



Microsoft Copilot Integration with NowAssist

WITH

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Summarize

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This presentation includes forward-looking statements based on current information and assumptions, which may differ from actual results due to various risks and uncertainties. These risks and uncertainties are discussed in the "Risk Factors" section of the most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q.

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Information about new products or features is for informational purposes only and is not a commitment or legal obligation to deliver any material, code, or functionality.

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Summarized by **Now Assist Skill Kit**
with NOW LLM

Bringing the power of two leading generative AI assistants into one

servicenow[®]

World's leading
automation platform

+



Microsoft

World's leading
productivity suite

Our partnership evolution



ServiceNow & Microsoft uplevel strategic partnership



ServiceNow delivers native workflows in Microsoft Teams

Jul.
2019

Sep.
2020



ServiceNow and Microsoft deliver new security integrations to promote resiliency in hybrid work

May
2021

Microsoft introduces Viva (Feb 2021)



ServiceNow announces Employee Center integration with Microsoft Teams

Sep
2021

Microsoft launches Windows 365 (Jul 2021)



ServiceNow announces US IL-5 provisional authorization for US DOD customers

Mar.
2022



Australia's DISER goes live on ServiceNow Protected Platform (SPP)

May
2022



ServiceNow highlighted in Satya Inspire 2022 keynote

Jul
2022

ChatGPT is released (Nov 2022)



ServiceNow wins Microsoft APAC ISV Partner of the Year

Mar
2023



ServiceNow announces GenAI capabilities with Azure OpenAI integration

May
2023

Microsoft Teams hits 300M monthly active users (April 2023)



ServiceNow on Azure made available in Azure Marketplace (USA only)



ServiceNow wins Teams Apps & Solutions Partner of the Year

Jul
2023

Joint innovations with Microsoft **powering unique experiences for customers**

ServiceNow on Teams
MAU

2.1M+



Strategic partners since 2019



Fastest growing partnership, with thousands of mutual customers



100+ deep platform level integrations with Microsoft cloud.



ServiceNow is top ISV partner for Microsoft Teams and #1 partner for Active Directory



