



Knowledge Hub

ServiceNow Integration Guide



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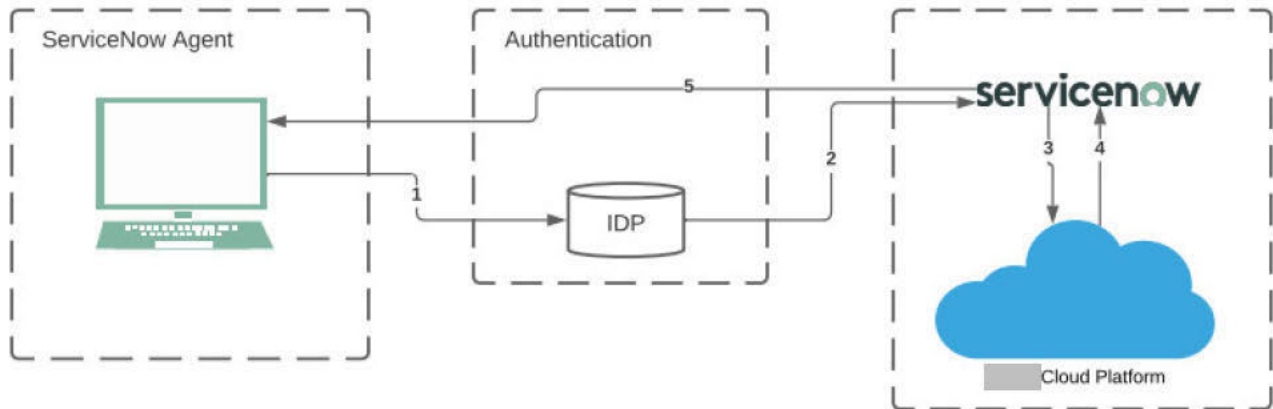
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Overview

Embedded in ServiceNow's Agent Workspace or Classic user interface, **Knowledge Hub** for ServiceNow elevates the performance of all contact center agents. Powered by AI and ML, it provides conversational guidance for agents and customers, helping deliver accurate answers across touchpoints.

Architecture Diagram




1. The agent logs in to ServiceNow using an identity provider, such as Okta.
2. The agent begins working on a case (incident, request, problem, etc.) using a form design from the Knowledge Hub app for the case.
3. The OnLoad script of the case forms an Knowledge Portal URL base on the system properties of the Knowledge Hub app and opens an i-frame.
4. The Knowledge Portal authenticates the agent in the Cloud using the same identity provider, which is Okta in this example.
5. The Knowledge Portal presents guidance and articles to the agent for solving the case.
6. The Agent uses the knowledge articles or guidance to resolve customer issues. Article references are stored within custom tables in ServiceNow.


Configuring the System

1. Create a knowledge portal from the Knowledge Base Console. For more information on configuring a knowledge portal, see *Knowledge Manager's Guide to Portals*.
2. Configure single sign-on for agents from the Administration Console. For more information on configuring single sign-on, see *Administrator's Guide to Administration Console*.

