

What are the ServiceNow chat features and their uses?

Questions addressed:

Page 1:

- What are the ServiceNow chat features and how are they used?
- What are additional chat considerations?

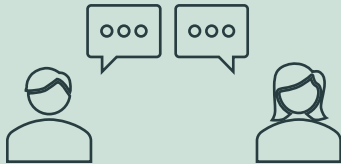
Page 2:

- What chat features are used with Virtual Agent?

What are the ServiceNow chat features and how are they used?


Chat enhances collaboration, communication effectiveness, and efficiency by facilitating communication within the Now Platform®. ServiceNow® has three chat features, each with functions that can be used simultaneously.

Connect Chat



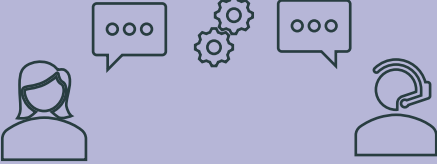
Real-time chat capability available platformwide for all users – When enabled, users can communicate one-on-one or in chat groups. Functionality includes chat message exchanges, viewing and collaborating on records, and file sharing.

Connect Support*



Real-time chat capability for IT support agents – When enabled, users designated as support agents manage support requests via chat, create and monitor chat queues, and track cases. This capability builds on the Connect messaging platform shared with Connect Chat.

Agent Chat



Real-time chat capability for support agents who use Agent Workspace – When enabled, users designated as support agents manage support requests using the advanced functionality provided by Agent Workspace and [Advanced Work Assignment](#).

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please [contact us](#).

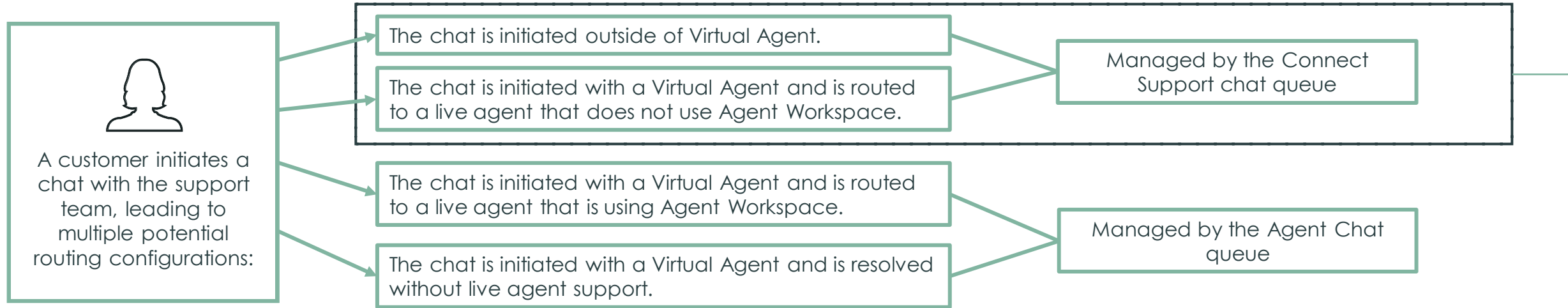
What are additional chat considerations?

- You can use Agent Chat directly from a [service portal](#) and it doesn't require Virtual Agent.
- ServiceNow supports multiple out-of-the-box integrations with other chat platforms such as Slack, Microsoft Teams, and Workplace by Facebook.
- Agent Chat is sometimes referred to as Workspace Agent Chat (they are the same plug-in).
- *In Paris and beyond, Connect Support will not receive enhancements nor non-priority bug fixes though you can continue to use it. [Legacy Chat](#) is no longer supported. Consider [migrating to Agent Chat](#).

What are the ServiceNow chat features and their uses? (Cont.)

What chat features are used with [Virtual Agent](#)?

Connect Support and Agent Chat can both be used with Virtual Agent. It's important to properly configure the chat queues for each to optimize the chat experience for the customer and the support agent. Here is how Connect Support and Agent Chat are used for Virtual Agent:



- If you're using Virtual Agent without Agent Workspace, only Connect Support is required.
- If you would like to gain access to the advanced features and automation provided by Agent Workspace, Agent Chat will be required.
- Refer to the guide for [migrating from Connect Support to Agent Chat](#) for chats linked to Agent Workspace. Connect Support is still needed for conversations initiated outside of Virtual Agent or for conversations using Virtual Agents that are not linked to Agent Workspace functions.

Related resources

- [Success Playbook – Improve self-service with ServiceNow](#)
- [Success Quick Answer – What digital workflows are key to Customer Service Management?](#)
- [Predictive Intelligence resources](#)