

# SERVICENOW NATURAL LANGUAGE UNDERSTANDING (NLU) FUNDAMENTALS

Course Code: 835005

Learn Natural Language Understanding (NLU) is an artificial intelligence capability that enables the system to learn and respond to human-expressed intent.

ServiceNow® Natural Language Understanding (NLU) is an artificial intelligence capability that enables the system to learn and respond to human-expressed intent. By entering natural language examples into the system, you help it understand word meanings and contexts to infer user or system actions. The capability comes with an NLU Model Builder, NLU Inference Service, and prebuilt models in the base system.

## What You'll Learn

- Describe Natural Language Understanding and how it works on the ServiceNow platform
- Name the plugins that activate NLU and additional features
- List the prebuilt NLU models for each application suite
- Examine the features and capabilities of the NLU builder
- Review the required roles, personas, and tables that make NLU work
- Examine the typical process flow for creating NLU models
- Simulate the process for creating, testing, and publishing NLU models
- Locate the prediction logs and summarize the log records to understand if NLU is working

## Who Needs to Attend

IT Professionals, ML Engineer

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ON-DEMAND

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## On-Demand Outline

- NLU Overview
- NLU Implementation
- Recap
- NLU Delta and Supporting Content
- NLU Rome Delta Features
- NLU San Diego Delta Features

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