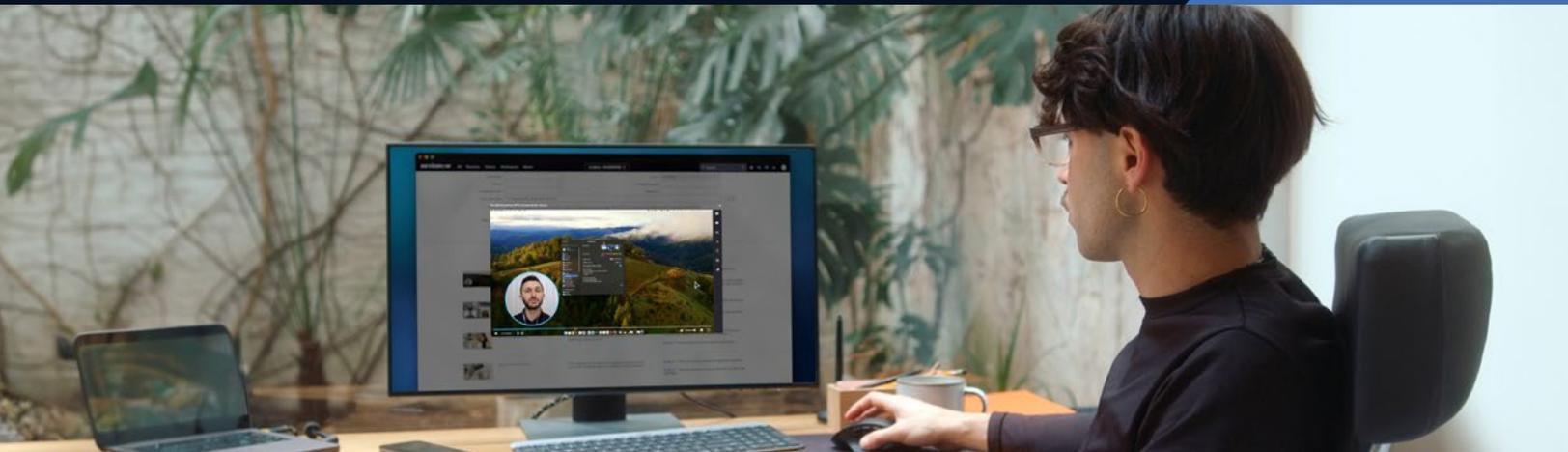


Video Knowledge for Now Assist



BEFORE

Now Assist brings generative AI to your business with features like AI Search, Virtual Agent, Custom Skills, and Agentic Workflows.

But that leaves a major gap:

Video.

Training sessions, town halls, customer meetings, SME roundtables, and recorded support calls contain critical operational insight – yet most organizations can't easily use video as a knowledge source for AI.

AFTER

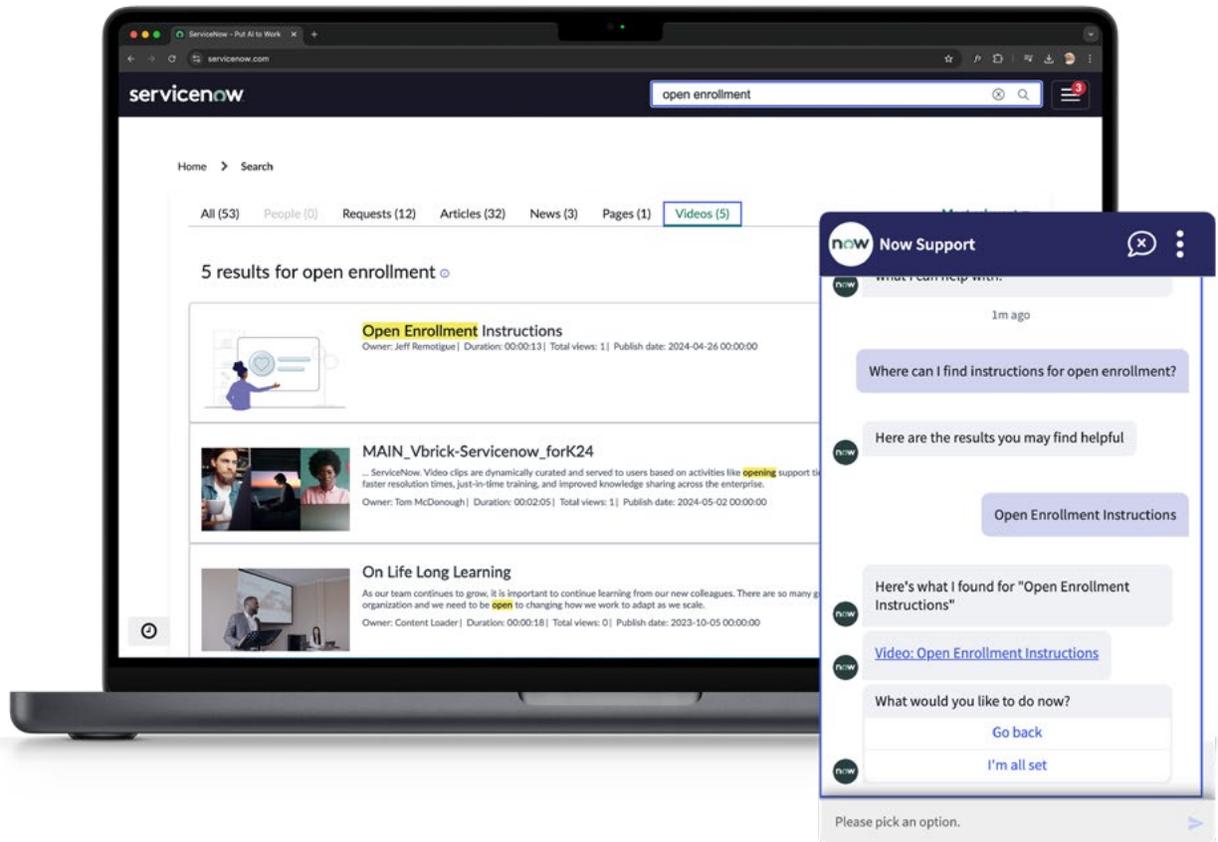
Vbrick changes that.

