



Xanadu Telecommunications, Media, and Technology

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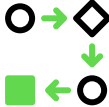

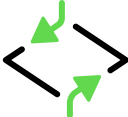





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Telecommunications, Media, and Technology

The ServiceNow[®] Telecommunications, Media, and Technology product suite brings together customer care, operations, order management, and partner ecosystems so that service providers can scale their business to capitalize on the fast-growing "everything-as-a-service" opportunity.

| | | |
|---|--|---|
| <p>Account Lifecycle Events</p>  <p>Provide a structured, onboarding experience for technology industry providers.</p>  | <p>Order Management</p>  <p>Capture, manage, and fulfill customer and external service orders.</p>  | <p>Proactive Service Experience Workflows</p>  <p>Deliver end-to-end workflows to resolve network related incidents, and proactively notify impacted customers.</p>  |
| <p>Service Exchange</p>  <p>Help customers and providers connect and track service requests directly between their instances.</p>  | <p>Telecommunications Network Inventory</p>  <p>Build and monitor your physical, logical networks, and provisioned services.</p>  | <p>Telecommunications Service Operations Management</p>  <p>Proactively monitor the health of your networks and services to prevent downtime.</p>  |

Key applications for telecommunications, media, and technology service providers

The following applications are key for ServiceNow[®] telecommunications, media, and technology (TMT) service providers.


Customer case management for TMT

Customer case management can be configured for service providers through ServiceNow[®] Customer Service Management.

Case management for TMT

Case management is an essential component of ServiceNow® Customer Service Management, which streamlines the handling of customer inquiries and issues. ServiceNow® Customer Service Management enables businesses to engage with customers through various communication channels, such as email, phone, and chat, and to manage the lifecycle of each case from creation to resolution.

You can manage customer requests and issues by creating cases, routing cases to agents and groups, and working toward resolution. With case management, you can provide your agents with the tools they need to evaluate cases, communicate with customers, answer questions, and resolve issues. Case management refers to the business processes and activities designed to evaluate and address customer issues and requests while managing the overall customer experience through effective communication. Case management enables you to engage with customers, categorize and route cases, assign work to agents, and manage cases through resolution and reporting. Case management starts with case creation as customers reach out through a number of communication channels including email, phone, and chat.

See [Case management](#)  for more information on configuring Customer Service Management for your business cases.

Technology Product Support case type

The Technology Product Support Case application enables technology service providers to provide support for their digital products and services.

The Technology Product Support Case application includes a specialized case type, a record page and playbook experience, and a portal experience that agents and customers can use to report issues and communicate with each other.

See [Technology Product Support Case application](#)  for detailed information regarding this case type available to technology service providers.

Customer account management and onboarding for TMT


Customer account management and onboarding for service providers is handled in the ServiceNow® Account Lifecycle Events application.

The Account Lifecycle Events application enables technology industry providers to create a structured onboarding experience, define and track objectives, outcomes, milestones, and plans to achieve shared goals.

Account Lifecycle Events features include the following:

- **Onboarding:** Understand customer needs and expectations and define a repeatable, transparent workflow that ensures customers begin receiving value.
- **Engagement:** Track success objectives, milestones, and ensure that outcomes are met.
- **Adoption:** Position how to make the most out of the products available and recommend best practices to help achieve product usage.


- **Monitoring:** Monitor product and service usage along with other key metrics such as KPIs, value progress, and so on. and identify renewal and expansion opportunities.
- **Expansion:** Assist sales and account teams in identifying renewal and expansion opportunities.

See [Account onboarding](#)  for more information on configuring Account Lifecycle Events for your business cases.

Multiple instance integration with Service Exchange for TMT

ServiceNow® Service Exchange connects multiple ServiceNow instances which service providers can configure to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators.

Service Exchange connects multiple ServiceNow instances to provide seamless support and service experiences across the ecosystem, from enterprise customers to suppliers and system integrators. Service Exchange provides a frictionless experience that makes it easy to collaborate and process requests while giving users the convenience of working in their own ServiceNow instance.

See [Service Exchange](#)  for more information on configuring Service Exchange for your business cases.


Logical and physical network configuration and monitoring for TMT

The Telecommunications Network Inventory application enables you to create a digital representation of your physical and logical networks, along with the services provisioned to your customers.

Managing the complex network infrastructure in the telecommunications sector requires robust tools for configuration and monitoring. ServiceNow Telecommunications Network Inventory workflow provides a comprehensive solution for managing both logical and physical network components.

This workflow enables organizations to maintain an accurate inventory of all network assets, including hardware, software, and configuration details. It supports the entire lifecycle of network components, from procurement and deployment to maintenance and decommissioning. Real-time monitoring capabilities allow for continuous oversight of network performance, enabling quick identification and resolution of issues.

By integrating with other ServiceNow modules, the Telecommunications Network Inventory workflow ensures that network management activities are aligned with broader IT and business operations. This holistic approach helps in optimizing network performance, reducing downtime, and enhancing the overall quality of service.

See [Telecommunications Network Inventory](#)  for more information on configuring Telecommunications Network Inventory for your business cases.

Sales and order fulfillment for TMT

The Sales Customer Relationship Management (Sales CRM) applications enable you to manage the product sales life cycle in your organization. Your agents can use these applications to

generate pre-sales opportunities, provide sales quotes, capture and fulfill orders, work with contracts and entitlements, and manage the customer order workflow for changes.

ServiceNow® Sales Customer Relationship Management workflow streamlines the sales process from initial contact through to order fulfillment. This workflow encompasses lead management, opportunity tracking, and order processing, providing a seamless experience for both sales teams and customers.

The platform's automation capabilities ensure that all sales activities are tracked and managed efficiently. Leads are automatically assigned to the appropriate sales representatives, and follow-up tasks are generated to ensure timely engagement. The order management component integrates with inventory and logistics systems, ensuring that orders are processed accurately and delivered on time.

ServiceNow also provides robust reporting and analytics tools, enabling sales teams to track performance and identify trends. This data-driven approach helps in optimizing sales strategies and improving overall customer satisfaction.

See [Sales Customer Relationship Management](#) for more information on configuring Sales Customer Relationship Management for your business cases.

Proactive service experience workflows management for TMT

The Proactive Service Experience Workflows application enables service providers to deliver comprehensive support while understanding customer impact and maintaining transparent communication with all parties involved in the support process.

