**November 22, 2024**

# Embedded Agent on CSM Configurable Workspace

**Affected Customers:** CCSQ ServiceNow Platform Customers and Agents, Support Central Customers, Service Center Customers, CXone NICE Customers

On November 22, 2024, at 8:30 PM ET, CCSQ ServiceNow will implement NICE CXone Embedded Agent on CSM Configurable Workspace to replace the NICE CXone MAX Agent which will be deprecated by 2025. NICE CXone Embedded Agent will deliver a more streamlined process for Service Center agents to integrate calls efficiently. This enhancement will synchronize information between the contact center platform and the ServiceNow environment allowing agents to work seamlessly with ServiceNow and NICE CXone in one view. This will streamline the process of creating a case, increase data accessibility, promote agent efficiency and service quality, and thereby enhance customer experience.
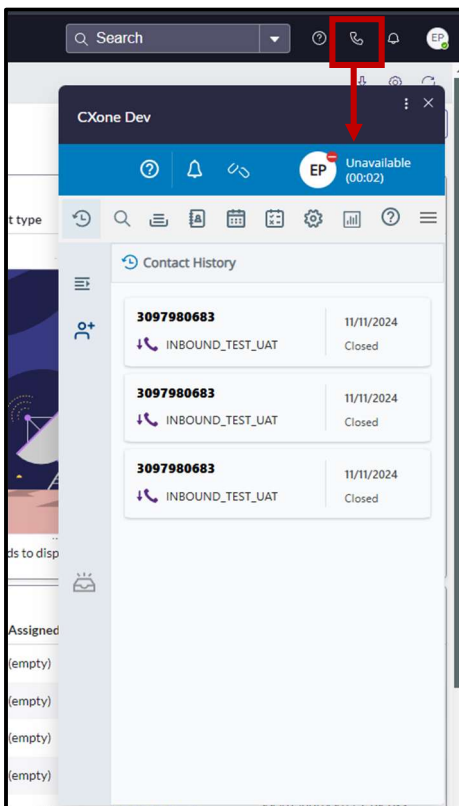


**Enhancements with the NICE CXone Embedded Agent:**

- **User Interface:** The embedded agent will have an improved user interface to support quality user experience.

- **Additional Contact Routing Capabilities:** Dynamic Delivery will offer added contact routing capabilities, improving efficiency and customer service.
- **Centralized Experience for Agents:** Service Center Agents will have NICE and ServiceNow in a centralized location to promote a more efficient working cadence.

**Integration with ServiceNow:**

- The Embedded Agent will automatically memorialize Service Center contact information within the Interactions table in ServiceNow.
- Manual API connections will be replaced with automated predeveloped scripts, allowing for the automatic memorialization of additional data points in ServiceNow.

This integration will provide a more streamlined approach to handling contacts for Service Center operations within ServiceNow.

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