

# **ServiceNow AI / Now Assist**

## *COURSE CONTENT*

### **GET IN TOUCH**



Multisoft Systems  
B - 125, Sector - 2, Noida



(+91) 9810-306-956



[info@multosoftsystems.com](mailto:info@multosoftsystems.com)



[www.multosoftsystems.com](http://www.multosoftsystems.com)

## **About Multisoft**

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

## **About Course**

ServiceNow AI / Now Assist Training is designed for professionals who want to integrate Generative AI into enterprise workflows using ServiceNow's intelligent automation capabilities. The training explores Now Assist, AI-powered productivity features, conversational AI, workflow optimization, prompt customization, and responsible AI practices. Learners will understand how organizations use AI to simplify operations, accelerate service delivery, and improve employee and customer experiences.

## Module 1: Introduction to ServiceNow AI

- ✓ ServiceNow AI Overview
- ✓ Generative AI Fundamentals
- ✓ AI Features in ServiceNow
- ✓ AI Architecture
- ✓ Enterprise AI Use Cases
- ✓ Platform Navigation

## Module 2: Introduction to Now Assist

- ✓ What is Now Assist
- ✓ AI Productivity Features
- ✓ Licensing and Requirements
- ✓ Configuration Overview
- ✓ AI Capabilities
- ✓ Best Practices

## Module 3: Now Assist Configuration

- ✓ Feature Enablement
- ✓ User Access
- ✓ Role Configuration
- ✓ AI Settings
- ✓ Prompt Configuration
- ✓ Instance Configuration
- ✓ Testing

- ✓ Deployment

## Module 4: AI-Assisted Content Generation

- ✓ Case Summarization
- ✓ Incident Summaries
- ✓ Knowledge Article Generation
- ✓ Email Generation
- ✓ Response Suggestions
- ✓ Content Refinement
- ✓ AI Recommendations
- ✓ Productivity Features

## Module 5: Prompt Engineering

- ✓ Prompt Fundamentals
- ✓ Prompt Design
- ✓ Prompt Optimization
- ✓ Business Context
- ✓ Prompt Templates
- ✓ AI Response Quality
- ✓ Testing Prompts
- ✓ Best Practices

## Module 6: AI-Powered Workflow Automation

- ✓ Flow Designer Integration

- ✓ AI Actions
- ✓ Workflow Automation
- ✓ Intelligent Routing
- ✓ Task Automation
- ✓ Approval Automation
- ✓ Business Rules
- ✓ Process Optimization

## Module 7: Virtual Agent and Conversational AI

- ✓ Virtual Agent Overview
- ✓ AI Conversations
- ✓ Conversation Design
- ✓ AI Responses
- ✓ Integration with Now Assist
- ✓ User Experience
- ✓ Testing
- ✓ Deployment

## Module 8: Enterprise AI Applications

- ✓ ITSM Integration
- ✓ HR Service Delivery
- ✓ Customer Service
- ✓ Employee Workflows
- ✓ Knowledge Management
- ✓ AI Search

- ✓ Cross-Department Automation
- ✓ Enterprise Scenarios

## Module 9: AI Governance and Security

- ✓ Responsible AI
- ✓ AI Governance
- ✓ Data Privacy
- ✓ Security Controls
- ✓ Compliance
- ✓ Risk Management
- ✓ Audit and Monitoring
- ✓ AI Best Practices

## Module 10: Monitoring and Optimization

- ✓ AI Performance Metrics
- ✓ Usage Analytics
- ✓ Dashboards
- ✓ Reporting
- ✓ Feedback Management
- ✓ Continuous Improvement
- ✓ Performance Optimization
- ✓ AI Adoption

## Module 11: Enterprise Implementation

- ✓ Deployment Strategy
- ✓ Change Management
- ✓ User Adoption
- ✓ Business Value
- ✓ AI Rollout
- ✓ Integration Strategy
- ✓ Operational Readiness
- ✓ Success Measurement

## Module 12: Capstone Project

- ✓ Now Assist Implementation
- ✓ AI Workflow Design
- ✓ Prompt Engineering Project
- ✓ Virtual Agent Integration
- ✓ AI Governance Review
- ✓ Enterprise Use Case
- ✓ Performance Evaluation
- ✓ Final Project