Proactive service management is key to enhancing customer experiences and preventing issues before they occur. ServiceNow Proactive Service Experience Workflows workflows enable organizations to anticipate and address customer needs proactively.



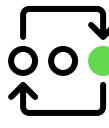

- Identify affected customer accounts based on one or more configuration items associated with upstream services that are tied to an install base.
- With Operations Account 360, use data from ITSM and CSM to drill down into customer accounts and visualize key information about the account.
- Generate proactive cases that include synchronizations of certain fields on case insert, incident resolution, or closure of a change request.
- Reduce administrative setup and overhead with enhanced incident and change request forms in the Service Operations Workspace.
- Resolve minor cases without intervention by customer support agents.
- Provide capabilities for technical support agents to communicate with external customers without navigating between incident or change requests, and associated case records.
- Use five unique Workflow Studio flows that can be modified to suit your business needs.
- Escalate incidents for faster action based on a preconfigured decision table.
- Use extended CMDB CI Classes common to SD-Wan edge infrastructure
- Create incident records from certain API clients based on TM Forum TMF621 Rest API standards.
- Use dedicated roles that enable technical support agents to see both ITSM and CSM and applications.

See [Proactive Service Experience Workflows](#) for more information on using Proactive Service Experience Workflows for your business cases.

Now Assist for Telecommunications, Media and Technology (TMT)

Use the ServiceNow[®] Now Assist for Telecommunications, Media and Technology (TMT) application to summarize service problem cases, generate the case resolution notes, and summarize tests. You can enable your agents to understand the service problem case context and test results so that they can propose quicker resolutions to your customers.

Get started

| | | |
|--|--|---|
| <p>Explore</p>  <p>Learn more about Now Assist for Telecommunications, Media and Technology (TMT)</p> | <p>Configure</p>  <p>Configure the Now Assist for Telecommunications, Media and Technology (TMT)</p> | <p>Use</p>  <p>Use generative AI capabilities offered by Now Assist for Telecommunications, Media and Technology (TMT)</p> |
| | <p>Use</p>  <p>Use Telecommunications, Media and Technology (TMT) AI agent collection in Now Assist for TMT</p> | |

i Important:

- Not all model providers are available for customers with in-country SKUs, and some Now Assist products/features are currently unavailable for in-country customers. For more information, see the [KB1584492](#) article in the Now Support Knowledge Base. Be sure to check for model provider availability updates in future releases.
- Some Now Assist products/features are currently unavailable for customers in the FedRAMP, NSC DOD IL5, or Australia IRAP-Protected data centers, self-hosted customers, or in other restricted environments. For more information, see the [KB0743854](#) article in the Now Support Knowledge Base. Be sure to check for availability updates in future releases.
- Some Now Assist products/features are currently available only for customers in some regions. Be sure to check for availability updates in future releases.
- Some AI products and skills are not available in Regulated Markets. For more information, see [KB2593939: Regulated Markets AI Products/Skills Not Available](#). Be sure to check for availability updates in future releases.

Troubleshoot and get help

- [ServiceNow Community AI & Intelligence](#)
- [Search the Known Error Portal for known error articles](#)
- [Contact Customer Service and Support](#)

AI limitations

This application uses artificial intelligence (AI) and machine learning, which are rapidly evolving fields of study that generate predictions based on patterns in data. As a result, this application may not always produce accurate, complete, or appropriate information. Further, there is no guarantee that this application has been fully trained or tested for your use case. To mitigate these issues, it is your responsibility to test and evaluate your use of this application for accuracy, harm, and appropriateness for your use case, employ human oversight of output, and refrain from relying solely on AI-generated outputs for decision-making purposes. This is especially important if you choose to deploy this application in areas with consequential impacts such as healthcare, finance, legal, employment, security, or infrastructure. You agree to abide by [ServiceNow's AI Acceptable Use Policy](#), which may be updated by ServiceNow.

Data processing

This application requires data to be transferred from ServiceNow customers' individual instances to a centralized ServiceNow environment, which may be located in a different data center region from the one where your instance is, and potentially to a third-party cloud provider, such as Microsoft Azure. This data is handled per ServiceNow's internal policies and procedures, including our policies available through our [CORE Compliance Portal](#).

Data collection

ServiceNow collects and uses the inputs, outputs, and edits to outputs of this application to develop and improve ServiceNow technologies including ServiceNow models and AI products. In addition, this application will collect case information (for case summarization) and test run information (for test summarization).

Customers can opt out of future data collection at any time, as described in the [Now Assist Opt-Out page](#).

For more information, see the [Now Assist documentation](#).

Exploring Now Assist for Telecommunications, Media and Technology (TMT)

With the Now Assist for Telecommunications, Media and Technology (TMT) application, your agents can use generative AI to summarize the service problem case details to create the context of the case faster. In addition, this application will collect case information (for case summarization). Your agents can also generate the case resolution notes to share with the other agents and it can help wrap up cases faster.

Now Assist for Telecommunications, Media and Technology (TMT) overview

The following generative AI capabilities are available for an agent:

- A service problem case summary enables an agent to gather the case context on long-running or complex cases. Because these cases can contain a lot of information, including the conversations with the customer or other agents, an agent can generate a summary to gain understanding faster.
- The case resolution notes can help an agent to wrap up cases faster and provide the context about the case resolution to the other agents who might encounter similar issues.
- A test summary assists an agent with obtaining the test results that were generated after executing the test runs. It provides a high-level overview of the test run in a clear format.