Ever expanding integration footprint

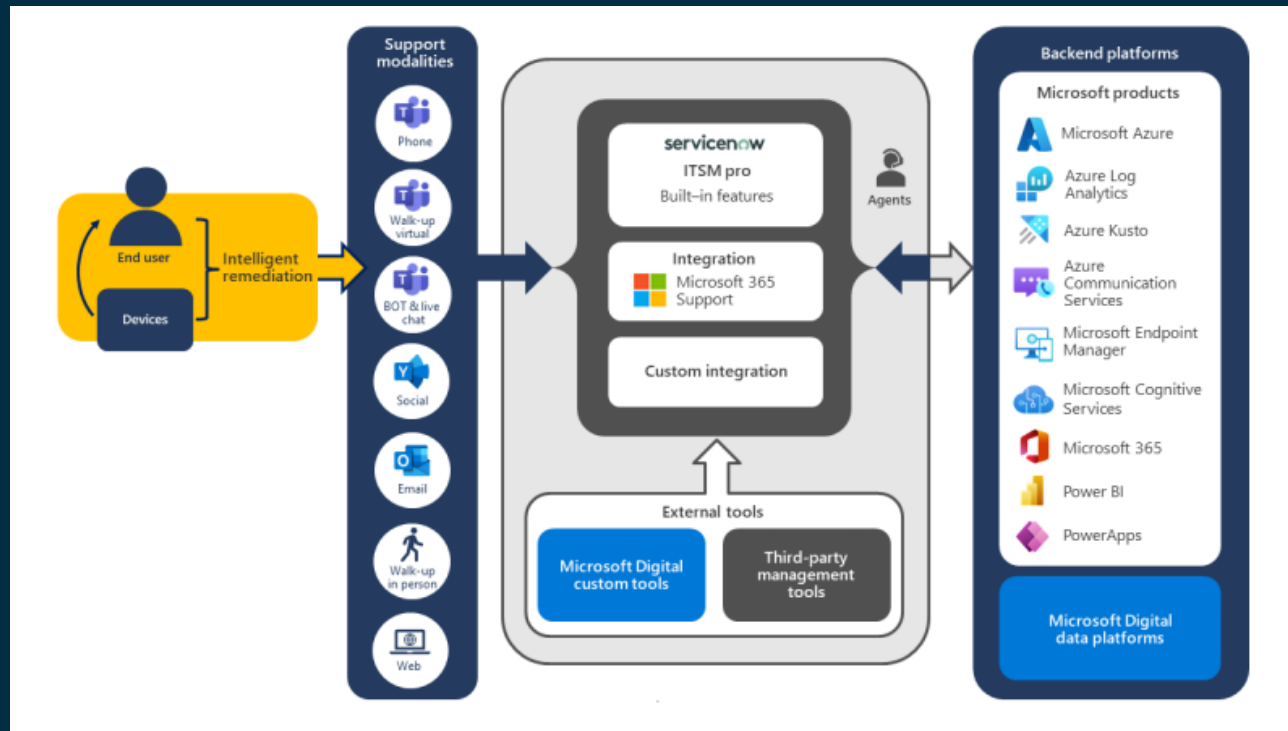


Microsoft is ServiceNow's 2024 Innovation Partner of the Year

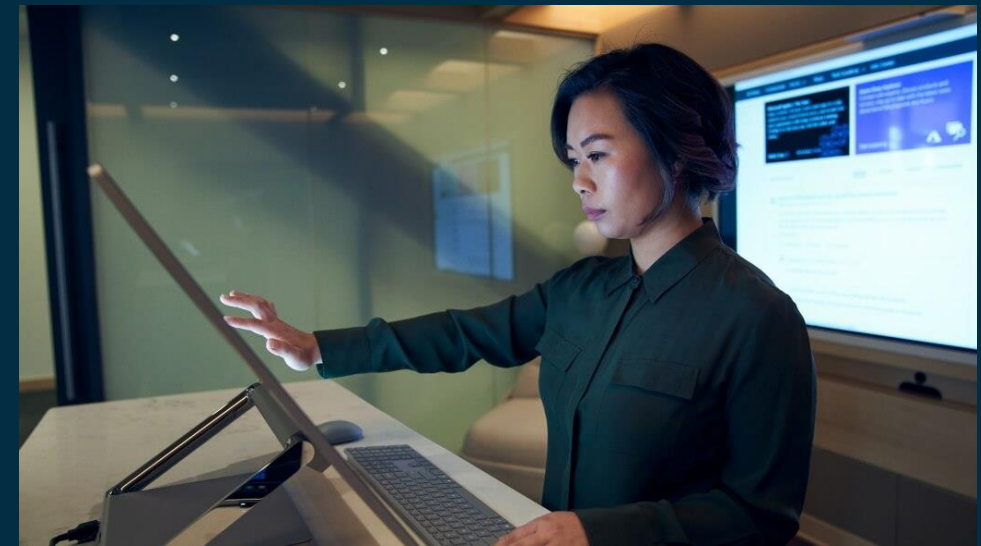
Question to you – please raise your hand

- Who of you is using Microsoft Teams in Business?
- Who of you is using ServiceNow in Microsoft Teams?
- Who of you is using Microsoft Copilot?

