

CCSQ ServiceNow:

Artificial Intelligence (AI) Search Implementation – Next Experience UI

Affected Customers: CCSQ ServiceNow Platform Customers

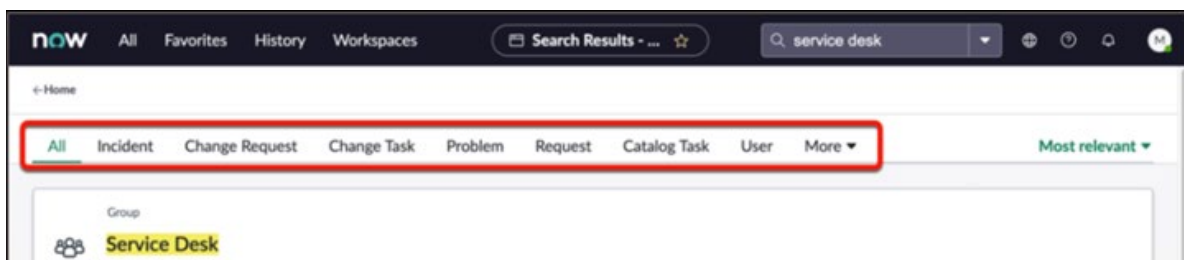
On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the Next Experience UI. This will increase search capabilities by providing customers with clear answers to their search queries and will order search results in decreasing order of relevancy.

AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring customers get the most important information quickly. Whether it's knowledge articles, service catalog entries, or specific personnel details, AI Search tailors results based on the customer's unique searching patterns.

With AI Search for Next Experience, platform search results will be displayed in the tabbed AI Search results interface, like how search results are displayed using AI Search on relevant Service Portals. This provides a uniform search experience across the platform.

The AI Search functionality for CCSQ ServiceNow Platform includes:

- Past search behaviors to continuously improve result relevance, ensuring customers get the most important information quickly.
- Genius Results integration, which reduces the time spent navigating through menus, streamlining tasks, and enabling quicker, more efficient interactions with the platform.
- Platform search results will be displayed in the tabbed AI Search results interface, similar to how search results are displayed using AI Search on relevant Service Portals.



For more information, review the following Knowledge Articles after the update is completed on April 25, 2024, at 8:30 PM ET. *Note: To view Knowledge Articles, you will need to sign into your CCSQ ServiceNow account.*

- [ServiceNow Search Function and Metadata](#)
- [ServiceNow Next Experience UI Frequently Asked Questions \(FAQ\)](#)

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