servicenow

Quick Guide

for Support Request

HOW TO: Complete a support request

Support Request forms are usually assigned to you after they are created by a user (through the Services Portal) or by another fulfiller.

However, you might create a Support Request from a New Call Record or from the Navigator (Support Request > Create New). When doing so, you will need to complete the following fields. Mandatory fields are indicated by the *. If you don't know what should be in a field, you can search by clicking the 🔍 associated with the field.

- * **Requested by** — Person who asked for the item or service
- **Requested for** — Person for whom the request was made (if not the "Requested by" person)
- * **Business Service** — Choose the category for this request
- **Function/Service** — Choose an appropriate sub-category
- **Classification Code** — Add when you close the ticket.
- **Assignment Group** — The support group associated with the category
- **Assigned to** — The fulfiller who completes the support request. These options are limited by the Assignment Group selection.
- **Secure flag** – Click this if there is confidential information in the ticket
- **Priority** — Choose the priority level of the ticket, if necessary
- **Contact type** — Select how the request was made
- **KCS Solution** — Search for knowledge articles associated with this request, if necessary
- **Alternate Contact** — List an alternate contact for the support request, if needed
- * **Short description** — Briefly describe the request/issue
- **Additional Comments** — Use this field to communicate with the person who has requested the item or service. Anything you put in this field is sent in an email to the requester.
- **Work Notes** — Use this field to make notes for yourself or other fulfillers who might access this ticket. The requester will not see this content, unless they have fulfiller status in ServiceNow.

HOW TO: Close a support request

1. In the Status field, click **Resolved**.
2. Select a Clasification code - it is mandatory.
3. On the **Closure Information** tab, enter information about the ticket resolution in the **Close notes** field.
4. In the **Additional comments** field, type how you resolved the ticket or next steps for the requester.
5. Click **Save**.

HOW TO: Assign a task

1. Find the **Task** tab at the bottom of the Support Request form.
2. Click the **New** button.
3. Complete the form.
   The required fields are Priority, Assignment group, and Short description, but be as specific as you can be.
4. Click **Save**.
   The task is forwarded to the Assignment group you specified.

HOW TO: Close a task

1. Open the task.
2. Change the **Status** field to Complete or Cancelled, as appropriate.
3. In the **Work notes** field, describe how you resolved the task or why you cancelled it.
4. Click **Save**.

HOW TO: Attach Knowledge to an SR

1. In a Support Request, find the **KSC Solution** field.
2. Click on the 🔍 to search for a knowledge article.
3. Click on the knowledge article that includes information appropriate to the request.
4. Click **Save**.
   The knowledge article is saved as part of the Support Request and is sent by email to the requester.

HOW TO: Attach & Send Documents

1. Click the and attach a file.
2. Click the and click **Reload Form**.
3. Above Additional Comments, click **Show Attachment selector**.
4. Click on the checkbox(es) next to the attachment(s) you want to send to the user.
5. Write a note to the user in the **Additional Comments** field.
6. Click **Post**.
   The email sent to the client with the attachment is secure.

You can send attachments to the Work Notes list by putting a note in the **Work notes** field instead of the Addtional Comments box.

HOW TO: Communicate with a client

1. From within the Support Request, click the **Notes** tab.
2. In the **Additional comments** field, type your note to the customer.
3. Click **Post**.
   The note will be sent by email to the requester.

HOW TO: Create a JIRA ticket

1. Find the **Task** tab at the bottom of the Support Request form.
2. Click the **New** button.
3. Complete top part of the form as usual.
4. In the **JIRA Integration Fields** tab, in the SDLC System dropdown list, select JIRA.
   You will see this tab if you have the JIRA role in SNOW.
5. Complete the required fields:
   - **JIRA Project** - Click on the magnifying glass to see a list of projects.
   - **JIRA Component** - Select the component from the dropdown list.
   - **SDLC Description** - Type a description of the enhancement you are requesting.
6. Click **Save**.
7. Click the **Create SDLC Issue** button at the top of the screen.
   The system returns a message that the JIRA ticket was successfully created. ServiceNow populates the JIRA number in the field and marks the task Complete.

HOW TO: Assign to Special Group

1. In the Assignment Group, enter the special assignment group.
2. Click **Save.**
   An email is sent to the distribution list for the special assignment group team that includes the ticket details.
3. Change the assignment group back to your group.
4. Assign the ticket to yourself.
5. In the Work notes field, state that the ticket was sent by the system via email to the appropriate group.
6. In the **Close notes** field, type: Your ticket has been forwarded to the appropriate team who will contact you via email to complete your request.
7. Resolve the Support Request.

HOW TO: Fix the look of a form or a list

If you access a form (Support Request, Task) or a list (My Work, Open Support Requests) and the list looks unusual (e.g., columns out of order, fields missing), someone has probably changed the View of the form.

To fix it:

1. Click (in the upper left corner).
2. Click **View** and select **Default View.**

WHAT IS: The Watch List

People you add to this list will receive an email when you add text to the **Additional comments** field.

WHAT IS: The Work Notes List

People you add to this list will receive an email when you add text to the **Work notes** field.