Installing the Knowledge Hub App


Preparing the System

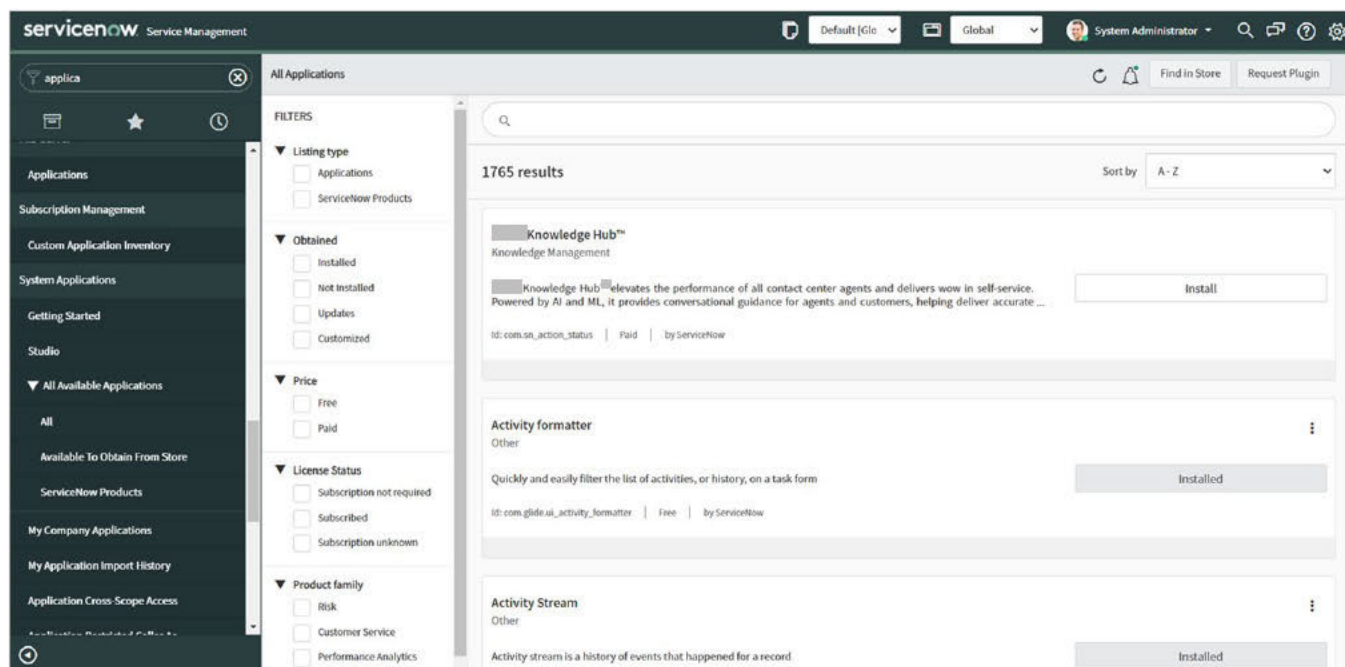
Before installing the  Knowledge Hub, ensure the following:

1.  V17 or higher is installed.
2. ServiceNow build Quebec or higher is installed.



Installing Knowledge Hub

To install the application:

1. Login to ServiceNow as an Administrator.
2. Navigate to **System Applications > All Available Applications > All**.
3. In the Search box, type  Knowledge Hub.
4. Click the **Install** button.