Skills

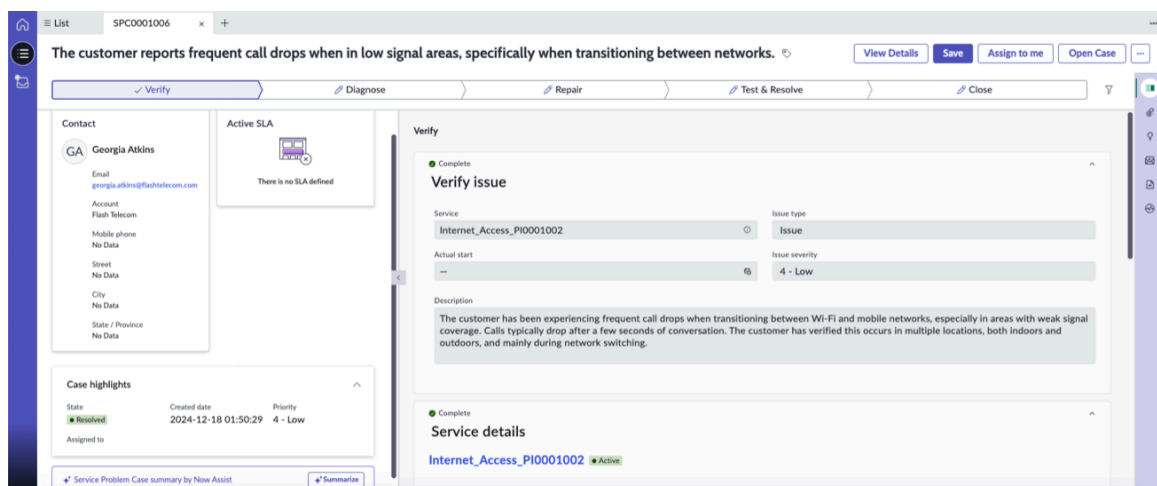
The Now Assist for TMT application includes the generative AI skills that enable your agents to understand the service problem case context so that they can propose resolutions to the customer more quickly.

Service Problem Case summarization

Provides an agent with a summary of a service problem case, including the issue and the actions taken. An agent can generate a summary of a case to understand the case context, refresh the summary so that it includes the latest updates to the case, and post the summary to the case work notes.

The service problem case summarization skill generates a service problem case summary and displays it below the Case highlights card. The summary includes the information that the agent or customer enters in the following service problem case record fields:

- Short description
- Description
- Work notes
- Additional comments



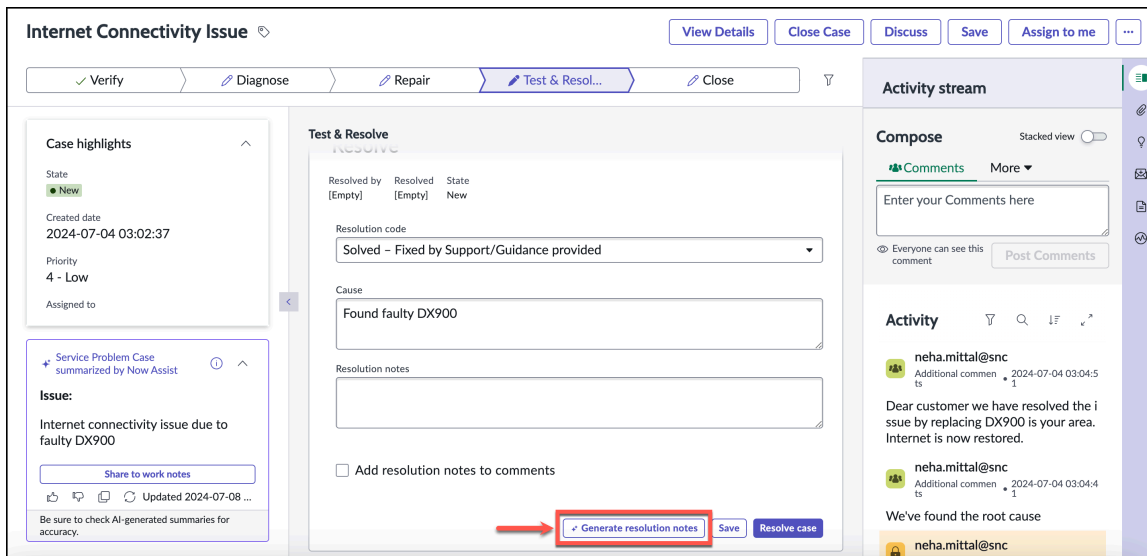
Resolution notes generation

Enables an agent to generate the resolution notes for a service problem case, propose the resolution to the customer, and add the information to the service problem case record.

The resolution notes generation skill displays a pop-up window that an agent can use to select a resolution code and review the resolution notes text before proposing a resolution to a customer.

Note:

The resolution notes generation skill requires a minimum of 50 words in the case record to generate the resolution notes. If the resolution notes can't be generated, the system displays a message below the Resolution notes field.



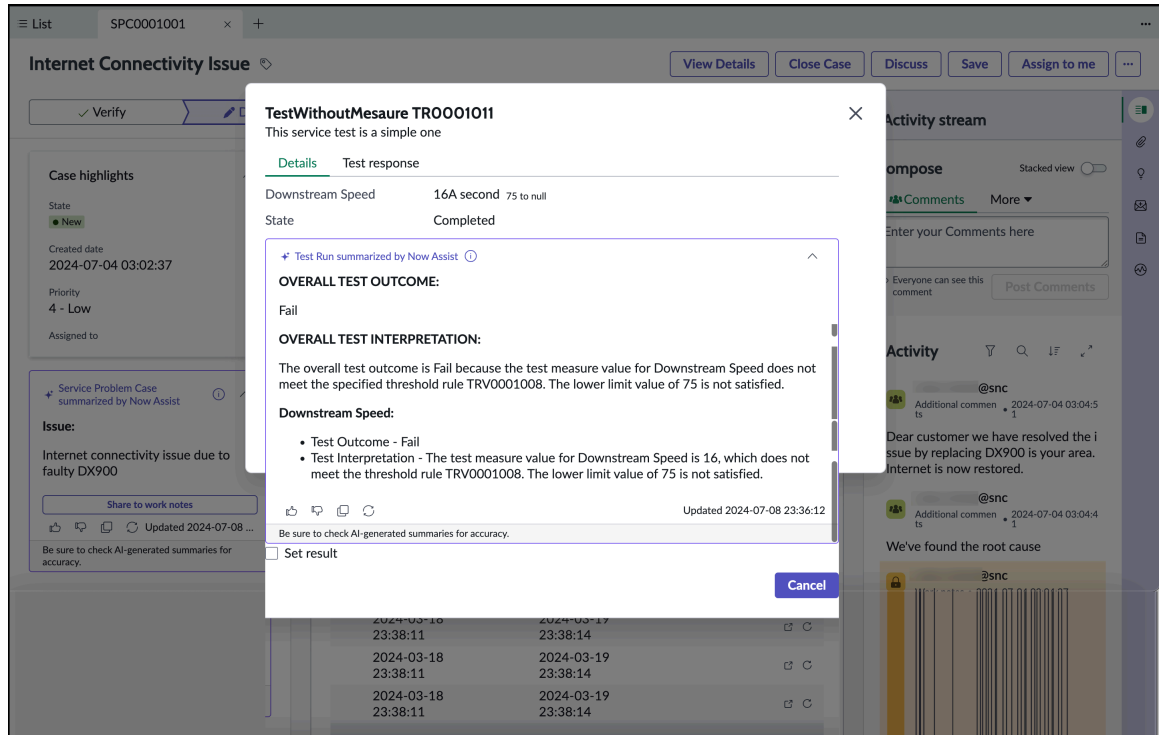
Test summarization

Provides an agent with a test run summary after the test is executed. It includes the main points covered during the test execution, including the test output, test interpretation, and other defined test parameters. An agent can generate a test summary of the executed tests to identify the root cause of the problem.

