EMERGYS

Harnessing the Power of **Now Assist in ServiceNow**

Empowering Intelligent Enterprise Service Management

What is Gen AI in ServiceNow?

Gen AI brings contextual intelligence to the Now Platform by combining:

- Natural Language Understanding (NLU)
- Predictive Analytics
- Automation at scale

What is the Generative AI Engine on the Now Platform?

Built on the ServiceNow AI Platform, Now Assist combines generative AI capabilities with our powerful workflow automation platform. Now Assist lets you use domain-specific models to improve your organization's productivity and efficiency, deliver better self-service, recommend actions and provide answers, and make searches more effective.

Features

1. **Summarization**
   Generate summaries for cases, chats, incidents, and more. A guided setup in the Now Assist admin console makes it fast and simple.
2. **Content Creation**
   Help your HR, IT, and customer service agents create and edit written content, such as emails and chat replies.
3. **Conversational Exchanges**
   Apply GenAI skills in the form of chatbots and virtual agents. Now Assist uses large language models (LLMs) designed for successful self-service workflows.
4. **Code & Flow Generation**
   Use AI for code generation to build flows and code with Now Assist. Boost productivity with easy-to-use text prompts that let creators generate and edit quickly.
5. **Accessibility**
   Interact with Now Assist hands-free using voice commands for increased accessibility and convenience.
6. **AI Search**
   Give your users more meaningful searches. Our LLM answers search questions with actionable and relevant AI-generated summaries.
7. **Custom Skills Development**
   Create and deploy custom GenAI skills that are unique to your business workflows and processes.

Why work on Now Assist - ServiceNow with Emergys?

Emergys is revolutionizing IT Service Management (ITSM) through its cutting-edge Business Workflows Partner ITSM platform, designed to streamline operations, enhance user experience, and drive automation across enterprise environments.

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servicenow Built with ServiceNow Offering

Tailored GenAI Services by Emergys

Service Area	Value Delivered
Strategic AI Assessment	Define business goals, assess current maturity, build a Gen AI roadmap.
Workflow Intelligence	Smart incident routing, virtual agent enhancements, resolution recommendations.
Predictive IT Operations	Forecast outages, performance degradation, or capacity needs proactively.
Experience Personalization	Context-driven self-service, dynamic task prioritization, adaptive UI.
Continuous Optimization	Live monitoring, feedback loops, retraining models, measurable ROI gains.

Real-World Impact

Reduced errors & manual work =
Freed resources for strategic initiatives

Efficiency grows: smarter workflows, better
Resource alignment, proactive issue prevention

GenAI + ServiceNow = Strategic Edge

- Automation ▶ Smarter Ticket Handling
- Predictive Insights ▶ Proactive Operations
- Personalization ▶ Better User Satisfaction
- Ongoing Learning ▶ Evolving & Improving AI Solutions

Conclusion

Emergys helps enterprises unlock the full value of Gen AI in ServiceNow by aligning technology with business outcomes—driving intelligent automation, user experience transformation, and operational efficiency at scale.

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