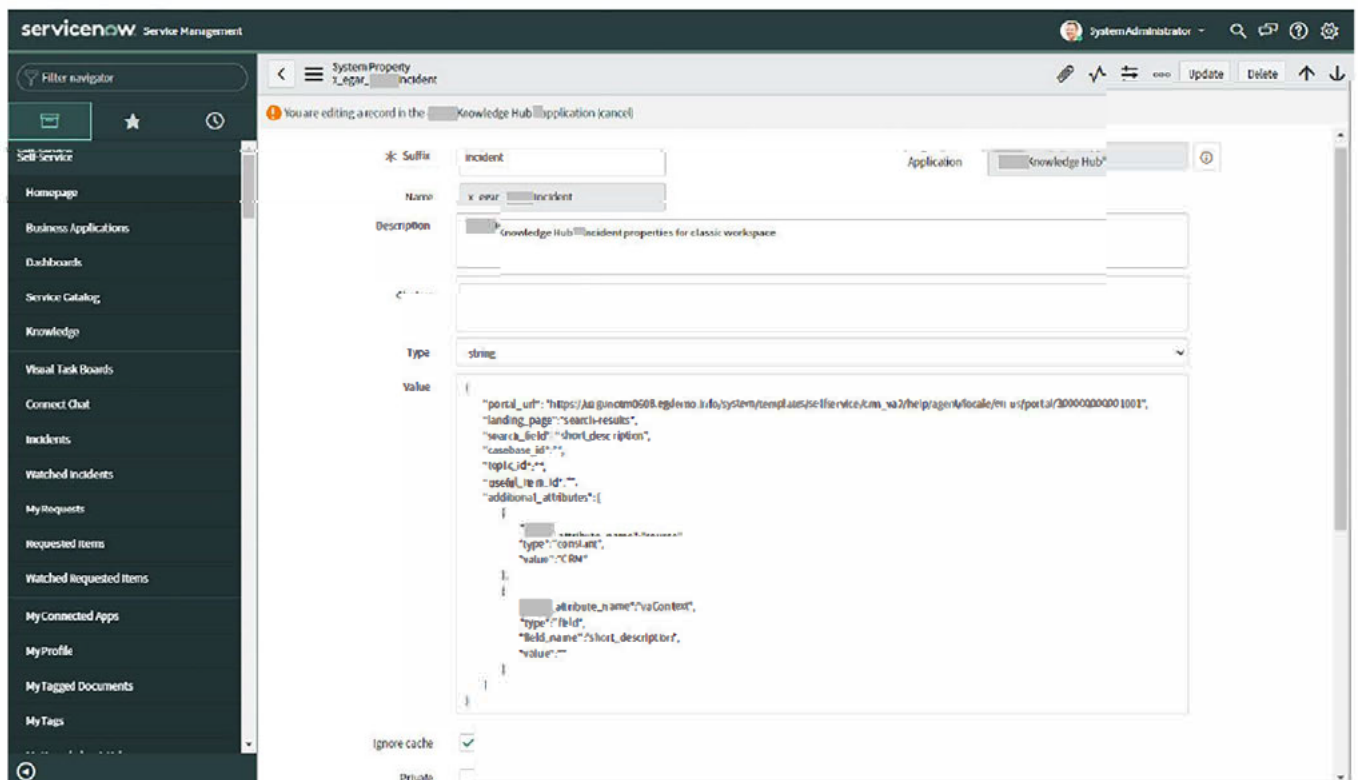
Configuring the Classic Workspace

For ServiceNow Classic workspace, the  Knowledge Hub App comes with three system properties: Incident, Request, and Problem. These system properties define the portal URL and other attributes required for bootstrapping  Knowledge portal for each ticket type.


Configuring the Classic Workspace

To configure the classic workspace:

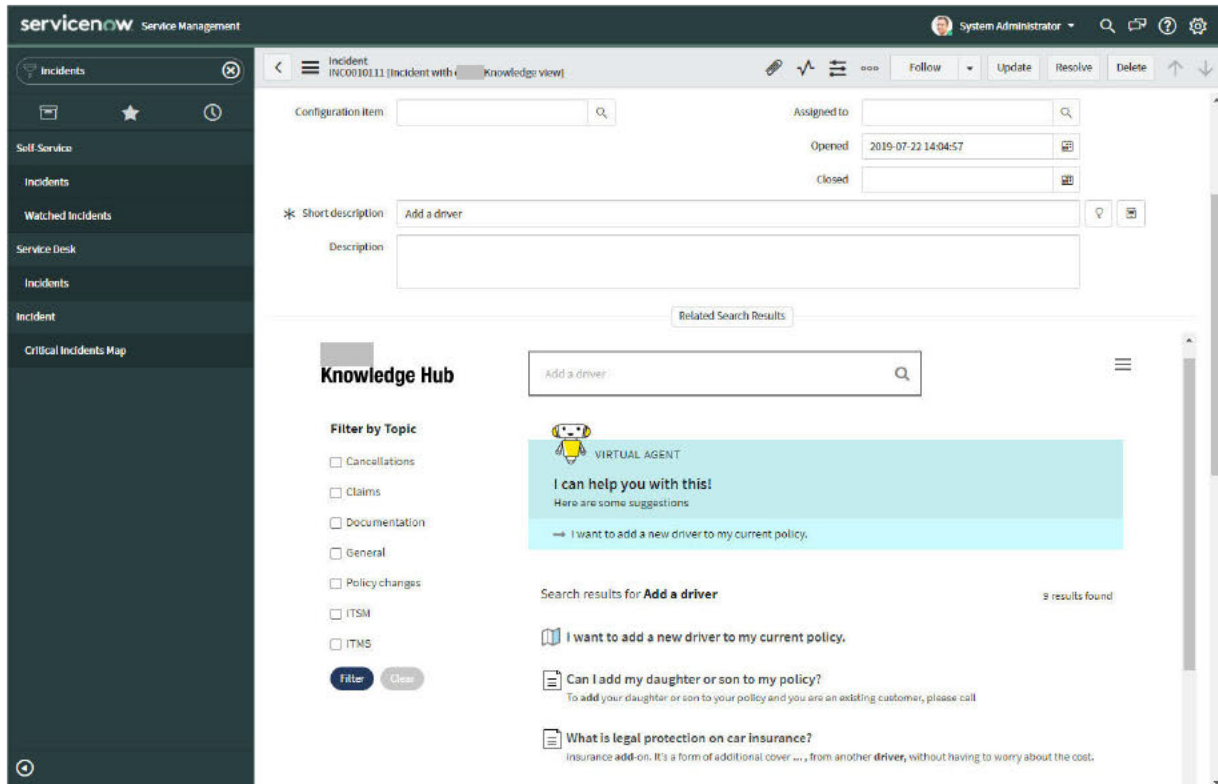
1. Login to ServiceNow as an Administrator.
2. In the Application navigator, type `sys_properties.list` and press the Enter key.
3. In the Search bar, type `x_egar_  incident` and press the Enter key. Similarly, to edit the Request and Problem system properties, type `x_egar_  request` and `x_egar_  problem` respectively.
4. From the search results, select `x_egar_  incident` to configure knowledge for incident form.
5. In the Values section, enter the configuration values according to the attributes described in [Appendix A](#).
6. After configuring the values, click the Update button.



