1784935	OIDC token verification failure as JTI is enabled by default

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Problem category	Problem	Short description
Virtual Agent	PRB1783965	The Virtual Agent conversation isn't ended immediately when Dynamic Translation for Virtual Agent is enabled
Virtual Agent	PRB1819627	Glide.cs.disable. show_me_everything doesn't work as expected when the topic picker is empty
Virtual Agent	PRB1765722	The Virtual Agent table bot response card doesn't display all data properly after upgrading to Washington DC or Vancouver
Virtual Agent	PRB1819265	Follow-up queries that aren't in English intermittently hang
Virtual Agent	PRB1776622	The post-chat survey displays in the agent's language rather than the requester's language
Virtual Agent	PRB1766344	The 'Interaction State' reason is improperly set after a post-chat survey
Virtual Agent	PRB1793069	Some dependencies are missed during installation of the Now Assist for Creator (NAFC) 26.1.1 bundle
Virtual Agent	PRB1791956	Multiple entities for slot filling cause a conversation to crash
Virtual Agent	PRB1812011	Domain-specific users don't see topics from their domain
Virtual Agent	PRB1787170	The Virtual Agent in Now Assist is unresponsive when reaching the variable maximum in client scripts
Virtual Agent	PRB1783612	An error occurs while transcribing the message for the 'Record Card' adapter card
Virtual Agent	PRB1776548	Deleting a sys_user and adding them back with the same user_id can cause Virtual Agent AMB authorization issues
Virtual Agent	PRB1790051	Virtual Agent error in Microsoft Teams
Virtual Agent	PRB1781543	A survey returns an incorrect value in Virtual Agent
Virtual Agent	PRB1823688	ACL prevents read access on the field level, despite a non-matching record condition
Virtual Agent	PRB1820780	The Voice Interaction Resource API fails to look up the user by user ID unless it's the same as the user email
Virtual Agent	PRB1806955	Sanitized text should not be accepted during a live agent chat
Virtual Agent	PRB1718858	'Internal Server Error - 500' when attempting to save a Virtual Agent test case

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Problem category	Problem	Short description
Virtual Agent	PRB1781835	Unable to create a new Now Assist deployment channel record for the provider channel 'Identity'
Virtual Agent	PRB1771872	Outdated URL when accessing the content item 'Implement advanced analytics with Performance Analytics from Virtual Agent'
Virtual Agent	PRB1821162	Voice transcript API reopens a closed conversation when calling a save voice transcript API
Virtual Agent	PRB1777529	Selecting **Continue this topic** doesn't resume the topic but closes the conversation
Virtual Agent	PRB1781037	The chatbot in Virtual Agent can't be closed without using a mouse
Virtual Agent	PRB1800743	SensitiveDataHandling unmasking won't work if the value contains a '$' character
Virtual Agent	PRB1803180	NowLLM connection alias should not be set in the capability definition for other providers
Virtual Agent	PRB1822221	A return after topic selection isn't a linguistic sentence
Virtual Agent	PRB1782232	Utterance length isn't checked at topic Discovery, which allows large utterances that cause a slow down
Virtual Agent	PRB1795646	Changing the chat body text font isn't applied for the card rendered in the Virtual Agent header
Virtual Agent Designer Legacy	PRB1788742	The Talent Development helper topic isn't discovered
Virtual Agent Designer Legacy	PRB1800264	Virtual Agent Designer crashes when removing a field from Record Action Utility
Virtual Agent Designer Legacy	PRB1793793	NAVA topic execution doesn't populate the 'API' column in a sys_cs_fdih_invocation table, causing ETL job failure
Virtual Agent Designer Legacy	PRB1793134	A user without elevated privileges can't create a large language model (LLM) sys_cs_context_profile
Virtual Agent Designer Legacy	PRB1799111	A conversation errors out when slot-filling returns slots that don't have matching field definitions
Virtual Agent Designer Legacy	PRB1816687	The base instance 'Record action utility' in Virtual Agent Designer is unsafe to use if updating the user
Virtual Agent Designer Legacy	PRB1799095	Unable to see the test results for the 'walk-up check-in' topic

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Problem category	Problem	Short description
Virtual Agent Web Client	PRB1807451	Disabling 'new message below/above' doesn't work as expected
Virtual Agent Web Client	PRB1813366	NAVA loading state text and avatar is missing
Virtual Agent Web Client	PRB1811601	There's multiple UI issues in NAVA
Visual Task Boards	PRB1765103	The **X** button on the 'Response' tab overlaps with the **X** button on card on the Virtual Task Board
Visual Task Boards	PRB1772001	Visual Task Board swimlane reorder doesn't work when non-consecutive lanes are selected under lane configuration
Visual Task Boards	PRB1822106	When using the **Move** button to move a card between existing Visual Task Boards, the performance of the pop-up gradually decreases as more boards are added and as more cards are added to the boards
Visual Task Boards	PRB1633785	Fields configured for Visual Task Board (VTB) view doesn't display all the time if 'Show Card Info' is enabled or disabled multiple times
Visual Task Boards	PRB1658015	Report view field ACL error when accessing a report while only 'group by' conditions are applied for the vtb_card* table
Walk-Up Experience	PRB1827999	Implement an advanced activity configuration script so walk-up visit counts are visible again
Walk-Up Experience	PRB1801862	The Badge Reader API throws the error message: 'Could not find location queue associated with badge reader'
Walk-Up Experience	PRB1791373	When a user schedules appointment and it fails, the system still creates the interaction against the user appointment request
Walk-Up Experience	PRB1805976	An 'Error while fetching List View' error is visible in the 'My Items' widget when users make walk-up visits as primary in the activity configuration
Walk-up Experience Portal	PRB1781252	Inconsistency with the walk-up date translation
Walk-up Experience Surveys	PRB1809389	Walk-up survey options aren't fully displayed for tablet devices
Web Content Accessibility Guidelines (WCAG) Conformance	PRB1799156	Accessibility issues on a 'Reservation' form (Book a desk)

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Problem category	Problem	Short description
Word Document APIs	PRB1789946	A corrupted Word document generates from the WordDocumentAPIs after a recent update in Microsoft Office Word
Work Order Management	PRB1820564	The 'Populate Group - Dispatch/Work' business rule triggers an update on the finance task record from unregistered external users
Work Order Management	PRB1784924	Updates made to the wm_task.state label in the platform aren't reflected in 'My Map'
Work Order Management	PRB1835428	The preferred date and time format isn't honored in the dispatcher Workspace task panel
Work Order Management	PRB1786639	customerservice_agent can view all records in a time worked table
Work Order Management	PRB1798406	Updating 'Assigned to (Assign Group change)' assigns the 'Assigned to', even though the g_scratchpad.vendor_group_type is null or undefined
Work Order Management	PRB1816836	The workforce module in the Customer Service Management (CSM) and Field Service Management (FSM) Configurable Dispatcher Workspaces takes a long time to display data
Work Order Management	PRB1782808	A manual update doesn't update the travel time
Work Order Management	PRB1781421	The **Request more information** button on the work order task table doesn't work in Workspace
Work Order Management	PRB1797615	The estimated end isn't calculated when 'Assign across the schedule entries' is true and the scheduled start date is edited manually and saved
Zing Text Indexing and Search Engine	PRB1768649	Exact match search result is showing a column value as 'None'
Zing Text Indexing and Search Engine	PRB1655206	After selecting 'View all knowledge matches' from the global search results, the search group conditions aren't honored in the knowledge.do results

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.

