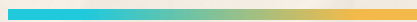




help & solutions

# **5 ways to boost productivity with Now Assist**



**For platform owners and developers  
looking to save time and boost ROI**

# About the speaker

## 5 ways to boost productivity with Now Assist

### Simon Hendery



Simon was recognized as a Community Rising Star in 2023 and 2024 for his significant contributions to the ServiceNow community.

He is regularly asked to provide mentoring, training advice, and career guidance to new members of the ServiceNow ecosystem.

Simon Hendery is a Freelance ServiceNow technical project manager specializing in implementation of Security Operations and Integrated Risk Management solutions.

He has broad experience delivering strategic marketing solutions and customer-facing projects on behalf of a range of large and small partners across the ServiceNow ecosystem.

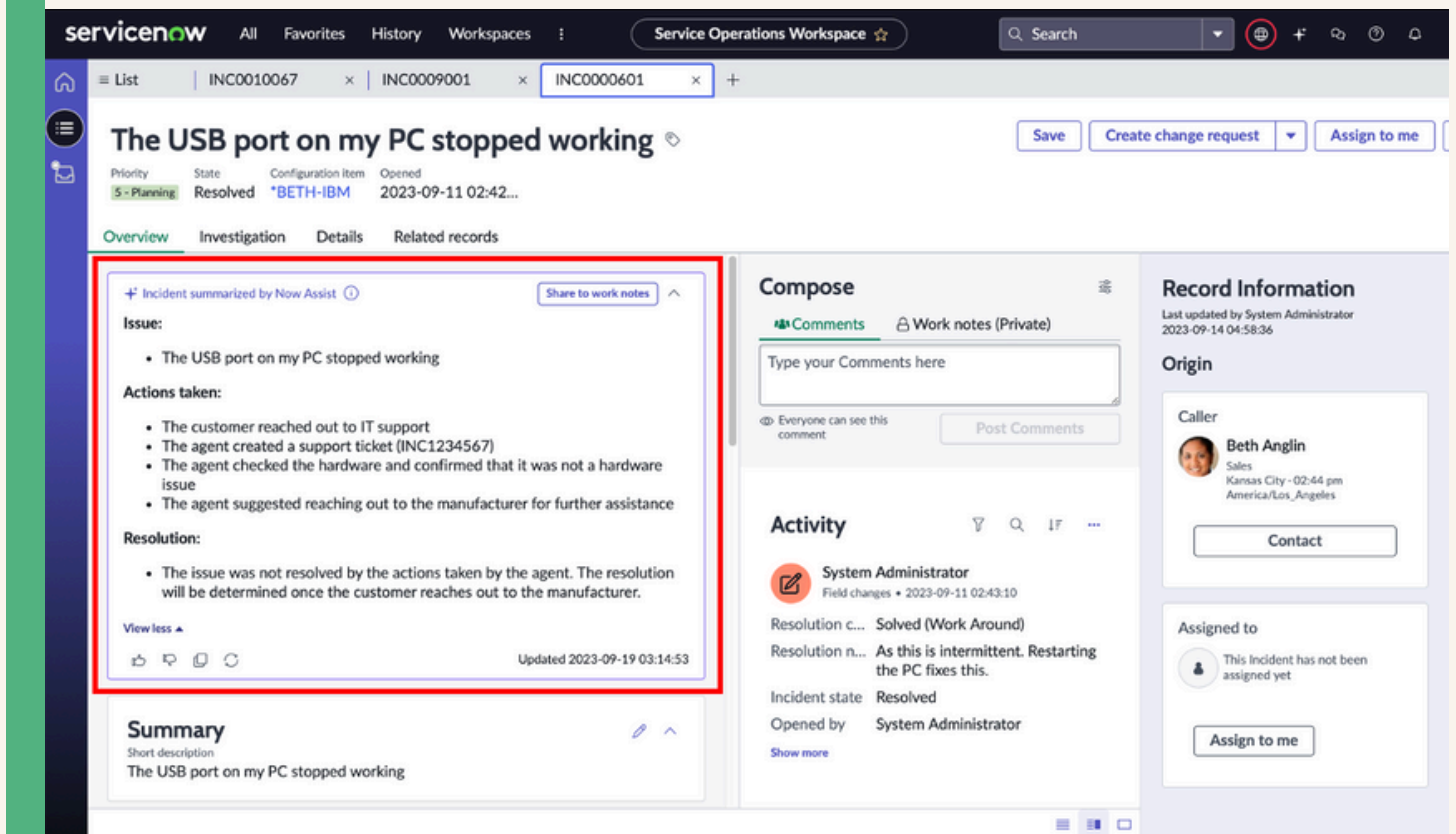
As well as spending the past five years working with ServiceNow partners, Simon has spent much of the past 20 years contracting in the IT space.



# 5 ways to boost productivity with Now Assist

## 1. Case/Incident summarization

Service desk agents can quickly get up to speed on the details of a case or incident from a summarization generated by Now Assist. By reading the AI-generated case or incident summary, save themselves time and save their requester from having to repeat the same information they have already provided.