Microsoft as Customer of servicenow®



Modernizing Microsoft's **internal Help Desk** experience with ServiceNow



Streamlining **vendor assessment** with ServiceNow VRM at Microsoft



Rethinking software licensing at Microsoft with ServiceNow **Software Asset Management**

TRANSFORMATION, SIMPLIFIED

ServiceNow on Azure

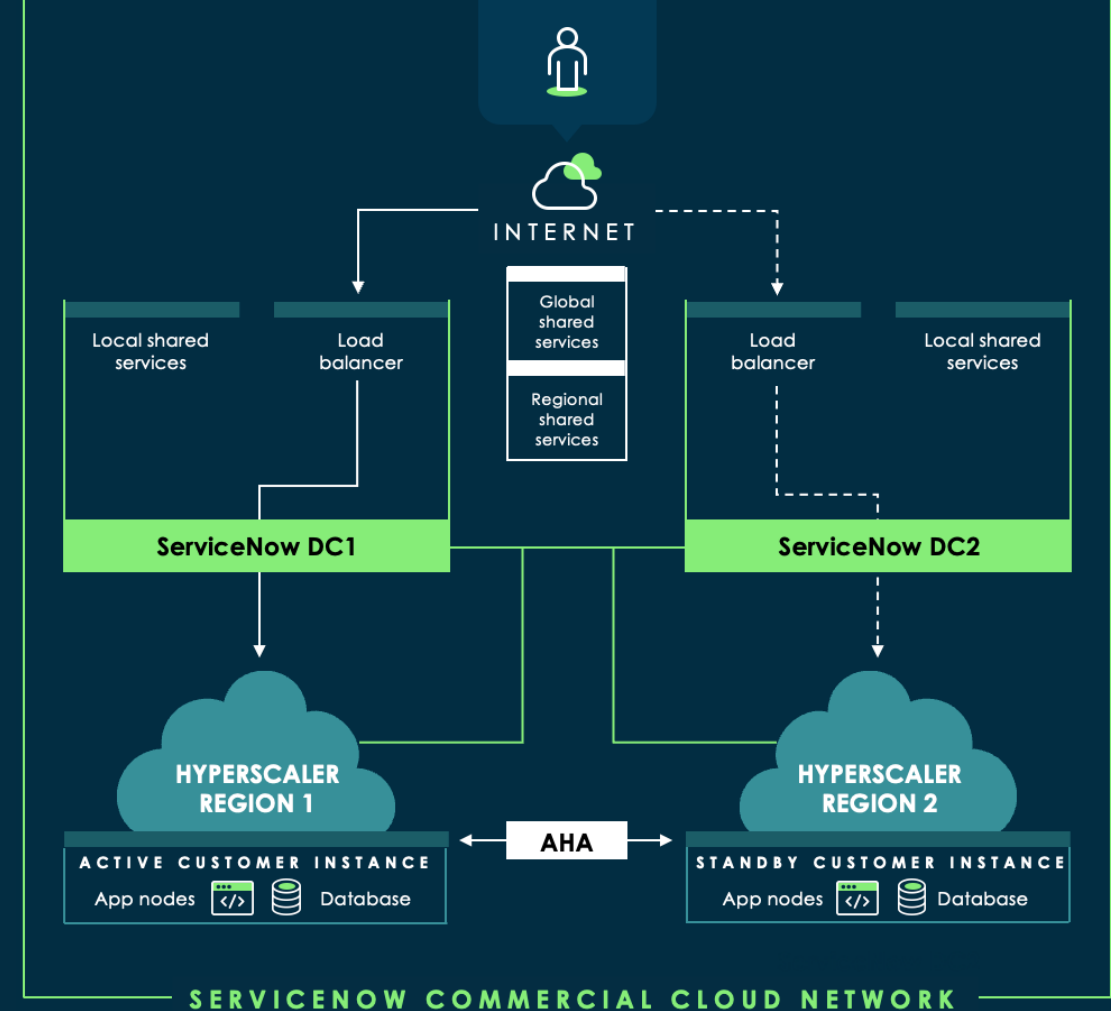
(in EU Datacenters)