Agent Experience in Classic Workspace

The following examples show how agents use  Knowledge embedded within the ServiceNow system in the Classic workspace.

SAMPLE 1: DISPLAYING CONTEXTUAL KNOWLEDGE



SAMPLE 2: VIEWING ARTICLE CONTENT

The screenshot displays the ServiceNow interface for viewing a knowledge article. The top navigation bar includes the ServiceNow logo, 'Service Management', and the user 'System Administrator'. The left sidebar contains navigation options: Incidents, Self-Service, Incidents, Watched Incidents, Service Desk, Incidents, Incident, and Critical Incidents Map. The main content area shows the article title 'How to get proof of no claims' with an 'Attach Article' button. The article text explains that a no-claims bonus or discount is the same thing, but providers may not automatically send proof. It advises contacting the provider if proof is not received and following up after switching providers. Below the article is a 'Was this article useful?' section with 'Yes' and 'No' buttons, and 'Add Bookmark' and 'Print' options. The bottom section contains tabs for 'Notes', 'Related records', 'Resolution Information', and 'New Section', along with 'Watch list' and 'Work notes list' buttons.

servicenow Service Management System Administrator

Incident INCO010111 [Incident with Knowledge view]

Incidents

Self-Service

Incidents

Watched Incidents

Service Desk

Incidents

Incident

Critical Incidents Map

Knowledge Hub Knowledge search

Home > General > How to get proof of no claims

Article ID: PART-2129 Attach Article

How to get proof of no claims

Related Articles

- What is legal protection on car ...
- When do you pay excess on car...
- What does personal accident I...
- Coronavirus update
- What is a no claims discount?

Whether they call it a no-claims bonus, or a no-claims discount, it's all the same thing. However, your provider won't always send you proof of no claims automatically. And some new providers will ask your old provider for the proof of no-claims discount themselves, but they'll let you know if they're going to do this.

Your no-claims discount may be on your renewal letter. If it's not on there, it might be on the cancellation notice you'll receive if you're switching.

If you can't find it yourself, contact your provider and ask them to send you the required proof.

Once you've forwarded proof to your new provider, you should get a letter from them, confirming they've received it. If you don't hear anything, follow up to make sure they have it.

Was this article useful?