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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 17.5 and up	Safari 17.5 and up	Safari 17.5 and up	Safari 17.5 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.

Accessibility and conformance

View a summary of accessibility updates and improvements completed for the Yokohama family release. Learn which Voluntary Product Accessibility Template (VPAT) was used to create Accessibility Conformance Reports (ACRs) for ServiceNow® products and where to access them.

Release Highlights

Next Experience, Configurable Workspace, and Builder Improvements

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Leverage Platform and Product upgrades to strengthen WCAG 2.1 AA accessibility conformance. This release enhances usability for all users, particularly those relying on keyboard navigation, assistive technologies, or with visual impairments. Key improvements include expanded zoom capabilities (including 400% reflow), enhanced contrast of text and images, implementation of alternative text to images, and refined control labeling.

- Platform and Products upgrades include the following Configurable Workspaces and Components:
  - Audit Management
  - Collaborative Work Management
  - Compliance Case Management
  - Configuration Management Database (CMDB)
  - Data Loss Prevention
  - Enterprise Agile Planning
  - Enterprise Asset Management
  - Project Workspace
  - Resource Management Workspace
  - Security Incident Response Workspace
  - Software Asset Management
  - Strategic Planning
  - Vendor Management Workspace
  - Workplace Central Event Planner
  - Workplace Maintenance Management
  - Workplace Move Management
- Builders upgraded to support WCAG 2.1 Level AA:
  - Decision Table Builder
  - Flows, subflows, and actions in Workflow Studio
  - Table Builder
  - Theme Builder
  - Workspace Builder

New features and other improvements

- **Voice Input for Now Assist**- 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.
- **Customized Next Experience keyboard shortcuts**- Leverage 40+ keyboard shortcuts in Next Experience or design your own at the Admin or User level setting.
- **Categorized Next Experience Keyboard shortcuts** – Find keyboard shortcuts quickly and easily with new categories: Page Action, Page Navigation, Global Navigation, and General. This organization improves navigation for users who rely on keyboards, including those with mobility impairments.

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- **New Next Experience keyboard shortcuts**- Two new Next Experience keyboard shortcuts are available, one shortcut to open and close the Now Assist panel and another to enable voice input for Now Assist.
- **Document Services**– Create and export accessible PDFs from records and lists using Document Services.
- **Rich Text Editor (TinyMCE) Upgrade for Knowledge and Service Catalog**- Identify and resolve accessibility related issues in Knowledge articles via the accessibility checker.
- Improved the experience for users of Assistive Technology (AT) by resolving potential limitations that could have prevented seamless content access, application navigation, and feature utilization.

Now available in the ServiceNow Store:

Text Adjust Neurodiversity Extension – Empower users with neurodivergent conditions (Dyslexia, Autism, ADHD, etc.) to personalize their reading experience. Install the Text Adjust Neurodiversity Extension (Chromium-based) to modify the webpage's user interface (UI) by changing the font families and adjusting letter, word, and paragraph spacing. Features include the ability to:

- Adjust the default font on a webpage with a different font family.
- Adjust the spacing of letters, words, line height, and paragraphs on a webpage.

Product Accessibility

A Voluntary Product Accessibility Template (VPAT) is a globally recognized reporting format used to evaluate the accessibility of a product or service. ServiceNow uses the international version of the VPAT to create Accessibility Conformance Reports (ACRs). ACRs are available for the currently supported ServiceNow releases.

For a full list of available accessibility conformance reports, see Accessibility conformance reports.

Related topics

Section508.gov

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

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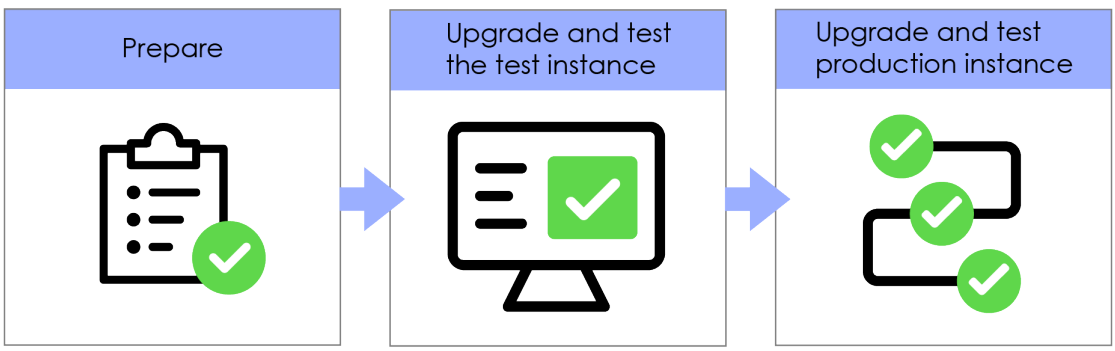
ServiceNow upgrades Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks** Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist** Use the end to end checklist 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 Yokohama release notes and review the upgrade and migration tasks for your applications and features.



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

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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 Yokohama 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 Yokohama

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 Yokohama. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

- 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.

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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, Yokohama patch-to-patch and Yokohama 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 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:

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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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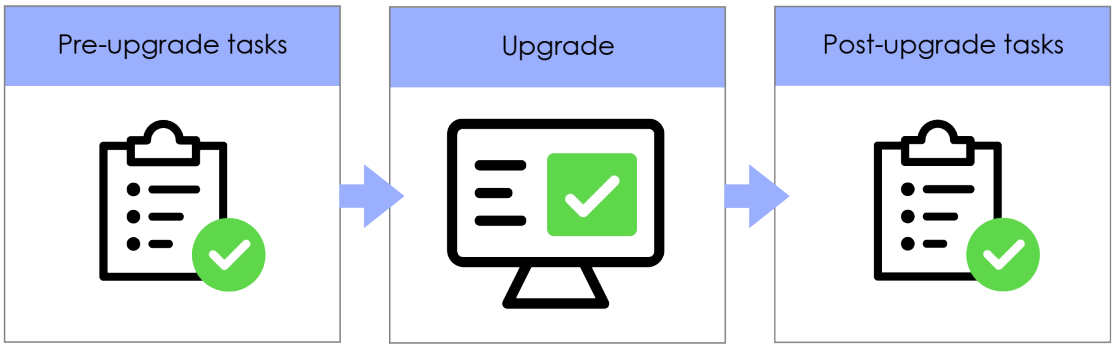
Prepare your instance for a smoother upgrade



