

Now Assist for ITSM Essentials

8-Hour Training — Table of Contents & Schedule

Total duration: 8 hours | **Content:** ~5 hrs 15 min | **Labs:** ~1 hr 45 min | **Breaks:** 45 min

Topic / Lesson	Type	Duration
Module 1 Introduction to Now Assist for ITSM		60 min
Overview of Now Assist for ITSM <i>Platform context, GenAI positioning, use case landscape</i>		15 min
Now Assist capabilities <i>Chat/incident summaries, resolution notes, KB generation, change risk</i>		20 min
Benefits of using Now Assist for ITSM <i>Productivity gains, agent experience, time-to-resolution metrics</i>		15 min
Knowledge check [Quiz]		10 min
Module 2 Configuring Now Assist for ITSM		90 min
How to install the Now Assist for ITSM plugin <i>Plugin Manager walkthrough, prerequisites, version compatibility</i>		20 min
Navigating the Now Assist Admin console <i>Admin panel layout, skill catalog, monitoring dashboards</i>		20 min
Activate and configure skills <i>Enabling/disabling skills, prompt customisation, role assignment</i>		20 min
Lab — Section 1: Configuring Now Assist skills [Hands-on Lab]		20 min
Knowledge check [Quiz]		10 min
 Break — 15 minutes (after 2.5 hours)		
Module 3 Using Now Assist for ITSM		120 min
Generating chat/incident summaries and incident help <i>Summary skill, AI-assisted search, suggested responses</i>		15 min
Using the Now Assist panel <i>Panel layout, contextual prompts, inline vs. panel actions</i>		15 min
Creating resolution notes for incidents <i>Auto-generation from work notes, editing, approval flows</i>		15 min
Generating knowledge articles from incident resolutions <i>One-click KB draft, article structure, review and publish workflow</i>		15 min

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Change request summarization and risk explanation <i>AI risk score, plain-language explanations, CAB review support</i>		15 min
Lab — Sections 2, 3 & 4: VA panel, agent & employee persona <i>Configure VA panel · agent persona demos · employee self-service flows</i> [Hands-on Lab]		35 min
Knowledge check [Quiz]		10 min
□ Lunch break — 30 minutes (after 5 hours)		
Module 4 Using Agentic Workflows in Now Assist for ITSM		75 min
What is agentic AI? <i>Reasoning loops, tool use, human-in-the-loop, agentic vs. generative AI</i>		15 min
AI Agent Studio <i>Studio interface, creating/editing agents, tool and playbook mapping</i>		20 min
Available agentic workflows <i>Out-of-box ITSM workflows: incident triage, change advisory, KB refresh</i>		10 min
Lab — Section 5: Agentic AI workflows (set up & demo) [Hands-on Lab]		30 min
Module 5 AI Voice Agent		30 min
AI Voice Agents for IT Service Management <i>Architecture, NLU integration, call routing, deflection metrics</i>		20 min
Discussion: voice agent use cases at your organisation		10 min
Module 6 Best Practices, Troubleshooting & Course Review		55 min
Best practices and troubleshooting <i>Prompt quality, skill tuning, common errors, escalation paths, data governance</i>		25 min
Course review and Q&A <i>Recap key concepts, open floor for questions, next steps and resources</i>		20 min
Final assessment [Assessment]		10 min

Tag legend: **[Quiz]** — knowledge check quiz **[Hands-on Lab]** — practical lab exercise **[Assessment]** — graded final assessment