Now Assist panel in CSM/FSM Configurable Workspace

An agent can use the Now Assist panel in CSM/FSM Configurable Workspace. This conversational interface enables an agent to request a service problem case summary and generate the service problem case resolution notes. For more information about the Now Assist panel, see [Now Assist panel](#).

Test measure



Related topics

[Now Assist](#)

[Exploring Now Assist](#)

Supporting information for Now Assist for Telecommunications, Media and Technology (TMT)

Get a quick overview of the important information that is related to the Now Assist for Now Assist for Telecommunications, Media and Technology (TMT).

Supported versions

Now Assist for TMT is supported starting with Xanadu.

Supported user interfaces

Now Assist for TMT application includes the skills that are listed in the following table.

Now Assist for TMT supported interfaces

| | |
|--------------------------------|---|
| CSM/FSM Configurable Workspace | <ul style="list-style-type: none"> • Service problem case summarization • Resolution notes generation • Test summarization |
| Core UI | <ul style="list-style-type: none"> • Service problem case summarization • Test summarization |

Application information

Activate the Now Assist for TMT (sn_tmt_gen_ai) store app to use the service problem case summarization skills and to generate case resolution notes.

This store app has the following dependencies:

- Customer Service Problem Management (sn_sprb_mgmt_case)
- UXC Generative AI (sn_uxc_gen_ai)

Activate the applications in the following order:

1. Customer Service Problem Management
2. UXC Generative AI
3. Now Assist for TMT

For more information, see [Configuring Now Assist for Telecommunications, Media and Technology \(TMT\)](#).

Configuring Now Assist for Telecommunications, Media and Technology (TMT)

Configure the Now Assist for Telecommunications, Media and Technology (TMT) application so that your agents can use the generative AI skills in the CSM/FSM Configurable Workspace and in Core UI.

Before you begin

Role required: admin

About this task

Use the Now Assist Admin console to configure Now Assist for TMT. This console contains everything that you need to install the plugins and configure the generative AI skills. For additional information, see [Now Assist Admin console](#).

TMT features and skills in the Now Assist Admin console

| TMT features | Skills |
|----------------------|---|
| Service Problem Case | <ul style="list-style-type: none"> • Case summarization • Resolution notes generation • Test summarization |

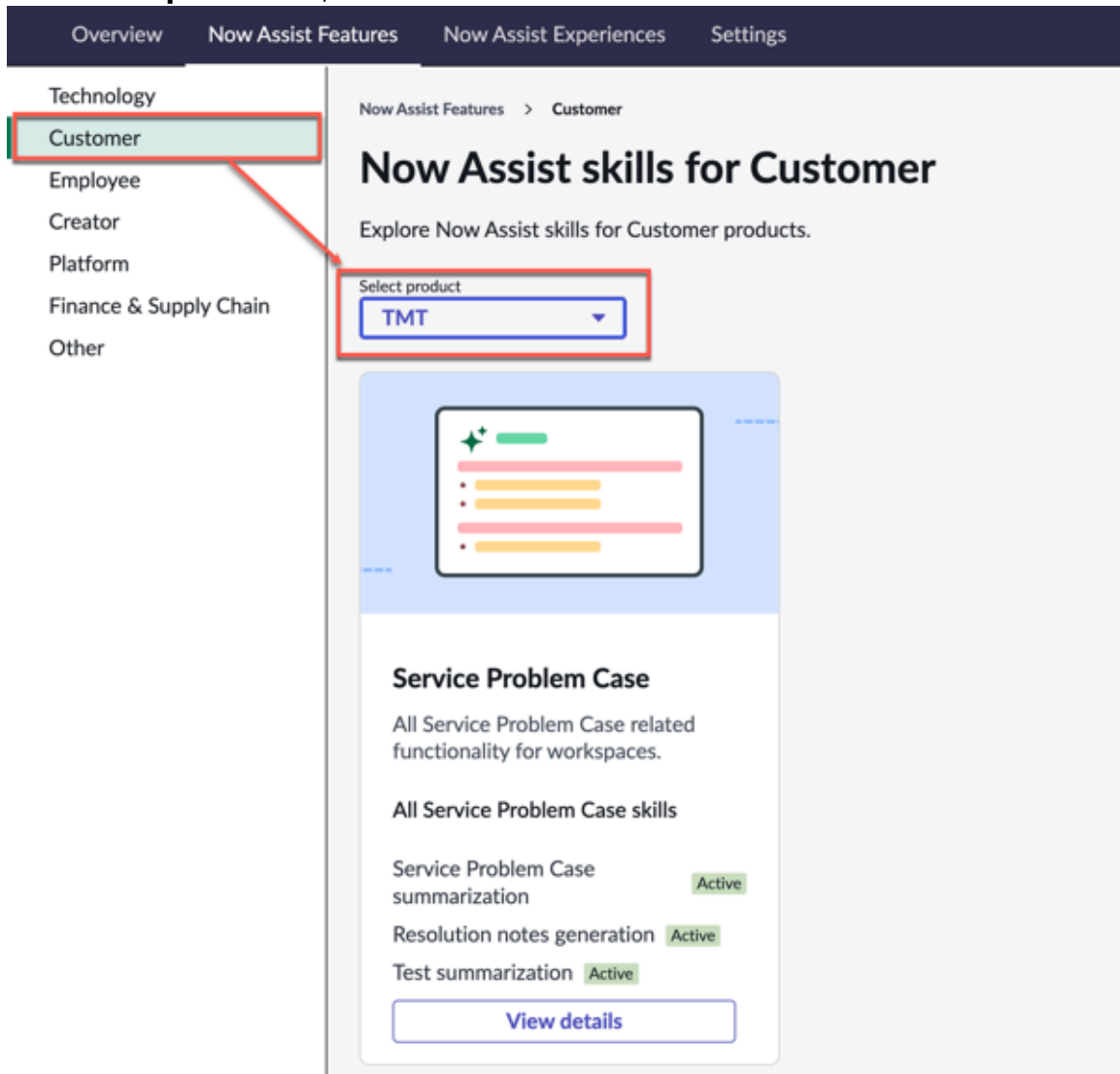
Note:

The ServiceNow® large language model (Now LLM Service) is currently the only provider for this Now Assist application's skills.