Before you upgrade to Yokohama, 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
AI Desktop Actions	Upgrade the currently installed *AI Desktop Actions* Software Installers (MSIs) by downloading and installing the newer version of the application. Make sure to close the current execution and close the desktop app before staring the installation for upgrade. For more information, see Download installer.	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
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.	Australia

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Product	Release notes	Family
	• 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 *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.	
Asset Audit Response	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_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. Refer to KB2718122 for 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
Care Team Operations for Biomed	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_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. Refer to KB2718122 for 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
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

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Product	Release notes	Family
Care Team Operations for Healthcare IT	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_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. Refer to KB2718122 for 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 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 *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	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	Australia

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Product	Release notes	Family
	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* 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. 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_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. Refer to KB2718122 for 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.	
Container Vulnerability Response	Enhancements to *Container Vulnerability Response* permit you to see enriched container vulnerability data on data imports from your third-party scanners. After you upgrade, you must perform a full import to view the features on discovered container image, container image finding, and container vulnerable item records that are described in the following New in the *Australia* release section. If you're 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. 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 *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Australia
Core Business Suite	• 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,	Australia

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Product	Release notes	Family

	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. Refer to KB2718122 for 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.
	
	• The *ServiceNow AI Platform* now brings you a new AI experience with three licensing tiers available:
	  ○ Foundation: AI basics to deliver insights
	  ○ Advanced: AI to boost productivity across relevant use cases
	  ○ Prime: Act autonomously with all AI assets, and create your own
	For more information, see ServiceNow product tiers.	

Customer Engagement Sequences	If you configured sequences with the Schedule call activity on a release before *Zurich*, the activity is now labeled **Schedule call - Deprecated** in the activity picker in *Workflow Studio*. Existing sequences continue to work, but the Call icon doesn't appear on the **Callback number** field on the Sequence Steps page during runtime. To enable the click-to-call capability, update the *Customer Engagement Sequences* application to use the new Schedule call activity.	Australia
Dispute Rules Content Pack for Mastercard	The *Australia* release adds 14 new data fields to the Authorization and Financial Transaction tables to support the new eligibility rules. The `transactionAmountLocal` field already exists in the Financial Transaction table but is being extended to the Financial Transaction Authorization table in this release. No other pre-existing fields are affected. After upgrading, confirm that the new fields are available and populated on your instance. For a full list of new fields, see New in this release.	Australia
Employee Center Pro	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_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. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust	Australia

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Product	Release notes	Family
	their settings. For more information about granular read-only security options, see Configuring read-only security options.	
Employee Center	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_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. Refer to KB2718122 for 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
Flows, Subflows, and Actions	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. 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_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. Refer to KB2718122 for 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
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.	Australia

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.
		Australia

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Product	Release notes	Family
	○ 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. • 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_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. Refer to KB2718122 for 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.	
Healthcare Operations Core	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_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. Refer to KB2718122 for 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
Healthcare and Life Sciences	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	Australia

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Product	Release notes	Family
Service Management Core	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. Refer to KB2718122 for 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.	
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
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:	Australia

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Product	Release notes	Family
	• 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.	
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	*Australia* early availability (March) • 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 for IT Service Management (ITSM)	To use the Knowledge Article Advanced Editor page in the generate a knowledge article skill, you must activate the knowledge content recommendation skill. Follow these steps to activate the skill.	Australia

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Product	Release notes	Family
	1. Go to **Admin** > **Now Assist admin**. 2. Select **Now Assist Skills**. 3. Select **Platform**. 4. Select **Knowledge**. 5. Make sure the knowledge content recommendation skill is active. The incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] incident assist skill, with enhancements. When you upgrade to Australia Patch 1, if you have the [DEPRECATED] incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill. Starting with the Australia Patch 2, the Incident assist skill has been deprecated, moved to the **Archive** section, and is no longer available for use.	
Now Assist in Virtual Agent		Australia
Now Assist	If you customized actions on the user interface 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*. 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	Australia

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Product	Release notes	Family
	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, 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 have 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,	Australia

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Product	Release notes	Family
	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 *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
ReleaseOps	If you have customized the *ReleaseOps* sample playbooks, the runbook task playbook activity will not automatically populate when you upgrade to *Australia*.	Australia

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Product	Release notes	Family
SQL API	*ServiceNow* provided customers with a free SOAP-based ODBC client. If you have an active *RaptorDB Professional* entitlement, you can migrate to the REST-based *SQL API* client by completing the required configuration on both the server and client sides. For more information, see Configure.	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. • *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 Customer Relationship Management* plug-in version 1.0.4	Australia

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Product	Release notes	Family
	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 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*. 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_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. Refer to KB2718122 for 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
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.	Australia

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Product	Release notes	Family
	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. **Important:** For minor releases of the *ServiceNow SDK*, see the ServiceNow SDK release notes 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.	Australia
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	Australia

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Product	Release notes	Family
	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.	
UI Builder	Saving section for later.	Australia
Vulnerability Response	If you're 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. 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 *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*	Australia

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Product	Release notes	Family

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:
	• 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.
		Washington DC

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.	Washington DC

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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.	
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	Washington DC

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Product	Release notes	Family
	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 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.	Washington DC

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Product	Release notes	Family

	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.
	• 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

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Product	Release notes	Family

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:
	• 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.
		Washington DC

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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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*	Washington DC

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Product	Release notes	Family
	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 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>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.</td><td>Washington DC</td></tr>
</table>

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Product	Release notes	Family
Order Management	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#elease, 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#elease, 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.	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 Customer Relationship Management* applications, and you're upgrading to the May 2024 release of *Sales Customer Relationship 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	Washington DC

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Product	Release notes	Family
	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**.	
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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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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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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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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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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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

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Product	Release notes	Family
ITOM AIOps	Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
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.	Xanadu

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Product	Release notes	Family
	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. 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*.	Xanadu

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Product	Release notes	Family
	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 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	If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan	Xanadu

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Product	Release notes	Family
and Pricing Management	(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. **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*.	Xanadu

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Product	Release notes	Family
	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 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:	Xanadu

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>

Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)

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 Microsoft Entra ID SSO or Directory integrations. This directory job also isn't created for new Microsoft Entra ID SSO or Directory integrations. Instead, the Microsoft Azure AD - Download Groups directory</td><td>Xanadu</td></tr>
</table>

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Product	Release notes	Family
	job downloads all groups and group memberships configured on *Microsoft Entra ID*.	
Strategic Planning	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 information on how these values are migrated for targets with different values, see Target breakdowns migration.	Xanadu
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	Xanadu

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Product	Release notes	Family
	Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	
Workflow Studio	As of *Washington DC* patch 3, updating *Workflow Studio* automatically updates all of its application dependencies such as *ServiceNow® Workflow 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.	Xanadu
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*	Yokohama

