What are the ServiceNow chat features and their uses?

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.

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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.

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 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:

A customer initiates a chat with the support team, leading to multiple potential routing configurations:

- The chat is initiated outside of Virtual Agent. Managed by the Connect Support chat queue
- The chat is initiated with a Virtual Agent and is routed to a live agent that does not use Agent Workspace. Managed by the Agent Chat queue
- The chat is initiated with a Virtual Agent and is routed to a live agent that is using Agent Workspace.
- The chat is initiated with a Virtual Agent and is resolved without live agent support.

- 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