Vbrick transforms enterprise video libraries into structured, searchable knowledge to fuel Now Assist.

TURN ENTERPRISE VIDEO INTO AI-READY KNOWLEDGE

With the **Vbrick AI Search Connector**, Now Assist can:

- ⦿ Surface relevant videos directly in **AI Search**
- ⦿ Generate **Genius Results** using video as a cited source
- ⦿ Enhance **Virtual Agent** responses with video-backed answers, citations, and links
- ⦿ Enable **custom Now Assist skills** powered by video insights inside Agent Workspace and workflows



BETTER ANSWERS, FASTER RESOLUTION, AND GREATER NOW ASSIST ROI

When Now Assist uses video as a knowledge source, everyone benefits.

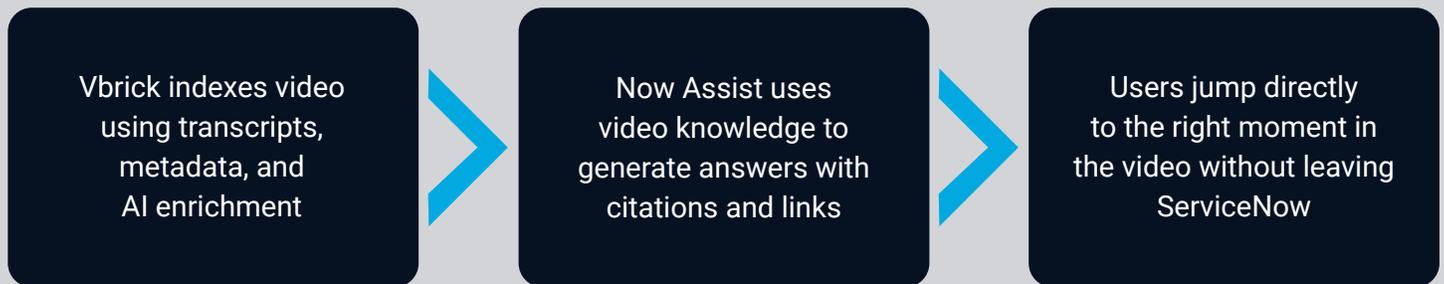
- ⦿ **More accurate answers** grounded in real training and communications
- ⦿ **Faster resolution** by instantly pointing employees and agents to the right video
- ⦿ **Improved self-service and case deflection** by expanding the knowledge base beyond text and tickets
- ⦿ **Higher Now Assist ROI** by leveraging and activating information contained in videos already created

SEAMLESS INTEGRATION WITH NOW ASSIST

Vbrick makes your video library searchable and usable across ServiceNow, including employee portals, ITSM, CRM, and agentic workflows, while keeping video access governed by enterprise policies.



HOW IT WORKS



POWER NOW ASSIST WITH ENTERPRISE VIDEO INTELLIGENCE

Your video library may be the most valuable knowledge source Now Assist cannot yet use.

Vbrick makes that knowledge accessible to Now Assist.

SEE THE IMPACT OF VBRICK VIDEO IN SERVICENOW

Learn more:

vbrick.com/servicenow/nowassist



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