

# **ServiceNow Xanadu AI**

## *COURSE CONTENT*

### **GET IN TOUCH**



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## **About Multisoft**

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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**

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ServiceNow Xanadu AI Training introduces professionals to the latest AI-powered capabilities available in the ServiceNow Xanadu release. The program focuses on intelligent workflow automation, AI Agents, Now Assist, predictive intelligence, virtual agents, ITSM enhancements, and platform administration. Learners will explore how AI transforms enterprise operations by improving productivity, automating repetitive activities, and delivering smarter digital experiences across business functions.

## Module 1: Introduction to ServiceNow Xanadu

- ✓ ServiceNow Platform Overview
- ✓ What's New in Xanadu
- ✓ AI Capabilities in Xanadu
- ✓ Platform Architecture
- ✓ User Interface
- ✓ Navigation Essentials

## Module 2: Platform Administration

- ✓ Instance Configuration
- ✓ Users and Groups
- ✓ Roles and Permissions
- ✓ Access Control Rules (ACLs)
- ✓ Update Sets
- ✓ Application Scope
- ✓ System Properties
- ✓ Platform Maintenance

## Module 3: Now Assist

- ✓ Introduction to Now Assist
- ✓ AI-Powered Assistance
- ✓ Content Generation
- ✓ Case Summarization
- ✓ Knowledge Recommendations

- ✓ Productivity Features
- ✓ Configuration
- ✓ Best Practices

## **Module 4: AI Agents**

- ✓ AI Agent Fundamentals
- ✓ AI Agent Configuration
- ✓ Agent Orchestration
- ✓ Task Automation
- ✓ AI Decision Making
- ✓ Enterprise Use Cases
- ✓ AI Agent Management
- ✓ Optimization

## **Module 5: Predictive Intelligence**

- ✓ Machine Learning Basics
- ✓ Classification Models
- ✓ Similarity Prediction
- ✓ Assignment Prediction
- ✓ AI Recommendations
- ✓ Model Training
- ✓ Model Evaluation
- ✓ Deployment

## Module 6: Virtual Agent

- ✓ Virtual Agent Fundamentals
- ✓ Conversation Design
- ✓ Topics and Dialogs
- ✓ AI Conversations
- ✓ Integrations
- ✓ User Experience
- ✓ Testing
- ✓ Deployment

## Module 7: Workflow Automation

- ✓ Flow Designer
- ✓ Flow Logic
- ✓ Actions
- ✓ Subflows
- ✓ Approvals
- ✓ Notifications
- ✓ Automation Best Practices
- ✓ Workflow Optimization

## Module 8: IntegrationHub and APIs

- ✓ IntegrationHub
- ✓ REST APIs
- ✓ SOAP APIs

- ✓ Spokes
- ✓ Data Exchange
- ✓ Third-Party Integrations
- ✓ Authentication
- ✓ API Security

## Module 9: AI-Powered ITSM

- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Request Management
- ✓ AI-Assisted Resolution
- ✓ Knowledge Integration
- ✓ Service Catalog
- ✓ Process Automation

## Module 10: AI Search and Knowledge Management

- ✓ AI Search
- ✓ Search Optimization
- ✓ Knowledge Articles
- ✓ Knowledge Lifecycle
- ✓ Search Analytics
- ✓ Recommendations
- ✓ Enterprise Search
- ✓ User Experience

## Module 11: Reporting and Performance Analytics

- ✓ Dashboards
- ✓ Reports
- ✓ Performance Analytics
- ✓ KPIs
- ✓ AI Metrics
- ✓ Trend Analysis
- ✓ Operational Insights
- ✓ Executive Reporting

## Module 12: Security and Governance

- ✓ Platform Security
- ✓ Identity Management
- ✓ Data Protection
- ✓ Compliance
- ✓ Governance
- ✓ Audit Logs
- ✓ Security Best Practices
- ✓ AI Governance

## Module 13: Enterprise AI Use Cases

- ✓ IT Operations
- ✓ HR Service Delivery
- ✓ Customer Service Management

- ✓ Security Operations
- ✓ Employee Experience
- ✓ Cross-Functional Automation
- ✓ Business Process Optimization
- ✓ Digital Transformation

## **Module 14: Capstone Project**

- ✓ AI Workflow Implementation
- ✓ AI Agent Configuration
- ✓ Now Assist Deployment
- ✓ Enterprise Automation Project
- ✓ Integration Scenario
- ✓ Reporting Dashboard
- ✓ Best Practices Review
- ✓ Final Project Implementation