The screenshot displays the ServiceNow interface for an incident titled "The USB port on my PC stopped working". The incident is in a "Resolved" state. A red box highlights a summary generated by Now Assist, which includes the following details:

- Issue:**
  - The USB port on my PC stopped working
- Actions taken:**
  - The customer reached out to IT support
  - The agent created a support ticket (INC1234567)
  - The agent checked the hardware and confirmed that it was not a hardware issue
  - The agent suggested reaching out to the manufacturer for further assistance
- Resolution:**
  - The issue was not resolved by the actions taken by the agent. The resolution will be determined once the customer reaches out to the manufacturer.

The summary is dated "Updated 2023-09-19 03:14:53". The interface also shows a "Compose" section for adding comments, an "Activity" feed, and "Record Information" including the caller's name, "Beth Anglin", and their location.



Case/incident summarization is available for IT Service Management (ITSM), Human Resource Service Delivery (HRSD), and Customer Service Management (CSM) workflows. New features in Xanadu include change request summarizations in ITSM, and the ability to generate security incident summarization and resolution notes within the Security Operations workflow.

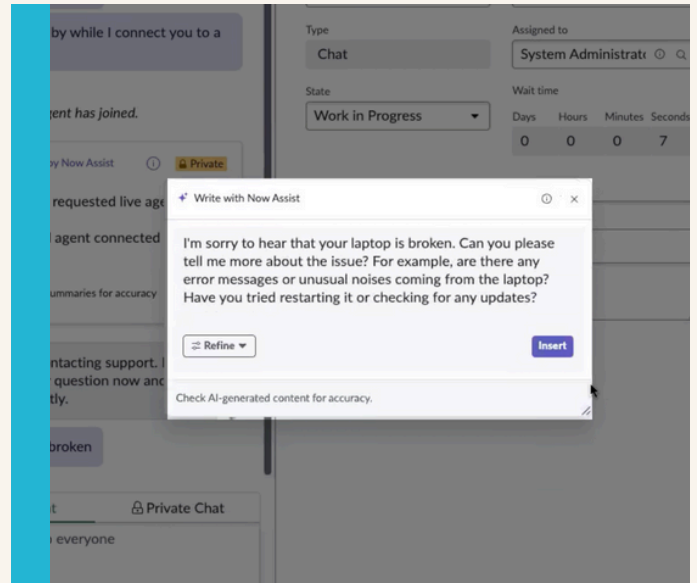
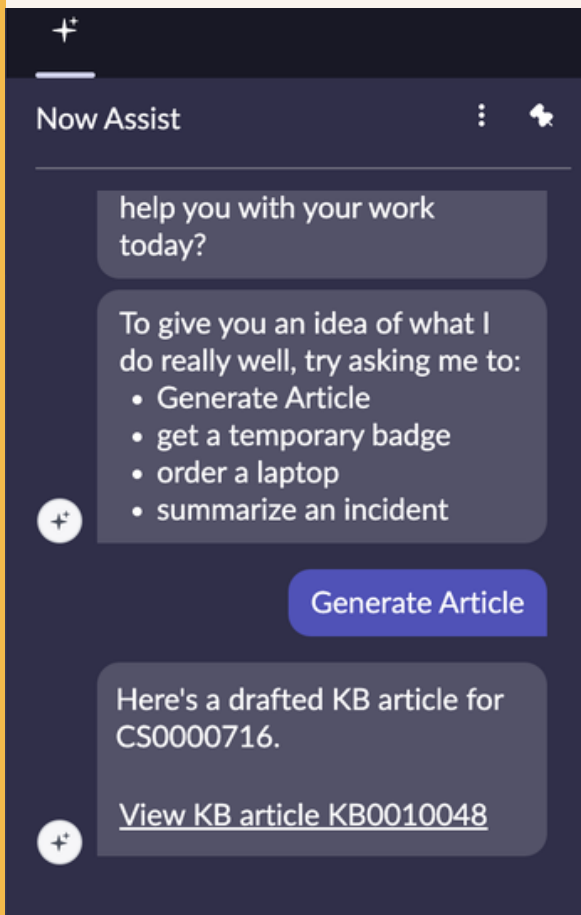




# 5 ways to boost productivity with Now Assist

## 2. Knowledge base article generation

Now Assist helps create knowledge articles for cases or incidents through its panel, classic environment, or configurable workspace. Agents in ITSM, HRSD, and CSM can use these articles to provide faster resolutions for customers.



## 3. Agent chat reply recommendations

The chat reply recommendation skill displays a pop-up window that an agent can use to generate a recommendation with Write with Now Assist, and then review it before sending it as a reply.



Chat reply functionality in Xanadu supports ITSM, HRSD, and CSM by generating context-based responses. Recommended replies assist agents by providing quick answers to common inquiries.