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Product	Release notes	Family
	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*.	
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.	Yokohama
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

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Product	Release notes	Family
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 be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.	Yokohama

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

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Product	Release notes	Family
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 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.	Yokohama
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	Yokohama

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Product	Release notes	Family
	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.	
Impact	The *Impact Store Application* configuration requires a sequence of tasks. See Configuring the Impact Store Application for details.	Yokohama
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:	Yokohama

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Product	Release notes	Family
	• *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 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 knowledge article for steps that may address your issue. Otherwise, you can make a Support case.	Yokohama
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.	Yokohama

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Product	Release notes	Family
	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 *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.	Yokohama

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Product	Release notes	Family
	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.	
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**. For more information, see Post-upgrade steps for Now Assist in Contract Management.	Yokohama
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

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Product	Release notes	Family
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 Customer Relationship 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. 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.	Yokohama
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**,	Yokohama

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Product	Release notes	Family
	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 *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. 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*.	Yokohama
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Yokohama

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Product	Release notes	Family

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 Customer Relationship Management* plug-in version 1.0.4 before upgrading the platform to the *Yokohama* release, 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.
		Yokohama

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)	Yokohama

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Product	Release notes	Family
	For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.	
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 *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.	Yokohama

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Product	Release notes	Family
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 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	Yokohama

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Product	Release notes	Family
	[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.	
Usage Insights	• The *Usage Insights* module is moved under Platform Analytics. • Custom user properties must be reconfigured. • Default country and user consent policies are updated to No Consent Required. • The *Usage Insights* UI and navigation structure are reworked.	Yokohama
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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<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>
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</td><td></td></tr>
<tr><td>AI Desktop Actions</td><td>Upgrade the currently installed AI Desktop Actions Software Installers (MSIs) by downloading and installing the newer version of the application. Make sure to close the current execution and close the desktop app before staring the installation for upgrade. For more information, see Download installer.</td><td>Zurich</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.</td><td>Zurich</td></tr>
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Product	Release notes	Family
	• 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*.	
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 Customer Relationship 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

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Product	Release notes	Family
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
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:	Zurich

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	• 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* 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 Customer Relationship 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	Zurich

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Product	Release notes	Family
	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.	
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	Zurich

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Product	Release notes	Family
	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.	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.	Zurich

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Product	Release notes	Family
	○ 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	

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Product	Release notes	Family
	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	
Impact	The *Impact Store Application* configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application.	Zurich

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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 composed of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	Zurich
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	Zurich

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	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 • 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	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:	Zurich

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Product	Release notes	Family
Management (HAM)	• 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. The Incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] Incident assist skill, with enhancements. When you upgrade to the Zurich Patch 8 release, if you have the [DEPRECATED] Incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill. Starting with the Australia Patch 2, the Incident assist skill has been deprecated, moved to the **Archive** section, and is no longer available for use.	Zurich

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Product	Release notes	Family
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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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

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Product	Release notes	Family
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`. **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.	Zurich
Now Assist	Customers who have not opted into third-party, large language models may be routed to them during skill execution. If the new model is not provisioned or available in your environment, this will result in skill execution failures. Check the models your skills use within *Now Assist* admin console. 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*. 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 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. 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	Zurich

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Product	Release notes	Family
	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.	
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:	Zurich
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	Zurich

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Product	Release notes	Family
	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.	
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*.	Zurich

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Product	Release notes	Family
	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*.	
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
SQL API	ServiceNow provided customers with a free SOAP-based ODBC client. If you have an active RaptorDB Pro entitlement, you can migrate to the REST-based SQL API client by	Zurich

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Product	Release notes	Family
	completing the required configuration on both the server and client sides. For more information, see Configure.	
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 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
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-`	Zurich

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Product	Release notes	Family
	`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*.	
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
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.	Zurich

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Product	Release notes	Family
	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.	
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 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.	Zurich
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.	Zurich

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Product	Release notes	Family
	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.	
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're currently using *Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (*USEM*), install a version below	Zurich

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Product	Release notes	Family
	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're 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. 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 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

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	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				
1	Review the Yokohama release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Yokohama -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 Yokohama release notes and other release materials, determine new functionality or 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:			

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	Description	Yes	No	N/A
	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 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	❑	❑	❑

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	Description	Yes	No	N/A
	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. **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				

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	Description	Yes	No	N/A
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				
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	❑	❑	❑

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	Description	Yes	No	N/A
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	❑	❑	❑
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.	❑	❑	❑

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	Description	Yes	No	N/A
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.

