NEWS RELEASE

ServiceNow introduces the third generation of its employee-centric AI harness so the workforce can build and use the AI their jobs demand

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ServiceNow EmployeeWorks empowers every employee to build and customize AI agents, no code required

With ToolSmith, developers can quickly and securely vibe code enterprise AI tools for ServiceNow EmployeeWorks enterprise assistants

SANTA CLARA, Calif.--(BUSINESS WIRE)-- ServiceNow (NYSE: NOW), the Super Intelligence Control Tower for business reinvention, today announced major advances to ServiceNow EmployeeWorks that give employees the ability to build the AI agents their jobs demand. These agents can complete daily tasks without human intervention and enable deep persona-based work across critical business functions. Additionally, ToolSmith, a new agentic developer environment for ServiceNow EmployeeWorks, takes complex tool-building from days to minutes, securely and at enterprise scale.

ServiceNow EmployeeWorks is powered by a third-generation employee-centric AI harness, which provides employees with intelligent context, trusted decision making, and robust enterprise actions to orchestrate AI safely.

Employees build AI without code, powered by an employee-centric AI harness

While enterprise AI investment is rising, most employees still can't build the AI their job needs. IT backlogs, developer constraints, vendor lock-in, and fragmented tools mean that the people closest to the work—the ones who understand the problems best—can’t build AI solutions that take secure actions. ServiceNow EmployeeWorks

helps change that.

"AI's real promise is to close the gap between intention and action," said Jacqui Canney, chief people and AI enablement officer, ServiceNow. "This era demands that business leaders redesign work around their customers' needs. When your technology supports that goal, your employees spend less time on coordination and more time solving customer problems that require human judgement. ServiceNow EmployeeWorks makes that shift possible."

"ServiceNow combines agentic planning with governed and auditable workflows for any employee use case with intelligent employee context as the foundation," said Bhavin Shah, senior vice president, employee experience group, ServiceNow. "The result is an operating system for the employee experience, connecting employees to the full power of the ServiceNow AI platform across any business application or channel, in any language, which can be ready for the enterprise on day one."

Productivity Assistants: AI assistants for contextual persona-based work

Productivity Assistants are specialized AI assistants for contextual, nuanced, or persona-based work. These assistants run on the third-generation employee-centric AI harness, which combines reasoning, memory, and tool interoperability, so assistants can own deep research, long-running tasks, and cross-system and agent work with durable memory.

Non-coding employees can easily build the Productivity Assistants they need with admin-defined guardrails. They can tailor behavior, content, tools, and access. Pre-built assistants are also available.

HR Service Delivery: Productivity Assistants will be available for different ServiceNow products, starting with HR Service Delivery, extending service directly to managers for HR, talent, growth, and hiring.

- Talent Insights Assistant surfaces candidate fit, hiring, and organizational talent insights directly to managers, powered by integrations with Findem and Phenom.
- HR Business Partner Assistant handles HR needs, including approvals, case management, and employee programs, conversationally. HRBP Assistant acts as a digital twin to help scale HR teams.
- Manager Assistant equips managers with timely coaching, insights, and team-performance visibility, unlocking information and capabilities that normally sit behind HR people and process.

ServiceNow EmployeeWorks: Two foundational productivity assistants are available out of the box, with the option to build more.

- Research Assistant investigates complex questions across internal and external sources in real time, delivering personalized answers based on role and access through a rich artifact, document, or deck.

- Calendaring Assistant integrates directly with calendar systems, serving as a smart scheduler that can decipher complex calendars, resolve conflicts, reserve rooms, add conferencing links, and more. It goes beyond typical calendar booking solutions by orchestrating nuanced requests like scheduling quarterly one-on-ones with an entire team on days that minimize disruption to project work or finding the least hectic day to bring together a team for a full day workshop.

Productivity Routines: Employees build their own agents for proactive work

For work that's predictable and repeatable, employees can now build and deploy Productivity Routines that run proactively in the background, helping eliminate the need to manually repeat the same tasks continuously. They execute the same steps every time and deliver finished outcomes without human intervention.

For example, a sales leader can build a Prospecting Agent that can scan their calendar for upcoming account meetings, research the account via internal and external resources, and assemble a tailored asset or pitch that marries the company's value props to the problems and pains experienced by the prospect – all before they sign on for the day.

