









# ServiceNow Now Assist Jump Start Offering



## Deliverables

-  Now Assist GenAI Readiness Check Report
-  Installed & configured Now Assist for CSM/ITSM Skills
-  Training sessions & “How-To” guide for end users / agents
-  Now Assist Maturity & Continuous Improvement Report

## Benefits

-  **Quick Go-Live:** Starting your GenAI Journey in only days
-  Plannable **fixed price** and fast ROI without cost creep
-  Objective assessment of your current **Gen AI maturity level**
-  Get additional recommendations to **improve your further AI Roadmap**

## Scope

1. Conducting our ServiceNow GenAI Readiness Assessment for each Now Assist skill per chosen Now Assist Package
2. Installing all required ServiceNow Now Assist plugins across all your environments
3. Installing and configuring all Now Assist skills per chosen Now Assist Package
4. Adjusting the pre-configured security related properties (e.g. data sharing) according to customers data privacy and security policies
5. Verifying and testing the activated Now Assist skill feature configurations and functionalities as part of your CSM / ITSM module configuration
6. Creating a customer instance specific “How To” guide for end user / agent enablement
7. Conducting a Now Assist training session for end user / agents / subject matter experts
8. Conducting a Now Assist maturity assessment including recommended actions for a continuous improvement of your ServiceNow Gen AI Roadmap

## Now Assist for Customer Service Management (CSM) Package

- ✓ Configure the pre-configured availability and display options for the **Case summarization** skill
- ✓ Configure availability and display options for the **Resolution notes generation** skill
- ✓ Configure individualized triggers and display options for the **Chat summarization** skill

## Now Assist for IT Service Management (ITSM) Package

- ✓ Configure input templates, prompt, availability and display options for the **Incident summarization** skill
- ✓ Configure availability and display options for the **Resolution notes generation** skill
- ✓ Configure availability and display options for the **Knowledge Base generation** skill
- ✓ Configure triggers and display options for the **Chat summarization** skill



**Sören Maucher**  
ServiceNow Solution Architect  
[soeren.maucher@dt-advisory.ch](mailto:soeren.maucher@dt-advisory.ch)

**DT Advisory AG**  
Richtiarkade 4, 8304 Wallisellen  
[www.dt-advisory.ch](http://www.dt-advisory.ch)