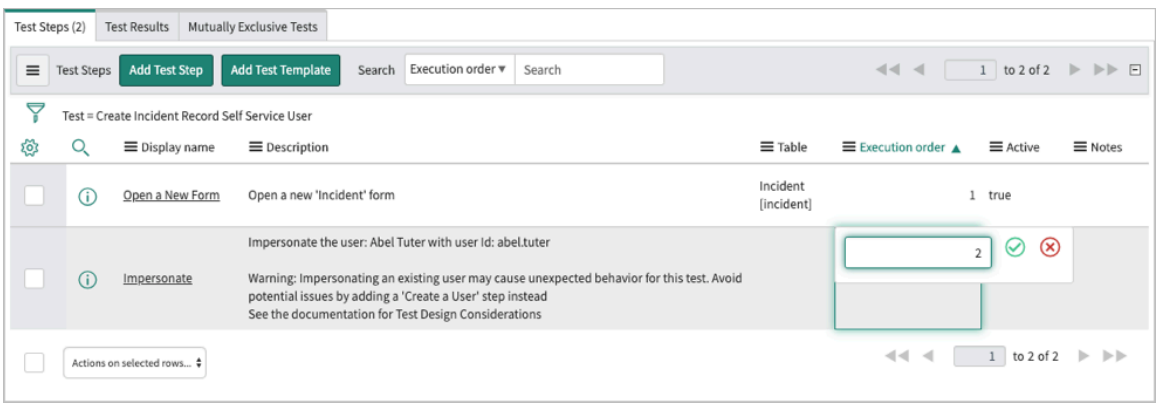
Products

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

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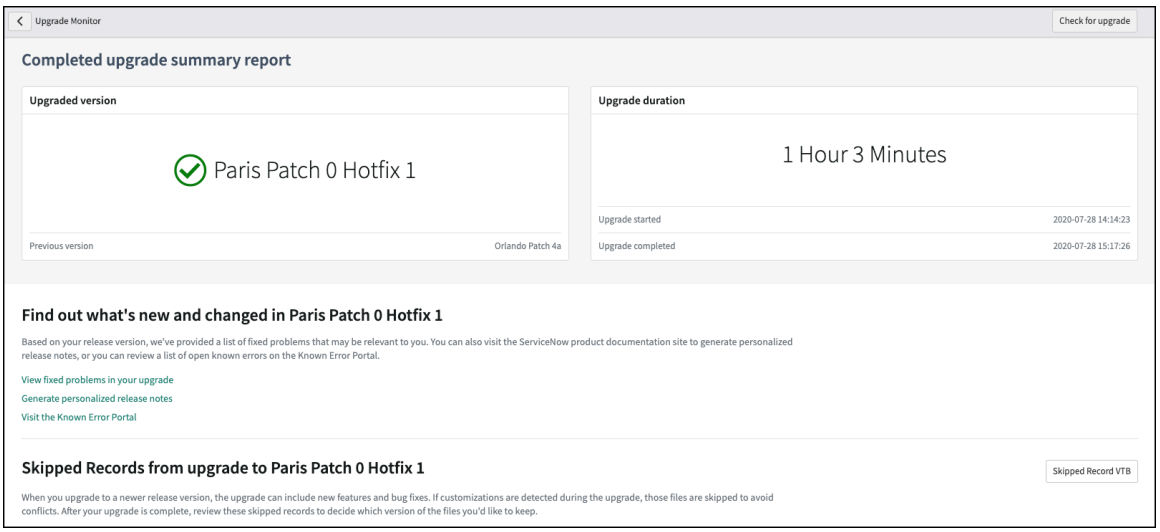
and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



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 Best Practices website for more information on how to accelerate outcomes with expert-curated best practices.

Upgrade quickly and maintain platform health

Plan and execute smooth ServiceNow AI Platform upgrades, reduce risk, cut costs, and adopt new features faster across your ServiceNow instance.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

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Balance value and risk with platform customizations.

Resources

ServiceNow Impact success plans

Receive long-term adoption guidance and support with an Impact success plan tailored to you.

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 Yokohama 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 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

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Hotfix version upgrades (continued)

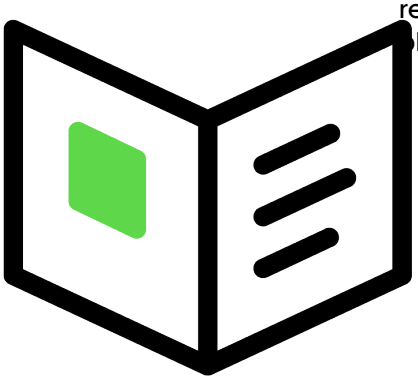
Version installed before the upgrade	Expected version after the upgrade
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the 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 Yokohama 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.

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.

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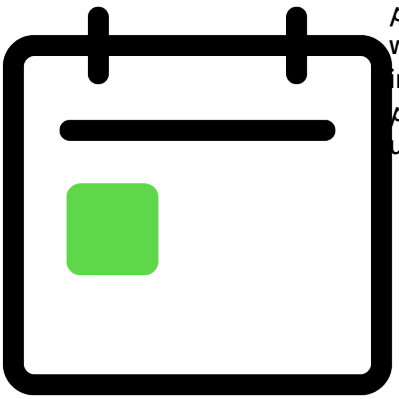
Phase 2 - Prepare for the development instance upgrade

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.

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.

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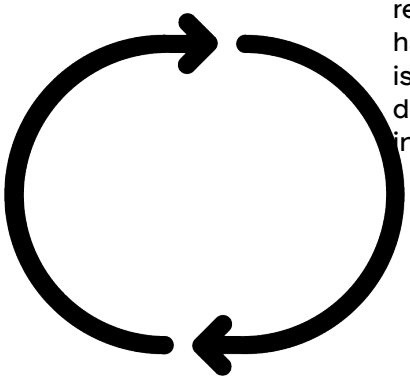
Phase 4 - Upgrade and validate the development instance

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.

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.

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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.

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.

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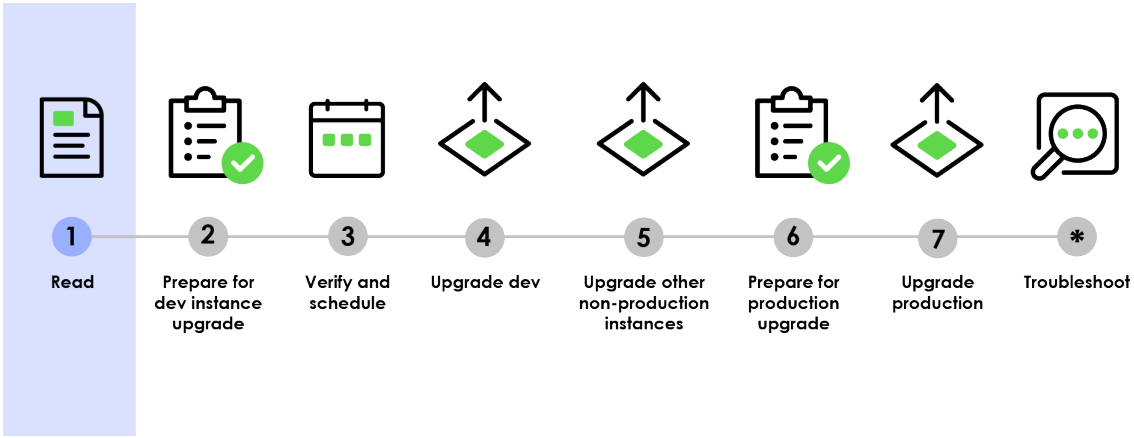

Procedure

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.

   - 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 Yokohama 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 Yokohama -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
   - If you are thinking about upgrading to the Yokohama 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 Yokohama 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

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Complexity score	Customization examples
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.

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.

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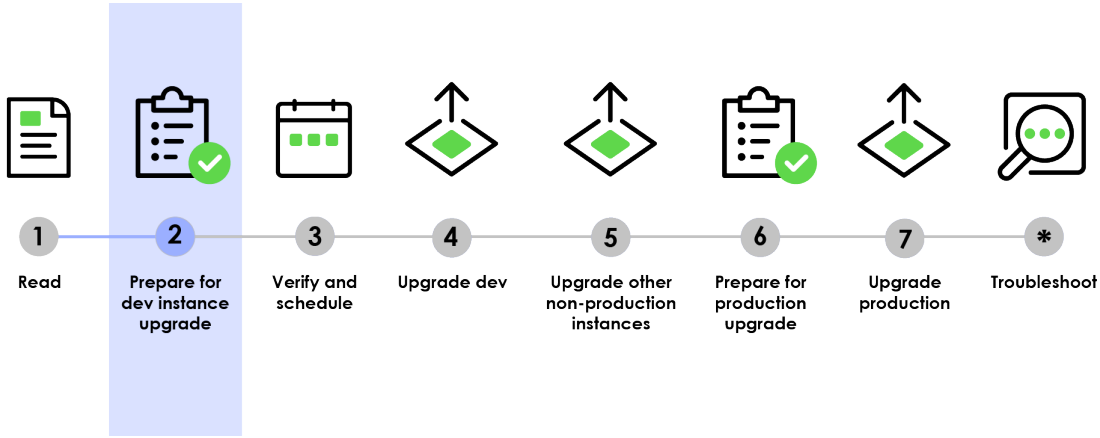

Procedure

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.

