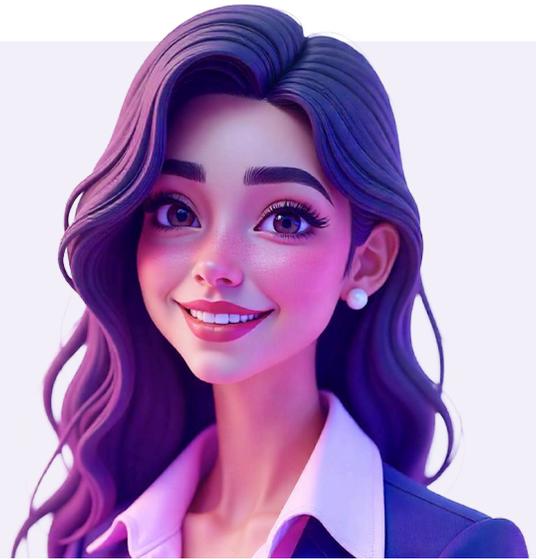


Meet Elara, Knowledge Management Leader

Automatically Keep Enterprise Knowledge Accurate, Current, and Easy to Find

About Elara

Elara is the core agent for Knowledge Management, ensuring every answer across IT, HR, and operations stays accurate, trusted, and reusable. Acting as the intelligent backbone of your enterprise knowledge ecosystem, Elara captures resolutions as they happen, generates high-quality articles, and automates the full lifecycle from draft to retire. Built natively on ServiceNow Knowledge Management, and powered by AI Agent Studio, Virtual Agent Designer, and AI Agents, Elara operates autonomously on triggers and workflow events to keep knowledge fresh, consistent, and compliant.



Article
Generation
Architect



Duplicate
Detection
Analyst



Quality &
Compliance
Reviewer



Knowledge
Capture
Specialist



Cross-Agent
Knowledge
Collaborator



Lifecycle
Automation
Controller



Taxonomy
Governance
Steward



Findability
Optimization
Engineer

Deliver accurate, high-quality knowledge at scale

Enterprises struggle with outdated, conflicting, or hidden content that reduces trust and lowers self-service adoption. Elara solves this by continuously generating, updating, and validating knowledge with built-in governance and editorial review gates. The result: answers that are consistent, compliant, and ready wherever employees need them.



Auto-generate and update knowledge from resolved tickets with review gates



Duplicate detection and clustering to consolidate similar content



Quality checks for readability, PII redaction, link validation, and accuracy



Lifecycle automation spanning draft → review → publish → retire

Improve search and expand knowledge reuse

High-quality knowledge only delivers value if people can find it. Elara enhances discoverability across channels by enriching articles with AI Search metadata, enforcing taxonomy standards, and ensuring each article is structured for clarity and reuse. By partnering with Phoebe and Ariel, Elara keeps core content updated as issues are resolved across teams.



AI Search integration for improved ranking and precision



Taxonomy enforcement to maintain a clean, consistent information structure



Content enrichment and tagging for better discoverability



Cross-agent collaboration to convert resolved cases into knowledge across IT & HR

Continuously govern and optimize your knowledge ecosystem

Continuously govern and optimize your knowledge ecosystem. Elara enforces strong governance at every step—ensuring that knowledge is not just created, but created responsibly. With embedded guardrails, lifecycle checks, and privacy protections, Elara keeps your knowledge accurate, compliant, and ready for enterprise reuse.

Pre-action validation gates for accuracy and policy alignment

Human-in-the-loop checkpoints for sensitive or high-impact content

AI Control Tower & Now Assist Guardian integration for guardrails and PII protection

AI Traffic Controller oversight for sequencing, monitoring, and optimization



Maintain a single source of truth

Elara goes beyond article creation. It orchestrates the entire knowledge lifecycle to keep information accurate, compliant, and ready for enterprise use. From detecting duplicates to enforcing taxonomy and managing review workflows, Elara ensures every piece of content meets quality standards before it's published. By coordinating across teams and systems, Elara delivers a single source of truth that scales with your organization.

- ✓ Automated draft → review → publish → retire workflows
- ✓ Duplicate detection, clustering, and consolidation across teams
- ✓ Taxonomy enforcement to maintain consistent structure and findability
- ✓ Quality checks for readability, PII redaction, and link validation
- ✓ AI Search and Document Intelligence integration to improve discovery

ServiceNow integration & business value

Elara extends **ServiceNow Knowledge Management** to deliver a scalable, automated, and enterprise-grade approach to knowledge governance. Organizations adopting Elara achieve:



Higher deflection and FCR from accurate, trusted answers



Reduced duplicate effort through automated consolidation and reuse



Improved employee and customer experiences with consistent, easy-to-find content

[Learn more about building your own Intelligent Agent Crew](#) ↗