Power digital transformation and optimize cloud spend to achieve more.

- ✓ Digitize your business with automation to deliver great employee and customer experiences.
- ✓ Get more out of your cloud infrastructure spend by harnessing the power of the Now Platform on Microsoft Azure.
- ✓ Maximize business impact and deliver on your strategic imperatives by leveraging an expansive ecosystem of partners and developers.

Do you have a MACC (Microsoft Azure Consumption Commitment) & and open Commitment to fulfill?

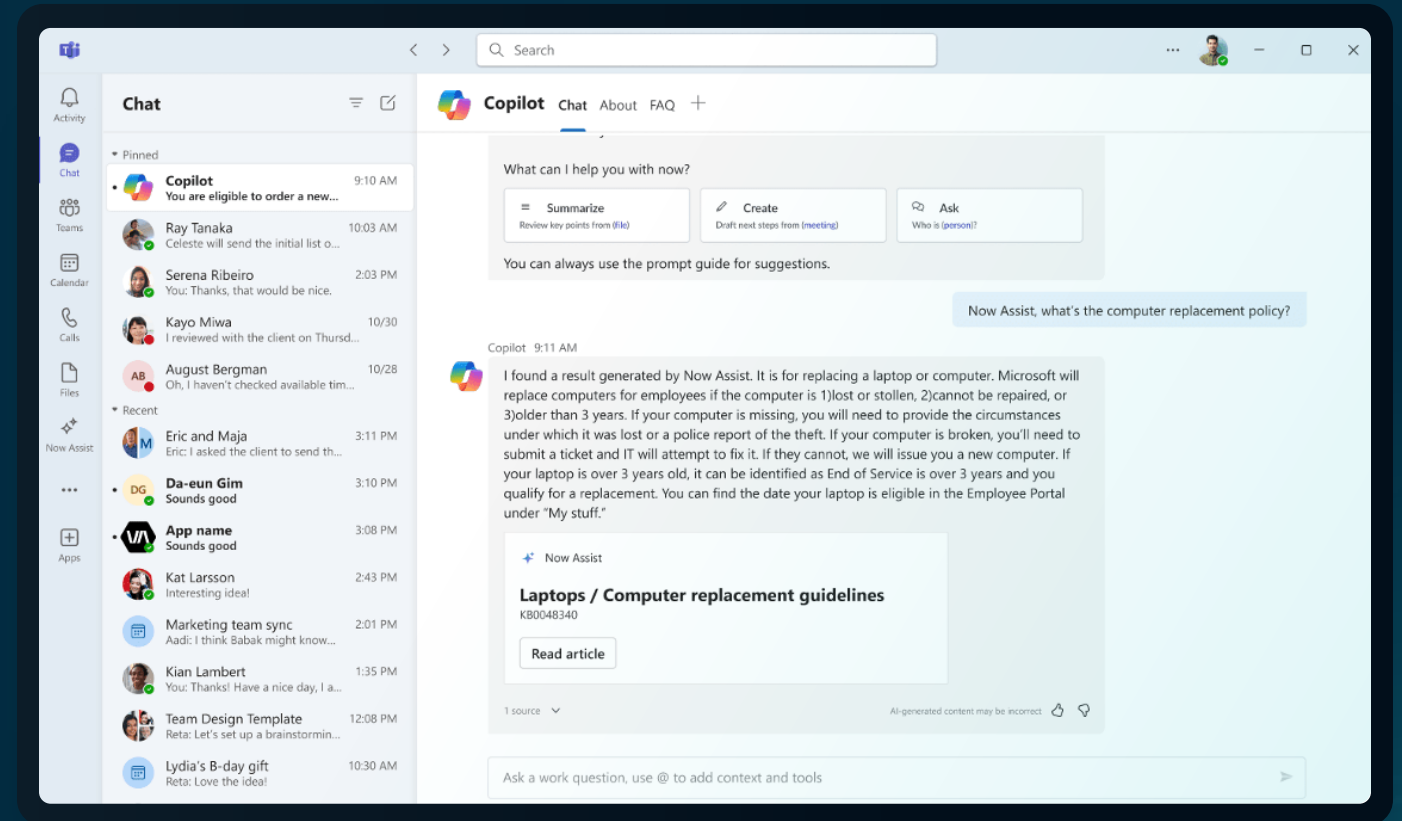
If yes, connect to your Account Team and evaluate this option.