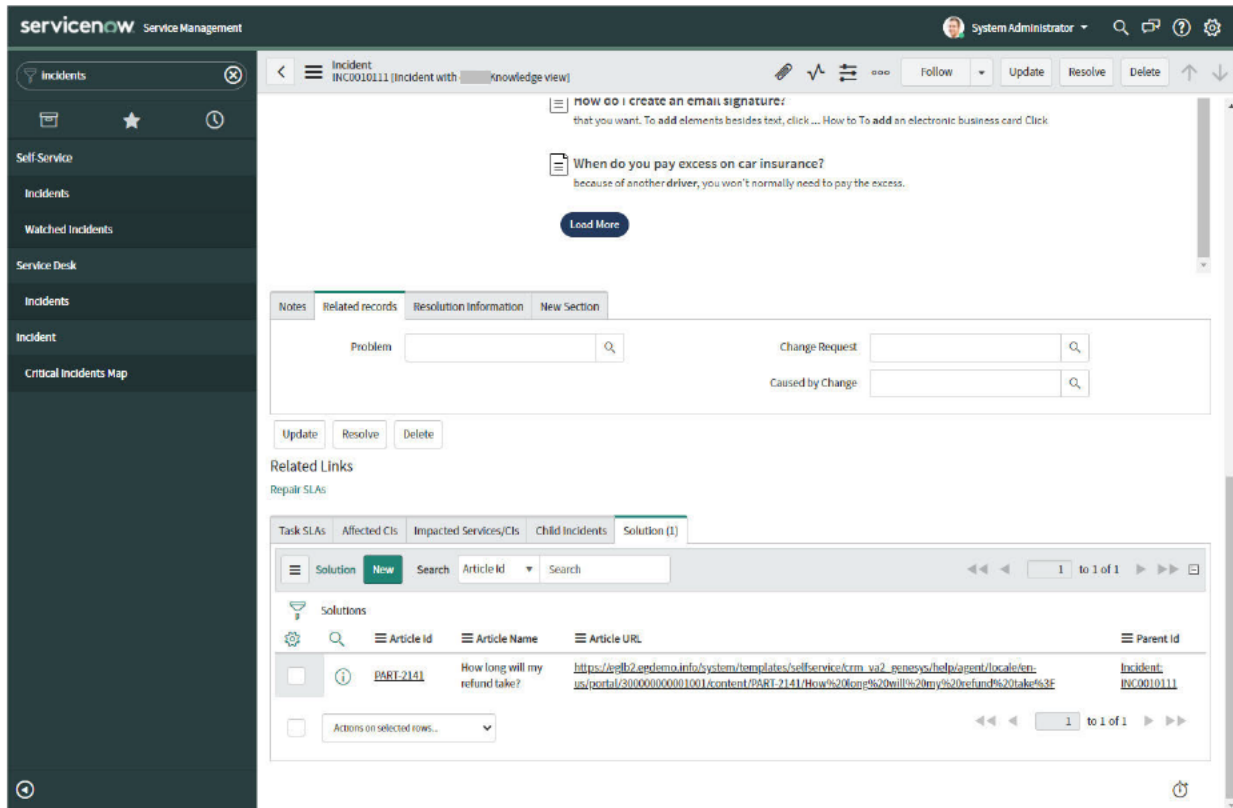
Yes No Add Bookmark Print

Notes Related records Resolution Information New Section

Watch list Work notes list

Work notes Work notes

SAMPLE 3: VIEWING ARTICLE REFERENCES








Configuring the Agent Workspace

For ServiceNow Agent workspace, the Knowledge Hub App comes with a contextual tab with four variants, each one conditioned to be active for Incident, Request, Problem, and Interaction. This ensures that different knowledge portals can be configured for each type of form.

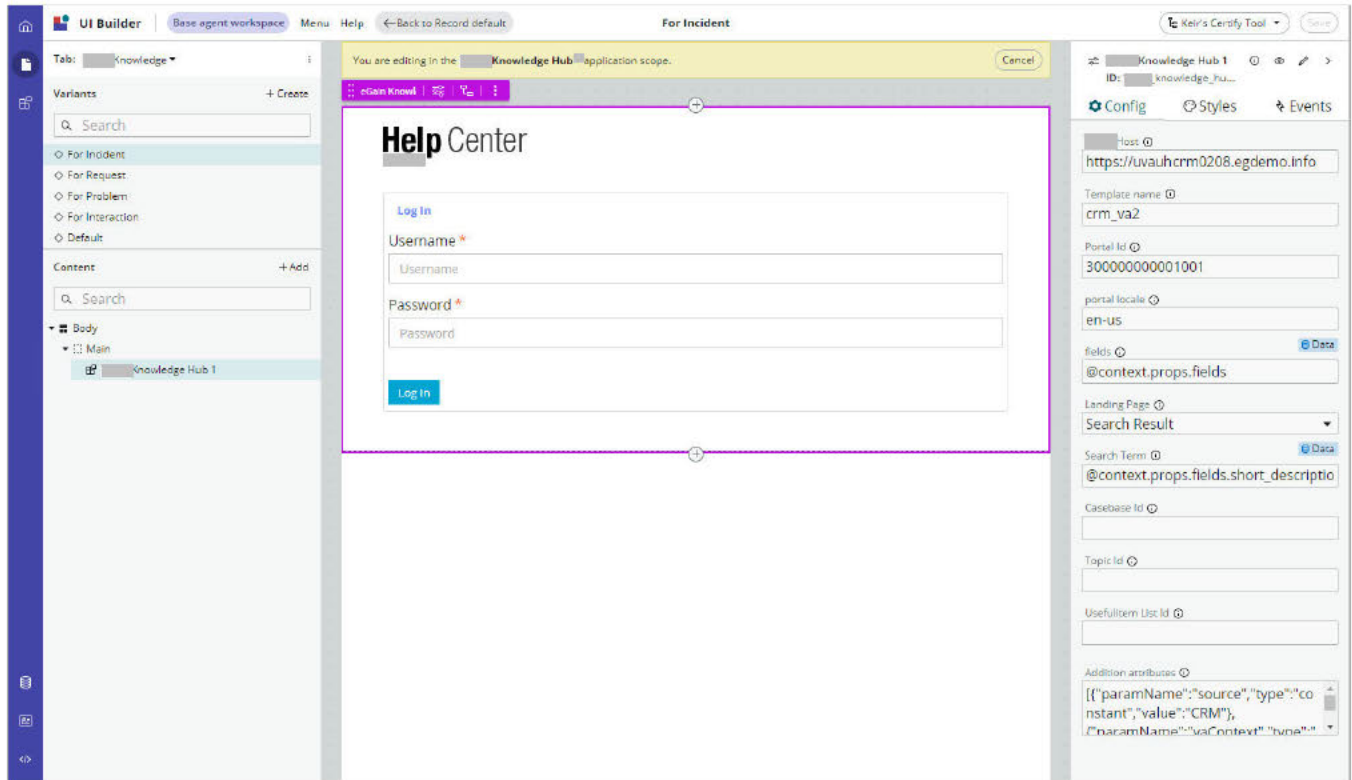
Configuring the Agent Workspace

To configure the agent workspace:

1. Login to ServiceNow as an Administrator.
2. Navigate to **Now Experience Framework > UI Builder**. A new tab opens.
3. From My experiences, select **Base agent workspace**.
4. From the Select page dropdown menu, select **Record**.
5. From the Content section, select **Contextual Sidebar** component.
6. In the Contextual Sidebar component, click the **Manage Content** button.

7. From the Tab dropdown, select  **Knowledge**.
8. From the Variants section, select **For Incident**. If you want to configure the Agent Workspace for other variants, you can choose one of the available options: **For Request, For Problem, For Interaction**.
9. In the Content section, select  **Knowledge Hub Component**.
10. From the  Knowledge Hub Component, select the Configuration tab and define the following:
 - a.  **Host**: Provide the Host DNS name for  cloud application.
 - b. **Template Name**: Provide the template name for the portal.
 - c. **Portal Id**: Provide the portal id.
 - d. **Portal Locale**: Provide the locale for the portal.
 - e. **Fields**: This value is provided by the application. It is in the format @context.props.fields.
 - f. **Landing Page**: Define the landing page for the portal.
 - g. **Search Term**: Provide a value for this field if the landing page is 'Search Result'. The value for search term can be **Constant** or **Data**. For example, @context.props.fields.short_description.displayValue
 - h. **Casebase Id**: Provide a value for this field if the landing page is 'Casebase'. The component opens the casebase configured here.
 - i. **Topic Id**: Provide a value for this field if the landing page is 'Topic home'. The component opens the topic home of the Topic Id provided here.
 - j. **Useful Item List Id**: Provide a value for this field if the landing page is 'Usefulitem list'. The component opens the list of the Useful Item List Id configured here.

- k. **Additional Details:** Provide the array of additional attributes to be passed to Knowledge portal. These attributes can be used for passing Guided Help session variables, Topic Name for topic filtering, Tag Name for tag filtering.



11. Click the Save button.

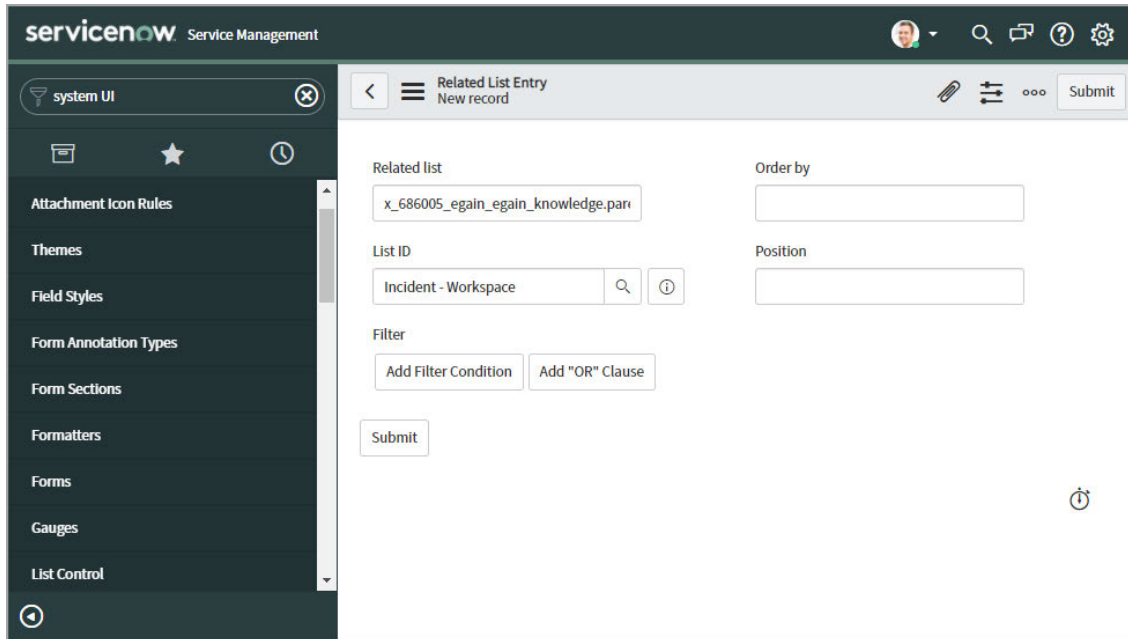
Configuring Related Lists

Related Lists allows users to view the Knowledge articles that are used with a given form.