Procedure

1. Install the Now Assist for Telecommunications, Media and Technology (TMT) plugin (sn_tmt_gen_ai).
 - For information about the plugin dependencies and plugin activation order, see [Application information](#).
 - For information about the installation process, see [Install Now Assist plugins](#).

2. Navigate to **All > Now Assist Admin > Features** and access the **Features** tab of the Now Assist Admin console.
If you're already in the Now Assist Admin console, you can select the **Now Assist Features** tab on the screen.
3. Activate and configure the skills for the Now Assist for TMT features.
These features are grouped under the Customer workflow group. Each feature has its associated skills.
4. In the **Select product** field, select **TMT**.



5. On the feature card that is associated with the skill that you would like to activate, select **View details**.
6. In the All available skills section, select **Activate skill**.
7. Review the inputs for the selected skill.

The input table fields are read-only.

For information about the inputs and triggers for each skill, see Skill inputs for Now Assist for TMT.
8. After reviewing the inputs for the selected skill, select **Save and continue** to go to the next step.
You can return to a previous step by using the **Back** button.
9. In the Define availability section, choose one of the following:

- To enable the skill everywhere it is available, select **Skill is always available**.
- To manually set the conditions for when the skill is available, select **Customize skill availability**.

10. After you configure the skill availability, select **Save and continue** to go to the next step.

11. Select where you would like to display the skill.

- To display the skill on the Mobile Agent app, select **In-product**.
- To display the skill in the Now Assist panel, select **Now Assist panel**.

For the skills that appear in the Now Assist panel, select the down arrow to identify the roles that can use the skill.

12. After you configure the display for the selected skill, select **Save and continue** to go to the next step.

13. Review your choices and select **Activate** to complete the configuration.

Result

Your skill is configured.

Skill inputs for Now Assist for Telecommunications, Media and Technology (TMT)

Use inputs for each skill to configure how and when a skill is used.

Overview of service problem case

Depending on the selected skill, you can configure inputs. These settings determine how a skill is used. An input identifies the data that is used for a skill, such as the table and fields that are used to generate a service problem case summary, resolution notes summary, and test summary.

Service problem case summarization skill

The service problem case summarization skill includes the inputs that identify the table and fields that are used when a service problem case summary is generated.

In this release, you can't modify a skill's input data source. The data source contains the tables and fields that the skill relies on.

Inputs for the service problem case summarization skill

| Input | Description |
|--------------|---|
| Input table | Service Problem Case [sn_sprb_mgmt_case] |
| Input fields | <ul style="list-style-type: none"> • Description • Short description • Work notes • Additional comments |

Resolution notes generation skill

The resolution notes generation skill includes the inputs that identify the table and fields that are used when the resolution notes are generated for a service problem case.

In this release, you can't modify a skill's input data source. The data source contains the tables and fields that the skill relies on.

Inputs for the resolution notes generation skill

| Input | Description |
|--------------|---|
| Input table | Service Problem Case [sn_sprb_mgmt_case] |
| Input fields | <ul style="list-style-type: none"> • Description • Short description • Work notes • Additional comments |

Test summarization skill

For the test summarization skill includes the inputs that identify the table and fields that are used when a test summary is generated.

The following table lists the inputs that you can configure for the test summarization skill of the Service Problem Case feature.

Inputs for test summarization skill

| Input | Description |
|-------------|----------------------------|
| Input table | Test Run [sn_st_mgmt_test] |
| Input field | Name |

Related input for test summarization skill

| Input | Description |
|-------------|--|
| Input table | Test Measure [sn_st_mgmt_test_measure] |
| Input field | <ul style="list-style-type: none"> • Metric name • Metric description • Value • Rule violation |

Banners in Now Assist for Telecommunications, Media and Technology (TMT)

Banners display information about generative AI skills and the form fields that are generated or predicted by those skills.

Now Assist for Telecommunications, Media and Technology (TMT) banner overview

The generative AI banner displays information about the fields on a form that are generated or predicted by the skills available with Now Assist for TMT. The messages that appear in the banner do the following:

- Alert agents when fields are being generated or predicted and when the process is complete.
- Remind agents to review the information in these fields.
- Inform agents if fields cannot be generated or predicted.

Messages also include links to the fields that are generated or predicted by Now Assist for TMT.

Generative AI banner in CSM/FSM Configurable Workspace.

Using agentic workflows in Now Assist for Telecommunications, Media and Technology (TMT)

Use the TMT AI agent collection to complete tasks autonomously.

Available agentic workflows for AI agents for Now Assist for Telecommunications, Media and Technology (TMT)

| Agentic workflow name | Description | Available AI agents |
|--|---|---|
| Test and repair telecom service issues | <p>The agentic workflow gets triggered when the service problem case is assigned to the case agent and the state of the case is Open or New. The customer raises a case on the service disruption.</p> <p>The service problem case (SPC) starts with the SPC number.</p> <p>This AI agent is designed to handle the service problem</p> | <ul style="list-style-type: none"> • Service problem manager AI agent • Customer payment status AI agent • Preliminary troubleshooter AI agent • On-demand service tester AI agent • Service repairer AI agent |

Available agentic workflows for AI agents for Now Assist for Telecommunications, Media and Technology (TMT) (continued)

| Agentic workflow name | Description | Available AI agents |
|---------------------------------------|--|---|
| | <p>case requests that require troubleshooting, diagnostics, analysis, or resolution for a task (case), whether an identifier or description for the task is given. It's also capable of retrieving relevant context and details related to the task given to them.</p> <p>AI agents perform their tasks to resolve the customer issue.</p> | |
| Analyze risks and recommend solutions | Retrieves applicable risks and proactively suggests solutions with minimal user intervention. | Success risk manager AI agent |
| Monitor engagement health | Monitors the health score trends for all active engagements and triggers risk signals when declined. | <ul style="list-style-type: none"> • Success trend AI agent • Success health monitor AI agent |

Looking for an AI agent?