Introducing the Now Assist & Microsoft Copilot Integration

Empower users to get answers and take actions from their preferred interface

- ✓ Smarter and more personalized solutions
- ✓ Two generative AI assistants in one seamless, intelligent experience
- ✓ Meet your users where they work
- ✓ Maximize productivity with Now Assist's ability to understand the user's intent and automatically drive actions in Microsoft Copilot



 **Now Assist** +  **Copilot for M365**

Prerequisites


- Xanadu instance
- Now Assist SKU and plugin (Creator not supported)
- Conversational integration with Microsoft Teams plugin
- Virtual Agent plugin
- Microsoft 365 + Copilot license

High Level Installation Steps

Takes about 30 Minutes

1. Install the Conversational integration with Microsoft Teams integration store app (v8.0.0+)
 2. Install self-configured bot by generating & uploading manifest file
 3. Enable message extensions in Teams
 4. Enable the ServiceNow self-configured bot in Copilot.
- See official documentation here: <https://docs.servicenow.com/bundle/xanadu-conversational-interfaces/page/administer/virtual-agent/concept/ms-copilot-na-va.html>
 - Soon, we will release the Teams store app that enables the Copilot integration out-of-box.

Here's how the Now Assist & Copilot integration helps you reinvent how your people work, from where they work

✦ Now Assist +  Copilot for M365

Get answers to questions, fast



Empower users to self serve




Connect with support to solve complex problems



Leverage ServiceNow data to create with Microsoft 365 apps

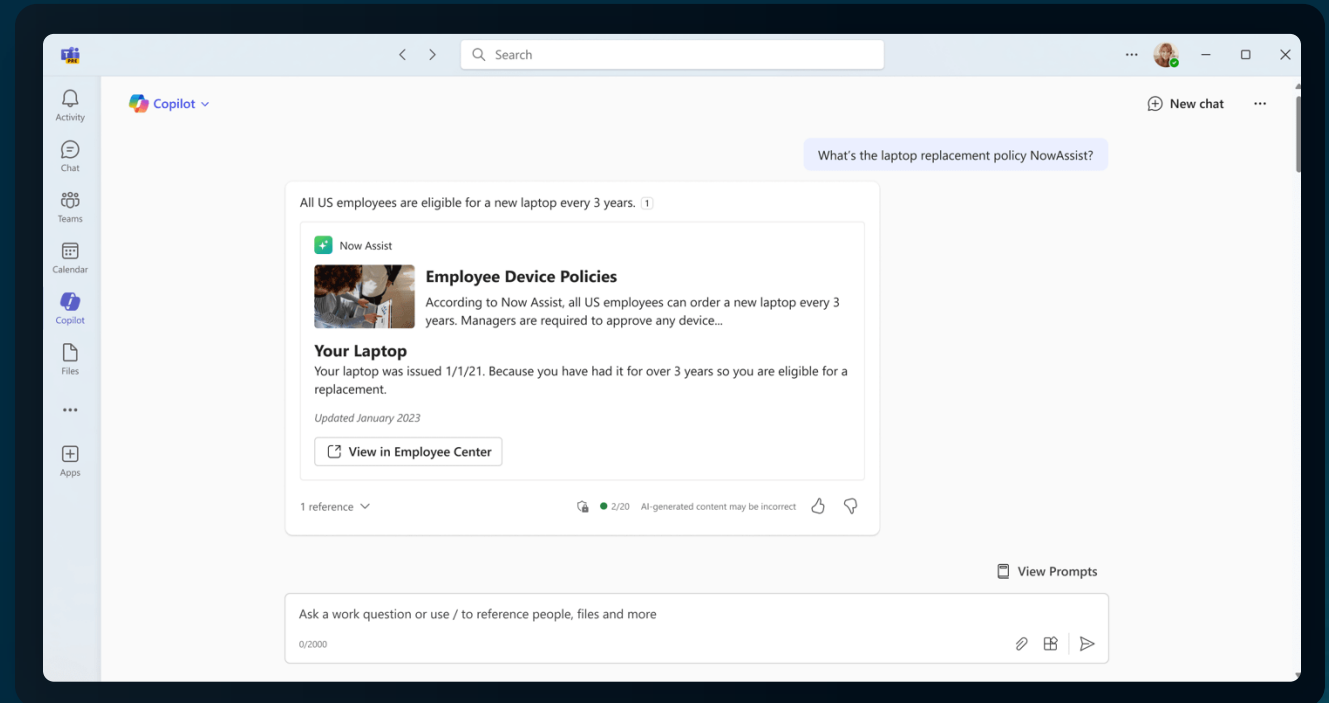


Get answers to questions, fast


✦ **Now Assist** +  Copilot for M365

Users can now search the ServiceNow Knowledge Base from where they work, whether it is Copilot or Now Assist.

i.e., “What is our company's meal-expense policy?”

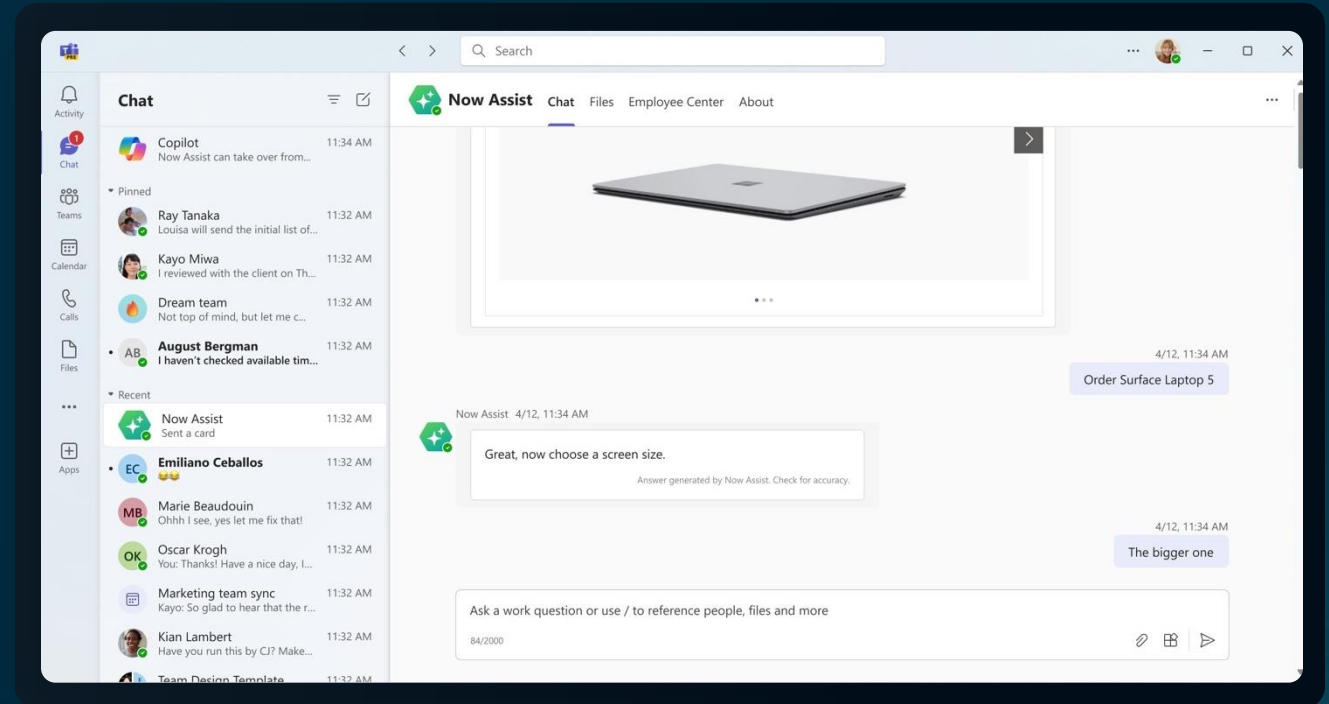


Empower users to self-serve


✨ **Now Assist** +  **Copilot for M365**

Take action on hundreds of enterprise tasks via the ServiceNow Service Catalog from Copilot or Now Assist.

i.e., “I want to request access to the pipeline dashboard.”