To configure related lists:

1. Log in to ServiceNow as an Administrator.
2. Navigate to System UI > Related Lists.
3. From the list, select **Incident - Workspace** view. To configure Related Lists for other options, select one of the available options.
4. Click the **New** button.
5. In the Related List column, provide the following values depending on the form that you are configuring Related Lists for:
 - a. **Incident:** REL:7779a7bc47fe781077a58244846d43f4

- b. **Problem:** REL:8710808d4732b81077a58244846d437d
- c. **Request:** REL:fc400c4d4732b81077a58244846d43cf
- d. **Interaction:** REL:01cfc788475b781077a58244846d4320



- 6. Click the **Submit** button.

Agent Experience in Agent Workspace

The following examples show how agents use  Knowledge Hub  embedded within the ServiceNow system in the Agent User workspace.

SAMPLE 1: DISPLAYING CONTEXTUAL KNOWLEDGE

The screenshot displays a web application interface for incident management. The top navigation bar includes the 'now' logo, a search icon, and a user profile icon. Below the navigation bar, there is a breadcrumb trail: Home > INC0010111 > Details. The main content area is divided into two sections. On the left, the 'Incident' details are shown in a form-like layout with fields for Number (INC0010111), Contact type (None), Caller (System Administrator), Category (Inquiry / Help), Subcategory, Service, Service offering, Configuration item, Short description (Add a driver), and Description. On the right, a 'VIRTUAL AGENT' chat window is active, displaying a message: 'I can help you with this! Here are some suggestions' followed by a suggestion: 'I want to add a new driver to my current policy.' Below the chat window, a 'Knowledge Hub' search results section is visible, showing search results for 'Add a driver' with 9 results found. The results include: 'I want to add a new driver to my current policy.', 'Can I add my daughter or son to my policy? To add your daughter or son to your policy and you are an existing customer, please call', 'What is legal protection on car insurance? insurance add-on, it's a form of additional cover ... from another driver, without having to worry about the cost.', 'How do I create an email signature? that you want. To add elements besides text, click ... How to add an electronic business card Click', and 'When do you pay excess on car insurance? because of another driver, you won't normally need to pay the excess.' A 'Load More' button is located at the bottom of the search results.

SAMPLE 2: VIEWING ARTICLE CONTENT

The screenshot displays the 'now' system interface. The top navigation bar includes a home icon, 'Home', and a browser tab for 'INC0010111'. Below this, a 'Details' tab is active. The main content area is divided into two sections:

Incident Details:

- Number:** INC0010111
- Contact type:** -- None --
- Caller:** System Administrator
- State:** New
- Category:** Inquiry / Help
- Impact:** 3 - LOW
- Subcategory:** (empty)
- Urgency:** 3 - LOW
- Service:** (empty)
- Priority:** 5 - Planning
- Service offering:** (empty)
- Assignment group:** (empty)
- Configuration item:** (empty)
- Assigned to:** (empty)
- Short description:** Add a driver
- Description:** (empty)

Knowledge Hub:

The Knowledge Hub section shows a search bar and a breadcrumb trail: Home > ITMS > How do I create an email signature?. The article title is 'How do I create an email signature?' with an 'Attach Article' button. The content includes a list of steps to create a personalized email signature:

1. Open a new message. On the Message tab, in the Include group, click Signature, and then click Signatures.
2. On the E-mail Signature tab, click New.
3. Type a name for the signature, and then click OK.
4. In the Edit signature box, type the text that you want to include in the signature.
5. To format the text, select the text, and then use the style and formatting buttons to select the options that you want.
6. To add elements besides text, click where you want the element to appear, and then do any of the following:

Options	How to
To add an electronic business card	Click Business Card, and then click a contact in the Filed As list. Then click OK.
To add a hyperlink	Click Insert Hyperlink, type in the information or browse to a hyperlink, click to select it, and then click OK.
To add a picture	Click Picture, browse to a picture, click to select it, and then click OK. Common image file formats for pictures include .bmp, .gif, .jpg, and .png.