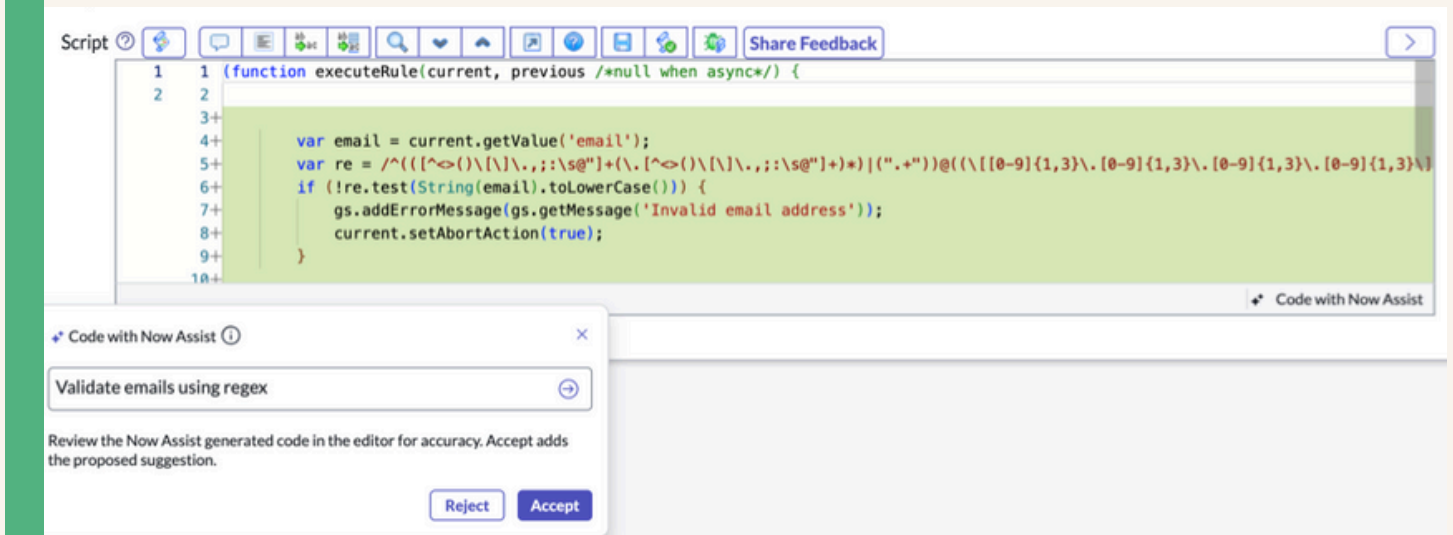




# 5 ways to boost productivity with Now Assist

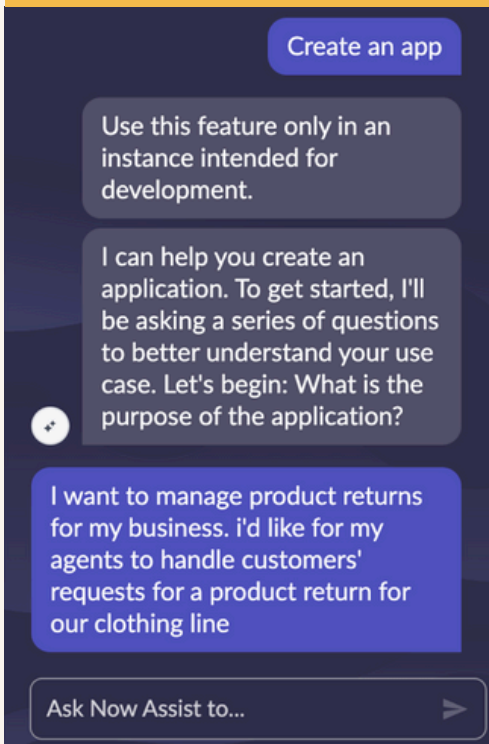
## 4. Code generation

Code generation is designed to empower developers to write scripts quickly with AI-generated code based on text or code prompts and can improve time to value for applications.



## 5. App creation

App generation allows developers to initiate application building through conversation with generative AI. By describing their business processes, developers can engage in dialogue with Now Assist to create a basic app quickly, which can later be customized for the organization.



# About N2

AI use cases mapping  
by data maturity level

N2 Help & Solutions is an innovation focused collective of Enterprise Service Management (ESM) and ServiceNow freelance consultants.

Since 2020, N2 strives to federate the most talented ESM and ServiceNow consultants across the world, making it easier and safer for organisations to meet top talent. N2 is more than a recruitment service, however. It is focused on prioritizing customer satisfaction and support throughout the lifetime of its members' engagements.

With its extensive network of 50+ global experts, N2 was able to work with many major account customers.

## N2 have already helped

**Deloitte.**  **SPUERKEESS**

**rtbf** 

 **OVH**



**croix-rouge**   
luxembourgeoise



*adeo*

  
**nuvolo**

**FX**  
INNOVATION

  
**proximus**

**+35**

### Global projects

Since its creation in 2020, the experts of the N2 community have already completed numerous large-scale projects with international brands.

## Scan to meet us



**Now Assist in Xanadu**