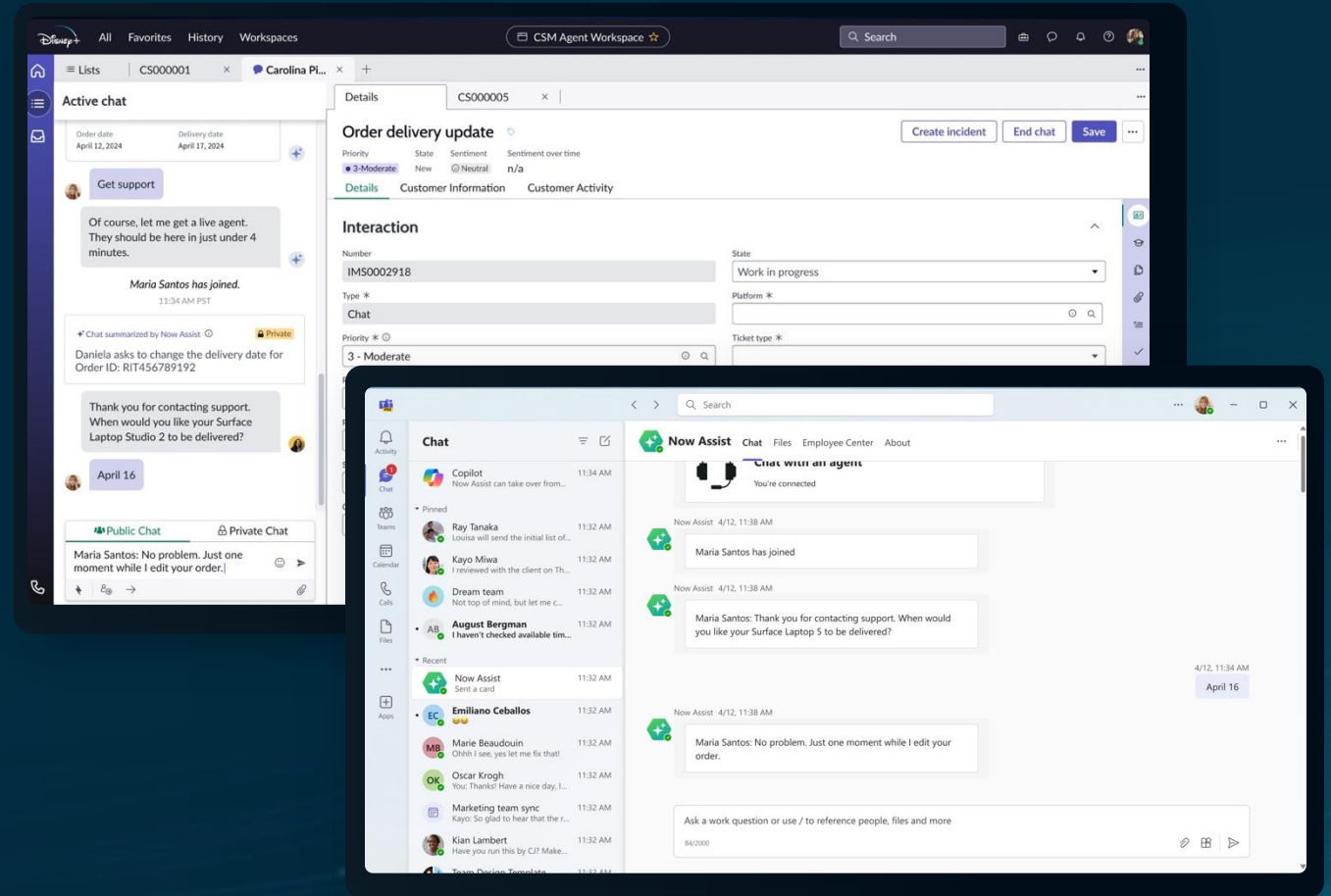


Connect with support to solve complex problems

✨ **Now Assist** +  **Copilot for M365**

Agents & users can connect with one and other, leveraging the power of Now Assist and Copilot to resolve cases quickly.

i.e., “I need to expedite my request.”