SAMPLE 3: VIEWING ARTICLE REFERENCES

The screenshot displays a web application interface for a 'now' system. At the top, there is a navigation bar with the 'now' logo and a search icon. Below this, a breadcrumb trail shows 'Home' and 'INC0010111'. A secondary navigation bar contains tabs for 'Details', 'Task SLAs', 'Affected CIs', 'Impacted Services/CIs', 'Child Incidents', 'Outages', and 'Solution (1)'. The main content area is titled 'Solution 1' and includes a table of article references. The table has columns for 'Article Id', 'Article Name', 'Article URL', and 'Parent Id'. One row is visible with the following data:

Article Id	Article Name	Article URL	Parent Id
PART-2136	Can I add my daughter or son to my p...	https://issubvsm0678.epdemo.info/system/it	Incident: IN

To the right of the table is a 'Knowledge Hub' sidebar. It features a search bar, a breadcrumb trail 'Home > Policy changes > Can I add my daughter or son to my policy?', and the article title 'Can I add my daughter or son to my policy?'. Below the title, there is a paragraph of text: 'To add your daughter or son to your policy and you are an exiting customer, please call our Customer Services Team on 0333 043 2086 for a quote.' There is also a 'Was this article useful?' section with 'Yes' and 'No' buttons, and an 'Add Bookmark' button. A 'Related Articles' section lists several other articles with circular icons next to their titles.

Appendix A

Knowledge Parameters

The following table describes all the attributes that are required to configure the Knowledge Hub component for the Classic workspace.

Attribute Name	Name	Type	Required	Sample values
Portal URL	portal_url	String	Yes. The value provided can be short or long URL.	https://azdemo. cloud/kb/brand/home
Landing Page	landing_page	Enum	Yes	search-results, casebase, topic-home, usefulitem-list, home
Search Field	search_field	String	Yes, if the Landing Page is Search Results	@context.prop.fields.short_description.displayValue
Casebase Id	casebase_id	String	Yes, if the Landing Page is Casebase	3001000010000012
Topic Id	topic_id	String	Yes, if the Landing Page is topic-home	30000000000001036
Usefullitem List Id	useful_item_id	String	Yes, if the Landing Page is Usefulitem list	1002
Additional Parameter	additional_attributes	Array	No	{ "attribute_name": "source" "type": "constant",

Attribute Name	Name	Type	Required	Sample values
				<pre> "value": "crm" } </pre>
Attribute Name	additional_attributes[]. attribute_name	String	No	"source"
Type	additional_attributes[].type	Enum	No	"field"/ "constant"
Value	additional_attributes[].value	String	Yes, if the additional attribute type is constant	"Crm"
Field Name	additional_attributes[].field_name	String	Yes, if the additional attribute type is field	"short_description"

Common Scenarios

This section contains examples for configuring Knowledge in classic workspace.

GUIDED HELP AS LANDING PAGE

To set Guided Help as the Landing Page:

```
{
  "portal_url": "https://azdemo.██████████cloud/kb/brand/home",
  "landing_page": "casebase",
  "casebase_id": "3001000010000012",
  "additional attributes": [
    {
      "██████████ attribute_name": "source",
      "██████████ constant",
      "value": "CRM"
    },
    {
      "██████████ attribute_name": "status",
      "██████████ field",
      "field_name": "closed"
    },
    {
      "██████████ attribute_name": "urgency",
      "██████████ field",
      "field_name": "urgency"
    }
  ]
}
```

SEARCH RESULTS AS LANDING PAGE AND FILTERING WITH TOPIC NAME

To set search results as landing page and filter Knowledge search result with Topic Name:

```
{
  "portal_url": "https://azdemo. █████ cloud/kb/brand/home",
  "landing_page": "search-result",
  "search_field": "short description",
  "additional_attributes": [
    {
      " █████ attribute_name": "source",
      " "constant",
      "value": "CRM"
    },
    {
      " █████ attribute_name": "vaContext",
      " "field",
      "field_name": "short_description"
    },
    {
      " █████ attribute_name": "topicName",
      " "field",
      "field_name": "category"
    },
    {
      " █████ attribute_name": "subTopicName",
      " "field",
      "field_name": "sub_category"
    }
  ]
}
```

HOME AS LANDING PAGE

To set Home as the Landing Page:

```
{
  "portal_url": "https://azdemo. █████ cloud/kb/brand/home",
  "landing_page": "home",
  "additional_attributes": [
    {
      " █████ attribute_name": "source",
      " "constant",
      "value": "CRM"
    }
  ]
}
```

TOPIC HOME AS LANDING PAGE

To set Topic Home as the Landing Page:

```
{
  "portal_url": "https://azdemo. cloud/kb/brand/home",
  "landing_page": "topic-home",
  "topic_id": "3000000000001026",
  "additional attributes": [
    {
      " attribute_name": "source",
      " constant",
      "value": "CRM"
    }
  ]
}
```