   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.

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Before you begin

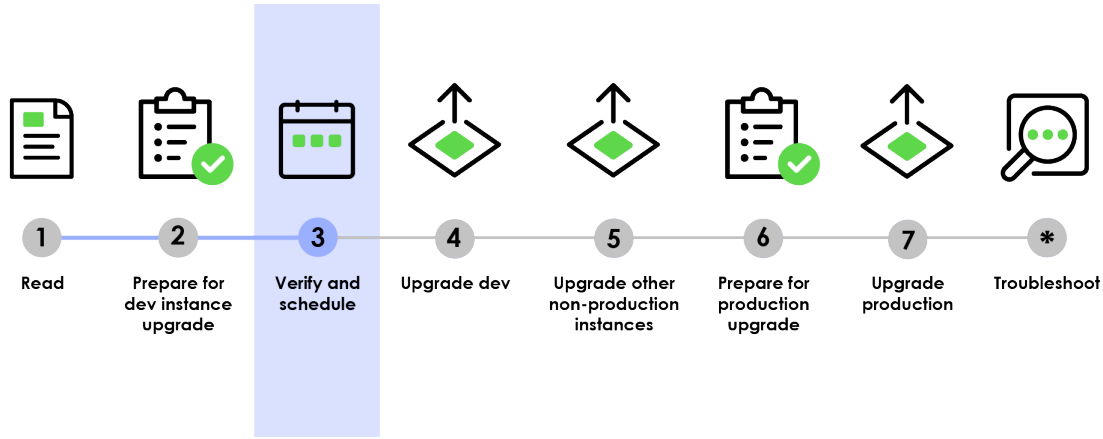
Role required: admin.

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.
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 Yokohama Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Yokohama Patch 8 on June 10 at 3:00pm.

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Action	Result
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 Yokohama 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

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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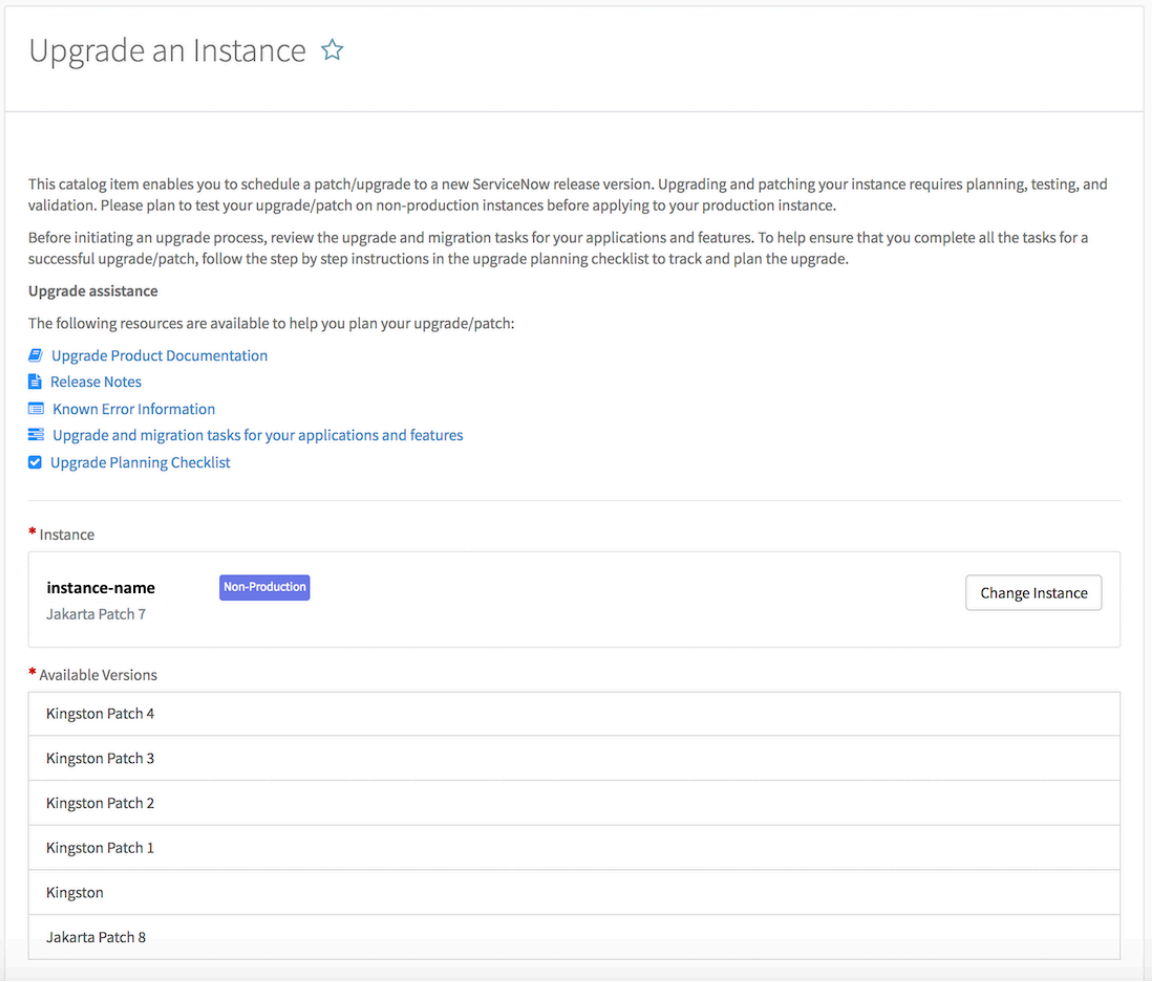
The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