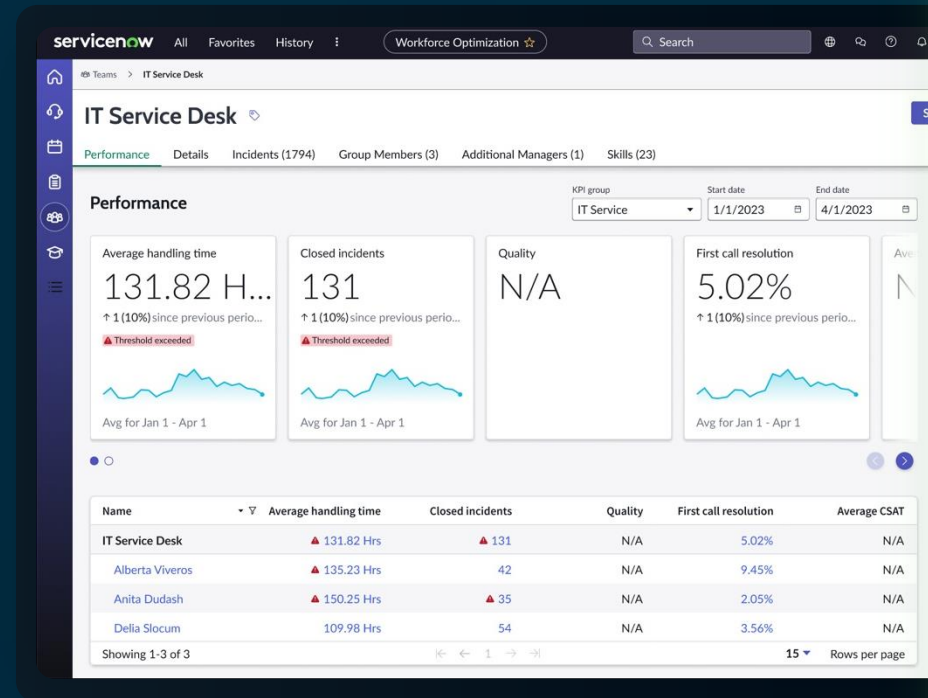
Leverage ServiceNow data to create with Microsoft 365 apps

✦ Now Assist + Copilot for M365

Invoke Copilot via the Now Assist chat interface to utilize ServiceNow data to generate content with M365 applications.¹

i.e., “I want to create a PPT presentation with my dashboard data”

¹ This use case is not available until 2025



Now Assist

Microsoft PowerPoint
Create a presentation with data from your workspace in powerpoint

Create a PowerPoint presentation

OK, I can send the data to PowerPoint to create a presentation for you. What would you like to include?

Average handle time, closed incidents and first call resolution for all 3 people on the team

I'll send the data for IT Service Desk group (Alberta Viveros, Anita Dudash, and Delia Slocum) for the following items:

- Handle time: 131.82 hours
- Closed incidents: 131
- First call resolution: 5.02%

Microsoft PowerPoint
Create a presentation with data from your workspace in powerpoint

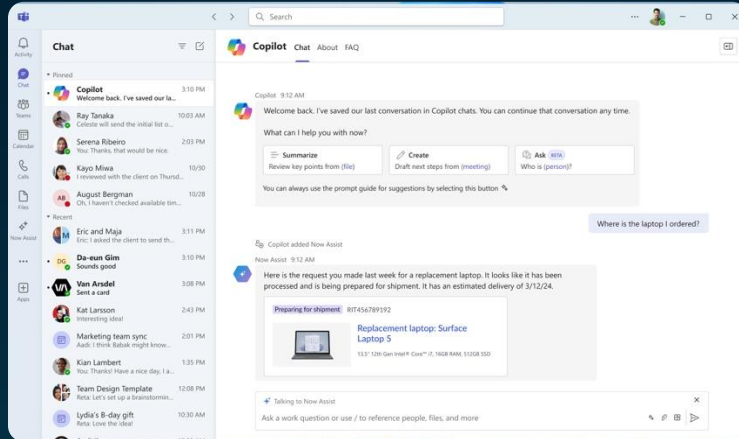
Create a PowerPoint presentation

Ask Now Assist to...

Maximize the productivity & efficiency of your people with the Now Assist & Copilot integration



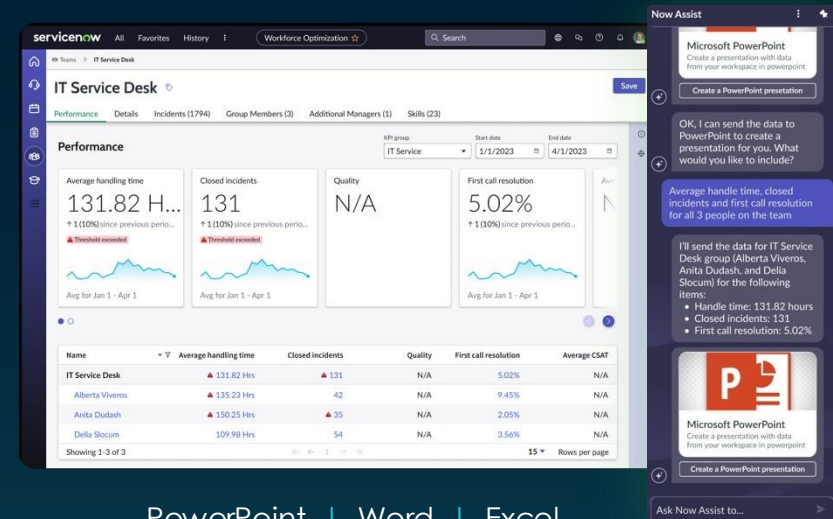
Get the help you need from MS Teams Copilot with the power of Now Assist