- There might be AI agents installed with the Now Assist application that are not used in agentic workflows. To learn how to see all agents that are available on your instance, see [Find AI agents](#).
- To find agents that might not be installed on your instance, visit the [AI Agent Marketplace](#) on the ServiceNow Store.

i Important:
By default, all use case and AI agent records are read only.

To run the use case autonomously, activate the trigger. If you prefer to invoke it manually, activating the trigger isn't necessary.

To configure AI Agent Studio, see [AI Agent Studio](#) and [Configuring Now Assist AI agents](#).

To install AI Agent Studio, see [AI Agent Studio](#) and [Install Now Assist AI agents](#).

To view all the available AI agents, see [Find AI agents](#).

Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection test and repair telecom service issues agentic workflow

Use the Test and repair telecom service issues agentic workflow to resolve broadband and internet issues.


Test and repair telecom service issues overview

Resolve the customer issues using a team of AI agents in the Test and repair telecom service issues agentic workflow. It can handle task requests that require troubleshooting, diagnostics, analysis, or resolution for a task (case), whether an identifier or description for the task is given.

The Test and repair telecom service issues agentic workflow supports these tables:

- Incident
- Change request
- Domain order
- Order task
- Service problem case

Role required: sn_tmt_agentic_ai.test_and_repair_telecom_service_ai_agent

To modify the Test and repair telecom service issues agentic workflow [Duplicate an agentic workflow](#) , and adjust the settings according to your requirements.


Important:

In the Edit trigger form, make sure that the **Active** button is turned on to enable the AI agent to trigger autonomously.

Test and repair telecom service issues agentic workflow

To access the agentic workflow:

1. Navigate to **All > AI Agent Studio > Create and manage**.
2. Select **Test and repair telecom service issues**.

To create a new agentic workflow, see [Create an agentic workflow](#) .

Testing the agentic workflow

To access the use case testing page:

1. Navigate to **All > AI Agent Studio > Testing**.
2. On the Overview page, select **Test use cases**.

To test the use case, see [Test an agentic workflow](#) .

AI agents used in the Test and repair telecom service issues agentic workflow

The following AI agents are used to execute the instructions for the agentic workflow.

To create an AI agent, see [Create an AI agent](#) .

| AI agent | AI agent role |
|----------------------------------|--|
| Service problem manager AI agent | <p>An AI agent is responsible for planning, orchestrating, and delegating work to other agents.</p> <p>Checks the customer inventory status.</p> |

| AI agent | AI agent role |
|-------------------------------------|--|
| | Shows the Knowledge articles. |
| Payment status checker AI agent | Checks for outstanding bill payments. |
| Preliminary troubleshooter AI agent | <p>AI agent designed to ask questions that are fetched from the structured question generator.</p> <p>Activate the structured question generator skill to generate the questions from the skill.</p> <p>Check for similar cases for the resolution plan and asks questions from Knowledge Base articles to determine the resolution.</p> |
| On-demand service tester AI agent | Create a diagnostic task based on the inventory specifications for a Service problem case and execute a test definition. |
| Service repairer AI agent | Create the repair task for the test runs. |

Customer success agentic workflows

The customer success health and risk agentic workflows are used to collect health data, monitor the health score, analyze risks, and provide potential solutions.

The customer success health and risk agentic workflows do the following:


- Collect health metric information for engagements.
- Analyze the metric data and identify trends (improving, declining, or flat).
- Create risk signals or risk occurrences if a declining trend is identified.
- Retrieve potential solutions and notify customer success manager of any unaddressed risk signals.
- Summarize results based on inputs provided by the customer success manager.
- For more details on collecting health metrics and identifying trends, see [Now Assist for Telecommunications, Media and Technology \(TMT\) AI agent collection monitor engagement health agentic workflow](#).
- For more details on analyzing risks and recommending solutions, see [Now Assist for Telecommunications, Media and Technology \(TMT\) AI agent collection analyze risks and recommend solutions agentic workflow](#).


Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection monitor engagement health agentic workflow

Use the Monitor engagement health agentic workflow to monitor the health score of engagements and their associated metric data trends, and generate risk signals when a decline is detected.

Monitor engagement health agentic workflow overview



Customer success managers can monitor the health score of up to 10 active engagements and summarize the health trend for the past 6 weeks. Each metric used to calculate the health score is monitored, and if a declining pattern is detected, a risk signal or a risk occurrence (for

an existing risk signal) is generated. A summary indicating the number of risk signals created and the health score range is generated. The Monitor engagement health agentic workflow is triggered weekly based on a predefined schedule and the results are displayed in the [Now Assist panel](#) .

You can view the risk signals and occurrences that have been created by navigating to the [Risk signals](#)  page. For risks created using the agentic workflow, the following field values are displayed:

- Category: Health declined
- Creation method: AI generated

Note:

- To run the agentic workflow as a scheduled job, you must activate the Monitor engagement health flow. See [Activate a flow](#)  for details.
- The agentic workflow monitors only the engagements for which **AI Health Monitor** flag has been enabled. Each customer success manager can enable a maximum of 10 engagements. For instructions on enabling this flag, see [Create an engagement](#) .
- By default, the health score of each individual metric is monitored. If you want to monitor only the overall health score across all engagements, you need to update the `sn_cust_succ_ai_agent_enable_health_monitor_metrics` system property by following these steps:
 - Navigate to **All** and enter `sys_properties.LIST` in the search field.
 - Select the `sn_cust_succ_ai_agent_enable_health_monitor_metrics` property.
 - Set the Value field to **false**. When this property is disabled, the agentic workflow will monitor the overall health score instead of the individual metrics.
- For any new or existing health definitions, you must specify the **Context** for the **Data source** to indicate how the color banding range will be applied. Based on the **Context**, you can define different color banding ranges that can be used for the health score. For example, you can configure different values for the same **Data source** as follows:
 - **Data source 1**
 - Data source: Daily collection of NPS
 - Context: Health Metric Configuration: Daily collection of NPS (Global)
 - Min: 80
 - Max: 100
 - Color: Green
 - Category: Good
 - **Data source 2**
 - Data source: Daily collection of NPS
 - Context: Daily collection of NPS for (Customer X)
 - Min: 0
 - Max: 60
 - Color: Red
 - Category: Poor

AI agents used in the Monitor engagement health agentic workflow

The Monitor engagement health agentic workflow uses specific AI agents to monitor the engagements, analyze the health trend, and generate a health score.