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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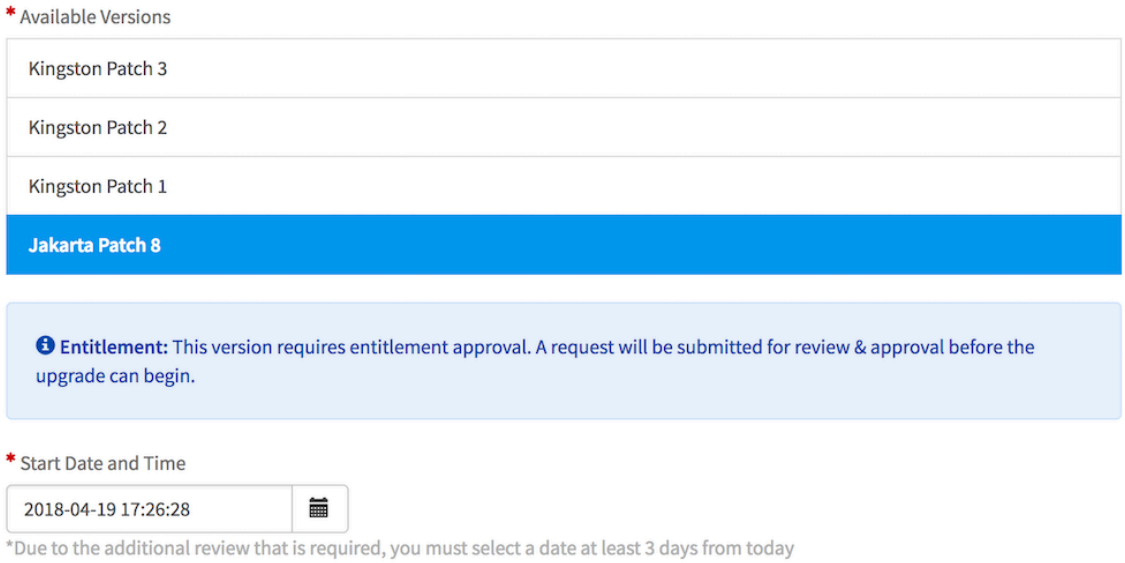

b. Click the calendar icon and specify a date and time at least three days in the future.

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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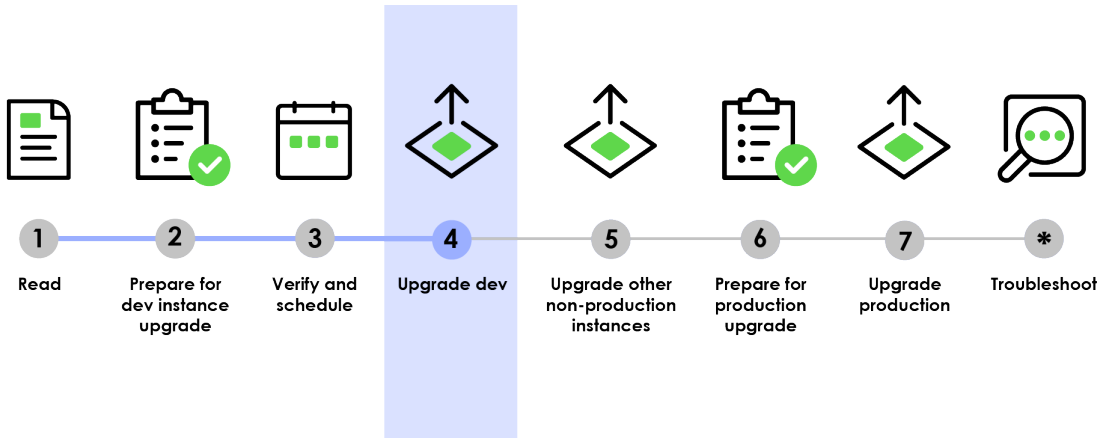

The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

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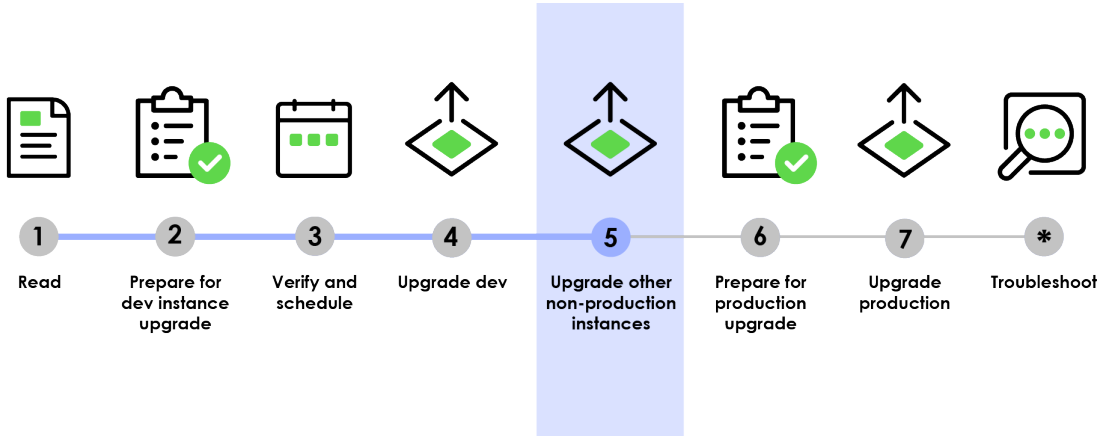
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

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

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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).

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.

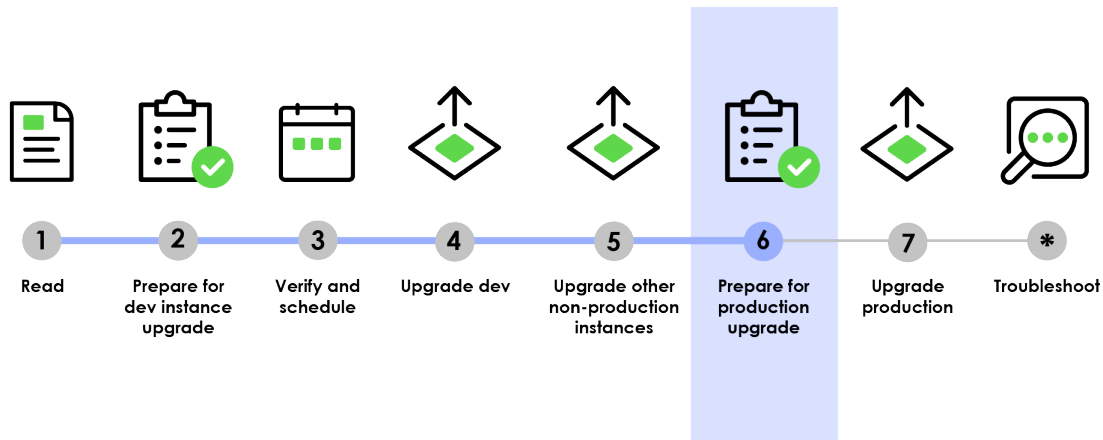
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- 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.

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Before performing the upgrade, analyze the current operating environment. Specifically, review:

- 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).

