

What are the ServiceNow chat features and their uses?

Questions addressed:

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- What are the ServiceNow chat features and how are they used?
- What are additional chat considerations?

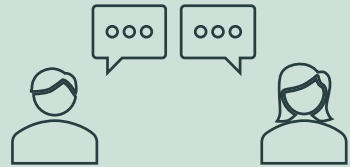
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- What chat features are used with Virtual Agent?

What are the ServiceNow chat features and how are they used?

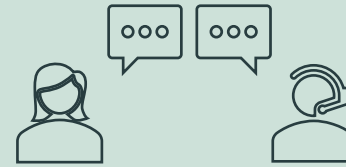
Chat enhances collaboration, communication effectiveness, and efficiency by facilitating communication within the Now Platform®. ServiceNow® has three chat features, each with distinct functions that can be used simultaneously.

Connect Chat



Real-time chat capability available platformwide for all users – When enabled, users can communicate one-on-one or in chat groups. Functionality includes chat message exchanges, viewing and collaborating on records, and file sharing.

Connect Support



Real-time chat capability for IT support agents – When enabled, users designated as support agents manage support requests via chat, create and monitor chat queues, and track cases. This capability builds on the Connect messaging platform shared with Connect Chat.

Agent Chat



Real-time chat capability for support agents who use Agent Workspace – When enabled, users designated as support agents manage support requests using the advanced functionality provided by Agent Workspace and Advanced Work Assignment.

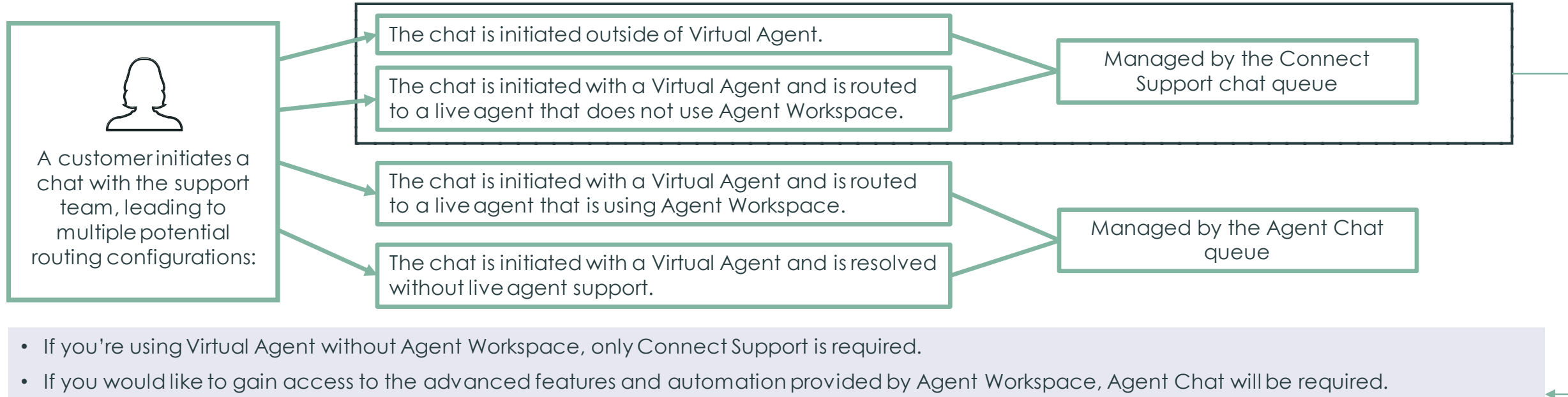
What are additional chat considerations?

- You can use Agent Chat directly from a [service portal](#) and it doesn't require Virtual Agent.
- ServiceNow supports multiple out-of-the-box integrations with other chat platforms such as Slack, Microsoft Teams, Workplace by Facebook, and HipChat. These are offered through ServiceNow [Integration Hub](#).
- Agent Chat is sometimes referred to as Workspace Agent Chat (they are the same plug-in).
- [Legacy Chat](#) is no longer supported. Follow the directions to [migrate from legacy chat to Connect Support](#).

What are the ServiceNow chat features and their uses? (Cont.)

What chat features are used with [Virtual Agent](#)?

Connect Support and Agent Chat can both be used with Virtual Agent. It's important to properly configure the chat queues for each to optimize the chat experience for the customer and the support agent. Here is how Connect Support and Agent Chat are used for Virtual Agent:



- If you're using Virtual Agent without Agent Workspace, only Connect Support is required.
- If you would like to gain access to the advanced features and automation provided by Agent Workspace, Agent Chat will be required.
- Refer to the guide for [migrating from Connect Support to Agent Chat](#) for chats linked to Agent Workspace. Connect Support is still needed for conversations initiated outside of Virtual Agent or for conversations using Virtual Agents that are not linked to Agent Workspace functions.

If you have any questions on this topic or you would like to be a contributor to future ServiceNow best practice content, please contact us at best.practices@servicenow.com.

Related resources

- [Success Playbook – Improve self-service with ServiceNow](#)
- [Success Playbook – Make machine learning simple with Predictive Intelligence](#)
- [Success Quick Answer – What digital workflows are key to Customer Service Management?](#)