Employees don't need to understand backend systems, API integrations, or data models. They describe what they want to automate, select the tools they need, and deploy. This democratizes AI, shifting the power to automate from IT and into the hands of the people who understand the work best, with governance built in.

ToolSmith: Developers vibe code enterprise-grade AI tools in minutes

ToolSmith is a new agentic developer environment that builds any automation for ServiceNow EmployeeWorks AI assistants. Developers describe what they want to accomplish in natural language, and ToolSmith handles the end-to-end build of the tool. ToolSmith is trained on over 75,000 APIs. It aligns on a plan with developers, implements integrations following the best practices, and builds tools for AI agents that are optimized for token efficiency and reliability. If something breaks, it can pull the relevant logs and propose a fix. Developers can then test and refine all through the same conversational experience.

ToolSmith also identifies what to build next. It scans through logs to identify opportunities to fix, improve, or invent the next best workflow. What used to take weeks, now takes minutes.

Conversations API: ServiceNow EmployeeWorks everywhere employees work

With the new Conversations API, organizations can bring ServiceNow EmployeeWorks capabilities – including Productivity Assistants, Productivity Routines, and ToolSmith - directly into the tools employees already use,

including custom internal applications, kiosks, and other AI applications.

One unified platform, available across every channel, with no rearchitecting required.

What customers and partners are saying:

Salvation Army Australia

"For an organisation built on human connection, our frontline workers shouldn't be navigating fragmented systems," said Milad Kruze, chief information officer for The Salvation Army Australia. "We wanted a solution woven into the ecosystems we already use, and the ServiceNow AI Platform was already part of our digital spine. Now our AI specialist, 'Goldie,' resolves nine out of ten questions without escalation and has given more than 5,000 hours back to our people."

INRY, a Cprime Company

"Replacing a legacy portal with one conversational front door completely changed how our people get work done day to day," said Matt Robinett, vice president and ServiceNow practice lead at INRY, a Cprime Company. "ServiceNow EmployeeWorks cut our internal request submission times by 60% and gave us a 97% completion rate, all while eliminating the need to switch between applications entirely. As both a ServiceNow customer and a partner, we're looking forward to using these new tools to extend that same impact even further across our organization and to our clients."

Availability:

Productivity Assistants, Productivity Routines, the employee-centric harness, ToolSmith and Conversations API are all in controlled availability today.

Additional Information:

Learn more about ToolSmith and other ServiceNow developer tools at **now[dev]26 from November 4-5**. Craft real solutions alongside the engineers and product experts who built the platform.

About ServiceNow

ServiceNow (NYSE: NOW) is the Super Intelligence Control Tower for business reinvention. The ServiceNow platform integrates with any model, any cloud, and any data source to orchestrate, govern, and secure work across the agentic enterprise. ServiceNow gives customers the enterprise context and control to build and scale confidently.

With more than 100 billion workflows running on the platform each year, ServiceNow helps organizations turn fragmented operations into coordinated, autonomous work for IT, CRM, Security, Employee Experience, and more. Learn how ServiceNow puts AI to work for people at **www.servicenow.com**.

Forward Looking Statements

This press release contains "forward-looking statements" about the expectations, beliefs, plans, and intentions relating to ServiceNow EmployeeWorks and related offerings and capabilities. Such statements include statements regarding future product capabilities and offerings and expected benefits to ServiceNow. Forward-looking statements are subject to known and unknown risks and uncertainties and are based on potentially inaccurate assumptions that could cause actual results to differ materially from those expected or implied by the forward-looking statements. If any such risks or uncertainties materialize or if any of the assumptions prove incorrect, ServiceNow's results could differ materially from the results expressed or implied by the forward-looking statements made. ServiceNow undertakes no obligation, and does not intend to update the forward-looking statements. Factors that may cause actual results to differ materially from those in any forward-looking statements include: (i) delays and unexpected difficulties and expenses in executing the product capabilities and offerings, (ii) changes in the regulatory landscape related to AI and (iii) uncertainty as to whether sales will justify the investments in the product capabilities and offerings. Further information on factors that could affect ServiceNow's financial and other results is included in the filings ServiceNow makes with the Securities and Exchange Commission from time to time.

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