

ServiceInsight Release Notes

Version

6.0.1 6.0.0

Release Date: April 28, 2021

NOTE: ServiceInsight 6.0.1 does not require the 6.0.0 version in your ServiceNow instance, only the Perspective Core Helium update set.

Bug Fixes

The ServiceInsight portal url property no longer points to the incorrect Perspective Portal url.

Release Date: March 25, 2021

New Features

With ServiceInsight installed, you will be able to gain access to Tableau dashboards displaying KPIs for ITSM, HR, CSM, and ITOM/ITAM

Easily create Group Shares and download Tableau dashboards from your ServiceNow instance with ServiceInsight

Once ServiceInsight setup is complete, you will have Group Shares that will run automatically based on the share schedule selected and populate the tables necessary for the dashboards

View your previously created ServiceInsight entries for easy access to your Group Shares and corresponding Tableau dashboards