

Dependencies

The Update Set contains the Sofi Application and objects to Core Service-Now functionality (Marked Blue).

Installing the Update Set does not affect your current instance.

Workflow Object	Name	Target
Application Menu	Soapbox AI	
Business Rule	(SBxAI) Cat Item: Trigger indexing	Catalog Item [sc_cat_item]
Business Rule	(SBxAI) ECC: Async bulk upload processor	Queue [ecc_queue]
Business Rule	(SBxAI) KB: Trigger indexing	Knowledge [kb_knowledge]
Business Rule	(SBxAI) Metrics: Trigger indexing	SBxAI Metrics [u_sbxai_metrics]
Business Rule	(SBxAI) Task: Configure client	Task [task]
Business Rule	(SBxAI) Task: Metrics updated_on	Task [task]
Business Rule	(SBxAI) Task: Trigger indexing	Task [task]
Business Rule	(SBxAI) Training: Trigger indexing	SBxAI Training Data [u_sbxai_training_data]
Script Include	SoapboxAIChat	
Script Include	SoapboxAIConfig	
Script Include	SoapboxAIExport	
Script Include	SoapboxAIMetrics	
Script Include	SoapboxAIPredictionAPI	
Script Include	SoapboxAITest	
Script Include	SoapboxAIUtil	
Script Include	SoapboxExpress	
Client Script	(SBxAI) Check Classification	SBxAI Classifier [u_sbxai_classifier]
Client Script	(SBxAI) SoapboxAIClient	Task [task]
Client Script	(SBxAI) Inc - Short description update	Incident [incident]
Processor	Sofi Export	
Role	sbxai_classification	
Role	sbxai_server_action_user	
Role	sbxai_admin	
Table	Sofi Server Action	
Table	Sofi Classifier Test Data	
Table	Sofi Classifier	

Table	Sofi Chat actions	
Table	Sofi Action	
Table	Sofi Classifier Context	
Table	Sofi Feedback	
Table	Sofi Training Data	
Table	Sofi Metrics	
Table	Sofi Classifier Instance	
Table	Sofi Module Classifiers	
Table	Sofi Preprocessor	
Table	Sofi Classifier Test	
Table	Sofi Client Action	