KB | Catalog Items | Spokes | Workflows



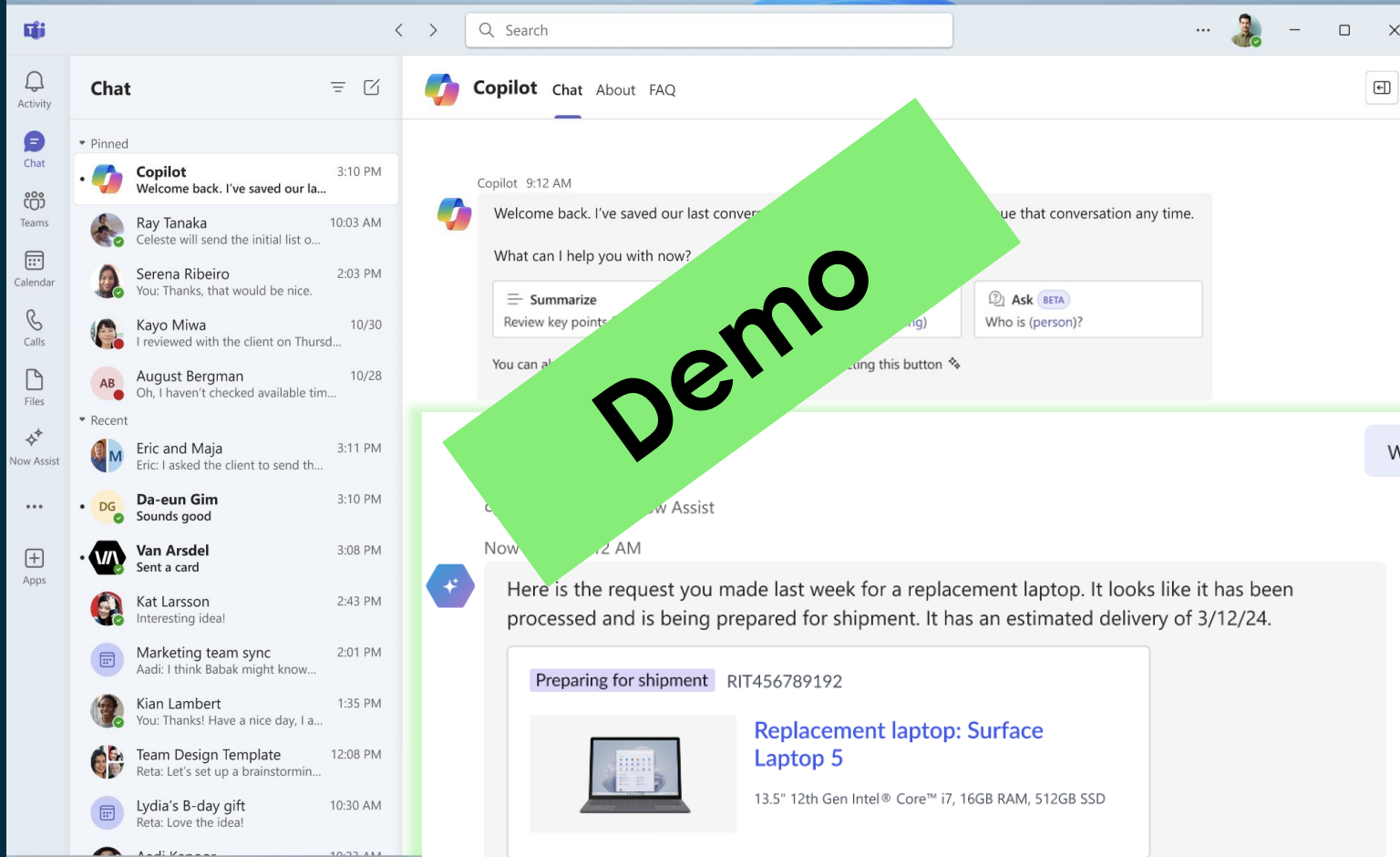
Improve productivity by launching MS Copilot from the context of ServiceNow



PowerPoint | Word | Excel



Copilot integration with Now Assist



Get the help you need from
MS Teams Copilot with the
power of Now Assist

CoPilot & Now Assist – What is Next?

- Live Agent Handover (Q4)
- Teams store app that enables the Copilot integration out-of-box
- Copilot Security and Copilot GitHub integrations (2025)



Questions?

WITH

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