

SERVICENOW VIRTUAL AGENT IMPLEMENTATION

Course Code: 835008

Learn Virtual Agent to design communications that help your users quickly obtain information, make decisions, and perform everyday work tasks like HR requests, or customer service questions.

Use Virtual Agent to design communications that help your users quickly obtain information, make decisions, and perform everyday work tasks like HR requests, or customer service questions.

What You'll Learn

- Examine the typical process for implementing Virtual Agent
- Describe how the Conversational Interfaces Guided Setup aids in implementing Virtual Agent
- Demonstrate how to install Virtual Agent on different applications/platforms
- Show how to configure the client interface, notifications, and language translation
- Integrate Virtual Agent with third-party messaging applications
- Simulate the process for planning, building, testing, and publishing a Virtual Agent conversation
- Describe the reporting capabilities and widgets for analyzing the data produced by VA conversations

Who Needs to Attend

Customer service representative, HR expert

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ON-DEMAND

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On-Demand Outline

- Implementation Overview
- Installing Virtual Agent
- VA Simulator Overview
- Time limit for this simulator
- Generate Guided Setup Tasks
- Install Plugins and Store Applications
- Client Interface Configuration
- Branding Demo
- Enable Service Portal Web Client
- Branding Virtual Agent
- Configuring Integrated Features
- Enable Live Agent Chat for Agent Workspace
- Creating Topics in VA
- Creating a Topic Demo
- Create a Virtual Agent Topic
- Conversational Analytics
- Improving User Experience

Recap

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Date created: 5/24/2026 4:04:10 AM

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