AI at ServiceNow

Our approach to artificial intelligence (AI) and machine learning (ML) transforms the way our customers work.

What can you do with AI?
Here are some real-world examples of how the AI in Now Intelligence improves productivity and elevates work experiences.

Now Intelligence includes a set of machine learning frameworks, search and automation functions, and natural language processing that work together to seamlessly enhance employees’ abilities and customers’ experiences.

Understanding machine learning
Machine learning is a subset of AI. It is a set of algorithms that learn from data to make predictions. It enables devices to perform tasks and make decisions without human assistance.

Machine learning frameworks
- Classification
- Clustering
- Regression

Natural language processing
- Natural language understanding
- Natural language generation
- Natural language analysis

Search and automation
- Search
- Automation

Purpose-built AI for the Now Platform
Now Intelligence brings the power of AI to your organization—delivering all of the capabilities, security, and analytics you need to help people get work done easier, faster, and smarter.