AI agents and their role in the Monitor engagement health agentic workflow

| AI agent | AI agent role |
|---------------------------------|---|
| Success trend analyst AI agent | Collects and analyzes metric data, processes large data sets, identifies patterns and anomalies. Provides clear actionable insights enabling AI agents to make informed decisions and take appropriate actions. |
| Success health monitor AI agent | Retrieves data for all active engagements, identifies trends, and creates a risk signal if a declining pattern is detected. |

Now Assist for Telecommunications, Media and Technology (TMT) AI agent collection analyze risks and recommend solutions agentic workflow

Use the Analyze risk and recommend solutions agentic workflow to monitor and mitigate risks in customer engagements with minimal user intervention.

Analyze risks and recommend solutions agentic workflow overview

Use the Analyze risks and recommend solutions agentic workflow to:

- Monitor engagements and retrieve all applicable risks.
- Provide real-time risk analysis and generate detailed reports.
- Identify common solutions and provide proactive recommendations.

Customer success managers can collaborate with customer success squad members to monitor risks, perform real-time risk analysis, generate detailed reports with proactive recommendations. This helps prevent escalations, improve customer retention, and enhance service quality. The Analyze risks and recommend solutions agentic workflow can be used to assess and offer solutions for both individual and multiple risks. It is triggered daily based on a predefined schedule and the results are displayed in the [Now Assist panel](#).

Configure the Analyze risks and recommend solutions agentic workflow

Before you use the agentic workflow, do the following:

- Activate the Analyze risks and recommend solutions subflow to trigger the agentic workflow to run as a daily scheduled job. See [Activate a flow](#) for details.
- Configure the risk category and other conditions as required in the Engagement risk solutions decision table. See [Using decision tables](#).
- Ensure that the solution subflows contain the following mandatory inputs:
 - Risk system ID: Type is string and default name is risk_system_id.
 - Solution table: Type is table.
 - Solution ID: Type is sys_id.

Optionally, you can define additional non-mandatory inputs. These can be used in subflow steps or to override default values.

Note:

To enable the display of the Analyze risk and recommend solutions agentic workflow, you must activate the AI Agents for Customer Success Management plugin (com.sn_cust_succ_ai_agent).

AI agents used in the Analyze risks and recommend solutions agentic workflow

The Analyze risks and recommend solutions agentic workflow uses specific AI agents to retrieve all unaddressed risks and recommend solutions.

AI agents and their role in the Analyze risk and recommend solutions agentic workflow

| AI agent | AI agent role |
|-------------------------------|--|
| Success risk manager AI agent | Retrieves unaddressed risks for the current user, groups them, and provides solutions for each risk or group of risks. |

Using Now Assist for Telecommunications, Media and Technology (TMT)

If you have an agent role, you can summarize the service problem case details, generate the case resolution notes, and summarize the tests with the Now Assist for TMT application.

Summarize the service problem case details to understand the case context quicker, update the summary to include the latest case developments, and post it to the service problem case work notes. These summaries are useful for long-running or complex service problem cases that include multiple conversations between agents and customers.

Generate the service problem case resolution notes to help wrap up the cases faster. When you're ready to propose a solution to a customer, this feature can generate resolution notes and add them to the Service Problem Case form. The resolution notes also provide the context about the service problem case resolution to other agents who might encounter similar issues.

Summarize the tests that executed by the agent to diagnose the service problem case to understand the problem and its possible solution. These summaries are useful for long-running or complex service problem cases that include multiple test runs.

Summarize a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

Generate a summary from the fields that you selected on the service problem case record. Quickly understand the case context by using the service problem case summarization skill in the Now Assist for TMT application.

Before you begin

Role required: sn_customerservice_agent, sn_customerservice.consumer_agent

About this task

The service problem case summarization skill provides you with a concise summary of a service problem case, including the issue, actions taken, and resolution details. With this skill, you can do the following tasks:

- Generate an initial summary of a service problem case so that you can understand the service problem case context.
- Summarize all the work that has been done on a service problem case.

The service problem case summarization skill is available in CSM/FSM Configurable Workspace and in Core UI.

- In CSM/FSM Configurable Workspace, you use the Service Problem Case summary by Now Assist component to generate a summary. This component appears below the Case highlights card.
- In Core UI, you select the **Summarize** button on the service problem case record to generate a summary.

The service problem case summarization skill checks the service problem case record to determine if there is enough information available to create a summary:

- When an agent opens the service problem case record
- When an agent refreshes the service problem case record page

If there is enough data, the Service Problem Case summary component displays the **Summarize** button. If there is not enough data, the component displays a message in place of the button.

Note:

The service problem case summarization skill requires a minimum 50 words in the case record to generate the summary.

Procedure

1. Navigate to **Workspaces > CSM/FSM Configurable Workspace > Lists > Service Problem Case**.
2. Open a service problem case.
3. In the Service Problem Case summary by Now Assist component, select **Summarize**. The Service Problem Case summary by Now Assist component appears below the Case highlights card. The component is collapsed by default and expands to display the summary. For longer summaries that don't fit in the window, select **View more** and use the scroll bar to view the rest of the content.

Note:

Generating and displaying the summary may take several seconds.

4. **Optional:** After you're finished summarizing a service problem case, manage the results.

Generate the resolution notes for a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

Generate the resolution notes for a service problem case by using the resolution notes generation skill in the Now Assist for TMT application.

Before you begin

Role required: sn_customerservice_agent, sn_customerservice.consumer_agent

About this task

You can also propose the resolution to the customer, and then add the resolution information to the service problem case record. Generating resolution notes may help you wrap up cases faster and provide information about the service problem case resolution to other agents who might encounter similar issues. The Generate resolution notes action is available to the customer service agents who have assigned service problem cases in the Open state.

You can also generate resolution information on demand from the Now Assist panel. For more information, see [Resolution notes generation](#).

Note:

The resolution notes generation skill requires a minimum of 50 words in the service problem case record to generate the resolution notes. If the resolution notes cannot be generated, the system displays a message at the top in the Resolution notes modal.