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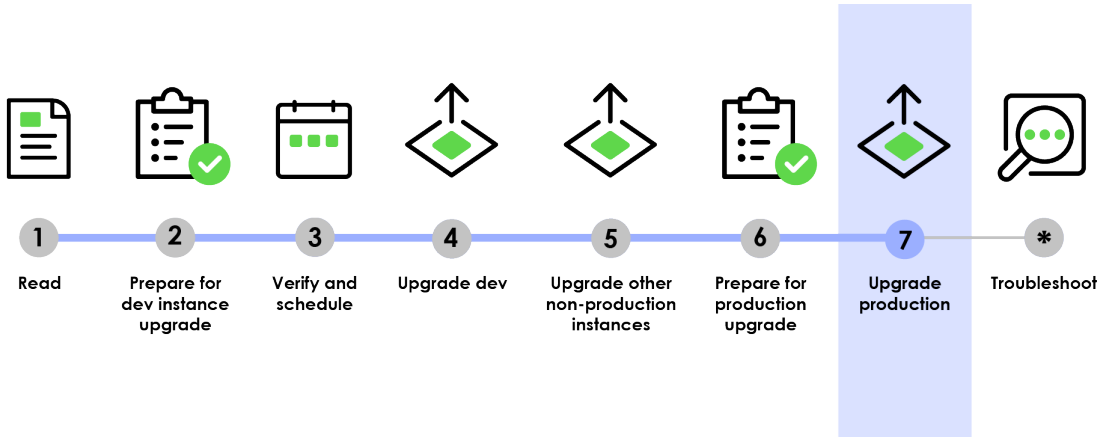
Before you begin

Role required: admin.

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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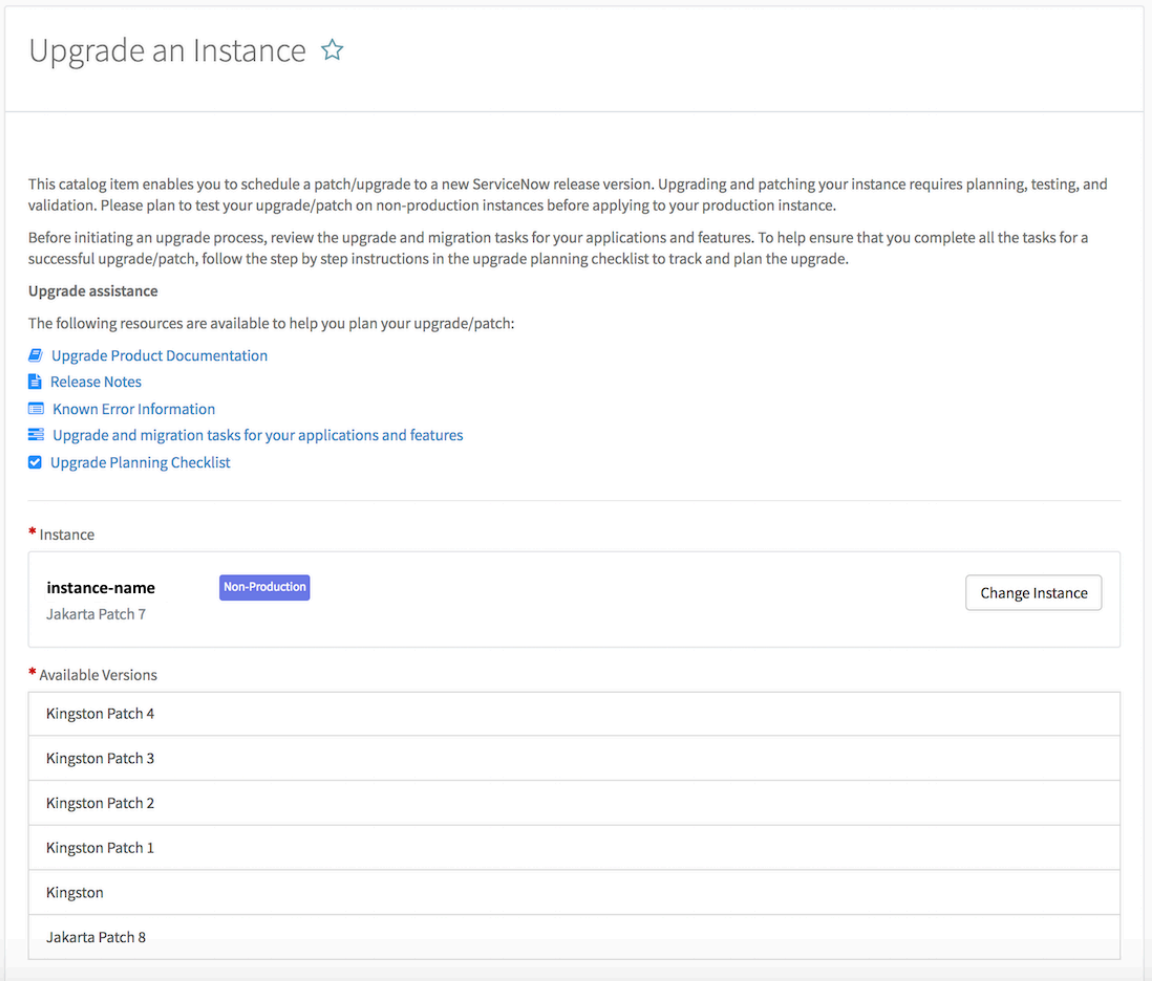
The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



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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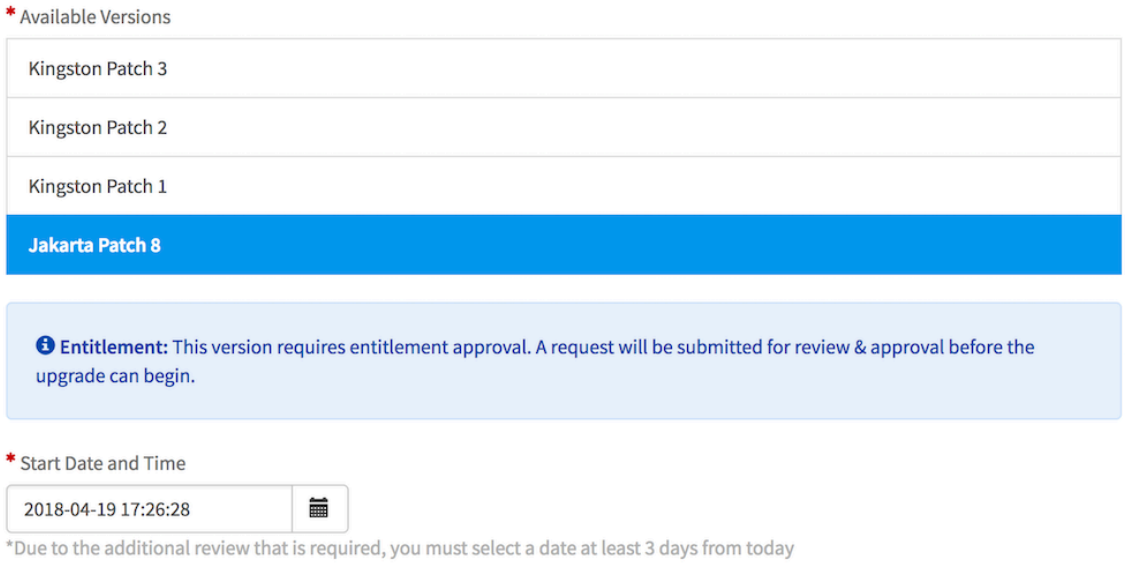

b. Click the calendar icon and specify a date and time at least three days in the future.

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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