CCSQ ServiceNow:

Artificial Intelligence (AI) Search Implementation – iQIES Idea Portal
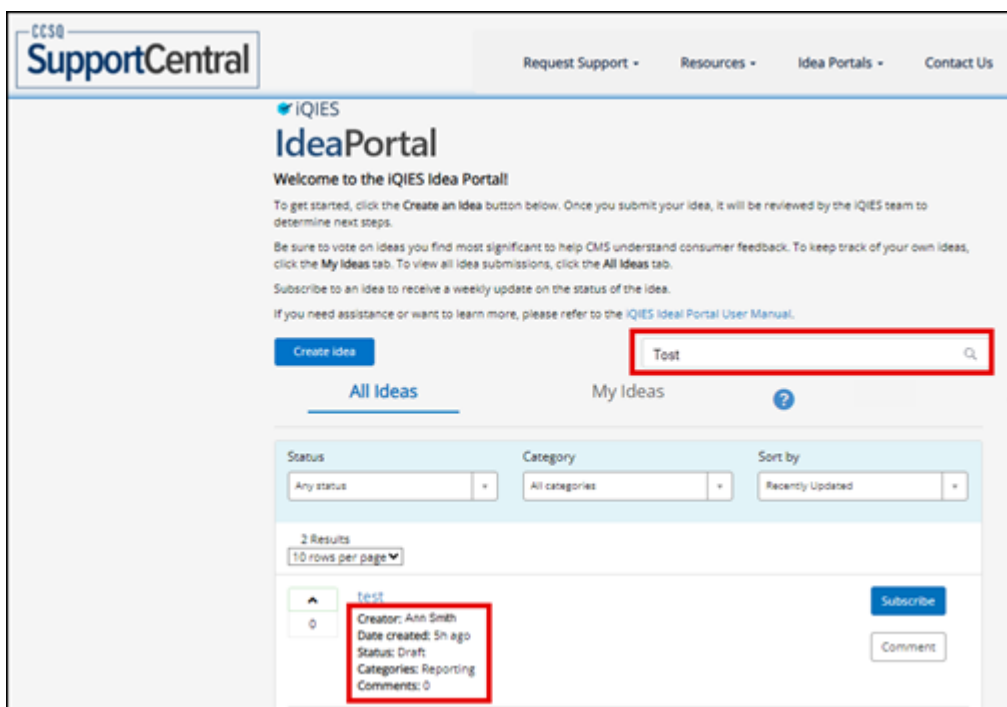
Affected Customers: CCSQ ServiceNow iQIES Idea Portal Customers

On April 25, 2024, at 8:30 PM ET, CCSQ ServiceNow will enable the AI Search functionality in the iQIES Idea Portal. 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.
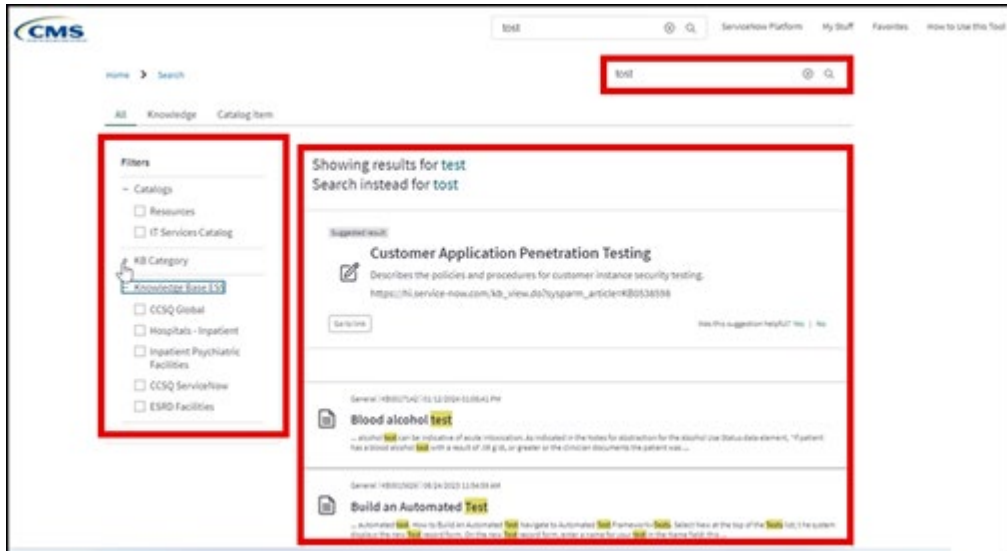
AI Search will enhance how customers interact with platform search features by making it easier to find relevant information. It uses past search behaviors to continuously improve result relevance, ensuring the customer gets the most important information quickly. AI Search tailors results based on their unique searching patterns.

The AI Search functionality for the iQIES Idea Portal includes:

- A new AI Search bar that will only search for ideas.
- The AI Search bar will correct spelling, find exact matches, or find related searches.
- You can search by:
  - Creator
  - Date created
  - Status
  - Category
  - Comments
  - Idea number
  - Keyword

- The results page offers filters, results, and an additional AI Search bar at the top for refining your searches.
- The term that was searched will be highlighted yellow.

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](#)
- [AI Search in the iQIES Idea Portal](#)