Procedure

1. Navigate to **Workspaces > CSM/FSM Configurable Workspace > Lists > Service Problem Case**.

2. Open a service problem case.

3. Select **Test & Resolve > Resolve**.

4. Select **Generate resolution notes**.

The system generates a resolution summary and displays the information in the Generate Resolution Notes modal, which includes the following fields:

- **Resolution code**

- **Cause**

- **Resolution notes**

If the **Resolution notes** field on the service problem case record is empty, the resolution notes generation skill adds the information to this field in the modal.

5. Select a **Resolution code** for the case.

A resolution code describes how the service problem case was resolved. For example, common resolution codes include:

- Solved: Fixed by Support/Guidance provided

- Solved: Fixed by closing related PRB

- Solved by customer

6. **Optional:** If you know the cause of the customer's issue, add it to the **Cause** field.

For example, a customer's issue may be the result of a software upgrade.

7. In the **Resolution notes** field, review the resolution summary and make any necessary corrections.

Because the information in this field is automatically generated, it's a good idea to review the text and make sure it's accurate. Any changes that you make are saved when you save the case record.

8. **Optional:** If you want to add the resolution information to the service problem case activity stream, select the **Add resolution notes to comments** check box.

Selecting this check box makes the resolution notes available to anyone who can view the service problem case activity stream.

9. Select **Save**.

Result

- The system populates the fields in the Closure Information section of the case record with the information from the Generate Resolution Notes modal.
- The case moves to the Resolved state.
- The resolution is proposed to the customer.

Summarize test for a service problem case using Now Assist for Telecommunications, Media and Technology (TMT)

Generate the test run summary for a service problem case record to quickly understand the context of test outcomes and the root cause of the problem.

Before you begin

Role required: sn_customerservice_agent, sn_customerservice.consumer_agent

About this task

The test summarization skill provides you with a concise summary of the test executed for a service problem case, including the test outcome, test interpretation, and other parameters configured for the specific test definition. With this skill, you can generate the test summary of a service problem case so that you can analyze the root cause of the problem.

The test summarization skill is available in CSM/FSM Configurable Workspace and in Core UI.

- In CSM/FSM Configurable Workspace, you use the Test Run summary by Now Assist component to generate a summary. This component appears in the test results record.
- In Core UI, you select the **Summarize** button on the test result record to generate a summary.


The test summarization skill checks the test results record to determine if there is enough information available to create a summary. If there is enough data, the Test summary component displays the **Summarize** button. If there is not enough data to generate a summary, the system displays a message in the Test summary component field.

Procedure

1. Navigate to **Workspaces > CSM/FSM Configurable Workspace > Lists > Service Problem Case**.

2. Open a service problem case.

3. In the **Diagnose** tab, select **Test results**.

4. Identify the test result that you want to open and select the View Details icon ()

5. In the Test Run summary by Now Assist component, select **Summarize**.

The Test Run summary by Now Assist component appears in the test result record. The component is collapsed by default and expands to display the summary. For longer summaries that don't fit in the window, select **View more** and use the scroll bar to view the rest of the content.

Note:

Generating and displaying the summary may take several seconds.

6. **Optional:** After you're finished summarizing the test for the service problem case, manage the results.

7. **Optional:** Set the test result to either fail or pass by selecting the **Set result**.

8. Save or cancel the results.

- To set the results, select **Save**.
- To go back to the test results list, select **Cancel**.

Request the generative AI capabilities in TMT using the Now Assist panel

Request the contextual generative AI capabilities by using the conversational interface in the Now Assist panel. These capabilities include service problem case summary or resolution notes in the TMT application.

Before you begin

Make sure that Next Experience is enabled in the instance. For more information, see [Next Experience UI](#).

Role required: sn_customerservice_agent, sn_customerservice.consumer_agent

About this task

You can use the Now Assist panel in CSM/FSM Configurable Workspace to request a service problem case summary and generate service problem case resolution notes.

For more information about the Now Assist panel, see [Now Assist panel](#). For information about activating the Now Assist panel, see [Turn on the Now Assist panel](#).

Procedure

1. Log in to an instance where the Now Assist for TMT application is installed.
2. Navigate to **Workspaces > CSM/FSM Configurable Workspace > Lists > Service Problem Case > All**.
3. Open a service problem case.
4. From the header menu, select the Now Assist icon (✦) and request the generative AI capabilities in TMT for a service problem case.
5. Select the relevant generative AI capability from the Now Assist panel.
 - To summarize the service problem case, select **Summarize a record**.
 - To generate the service problem case resolution notes, select **Generate resolution notes**.

Field Service Management for Telecommunications

The ServiceNow Field Service Management for Telecommunication (FSMT) application enables you to manage the field service workflow for the Telecom customers. Use this application to streamline the appointment booking, service delivery, and assurance processes.

The ServiceNow Field Service Management for Telecommunication (FSMT) application integrates with the Field Service Management (FSM) to manage and streamline field service workflows for the telecommunications industry. The FSMT supports the TM Forum-aligned Open APIs and their functionalities that enable an open digital ecosystem. These APIs promote faster integration with Field Service Management to manage appointment booking, service delivery, and assurance processes.


Related topics

[Field Service Management](#)

Managing the appointments for telecommunication services

Manage the appointments for the field services to enable the installation, activation, and site assessments that are needed for connectivity services.


With the use of the ServiceNow Telecommunication Open API (*com.sn_tmf_api*) application, you create appointments from your system for the connectivity-related field services.

You can book an appointment on an existing work order and assigned it to the field service agent. To learn more about booking appointments, see [Managing appointments in Field Service Management](#) .

This feature supports the following:




- Returns the available time slot within a provided time period for which you can book appointments.
- Enables you to book appointments for a work order with start and end times and available slots.
- Reschedule appointments with a different time slot for a `#work order`.
- Cancel the appointment with a given ID for a `#work order`.

The Telecommunication Open API application uses the Appointment Open API to support the external system to create and manage appointments for the field services. This API is a ServiceNow[®] implementation of the Open API TMForum TMF646 Appointment API specification.

To learn more about the methods used to book and manage appointments, see [Appointment Open API](#) .

Configuring the appointment booking feature

To manage appointment bookings in your system, you must create, modify, or enable the application configuration and the individual service configurations. Do the following steps to configure the appointment booking feature:

1. [Configure an appointment booking record producer](#) .
2. [Create or modify an appointment booking service configuration](#) .
3. [Configure variable in service catalog record producer for appointment booking](#) .