Compucom

Resolver Guide

June 2024

Version 1.0

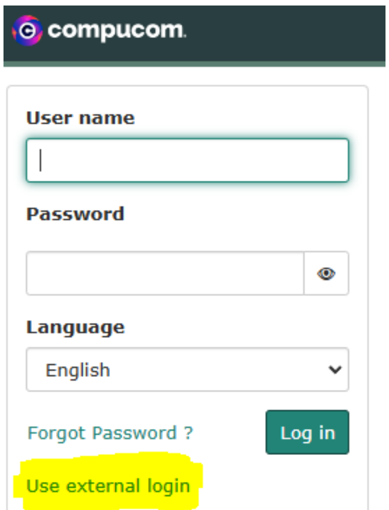
This guide is to help resolvers using the legacy Resolver Portal to migrate to using full ServiceNow. It will cover things that look a little different or show in different areas. The guide shows you what you need to know as a resolver in ServiceNow.

Table of Contents

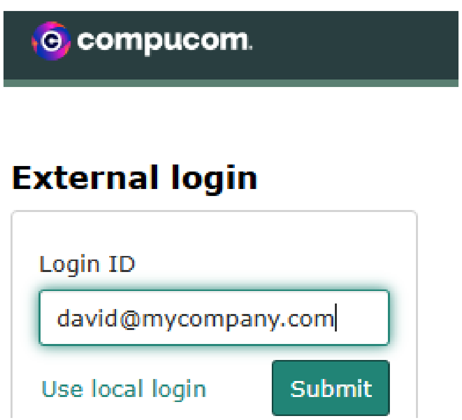
1. ACCESSING SERVICENOW AS A RESOLVER

To access ServiceNow you will use a different URL

1. Go to:https://iaas.service-now.com/
2. Click on use external login.

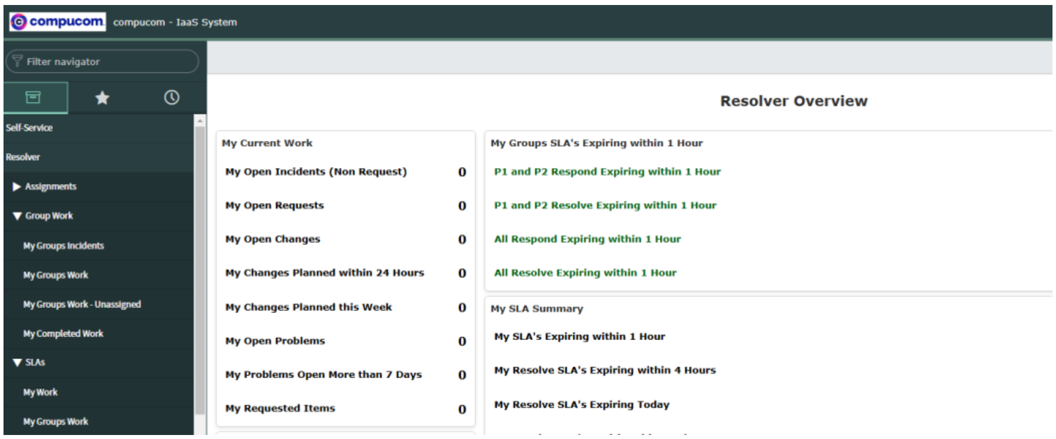


3. Input your company email address for the redirect you already use and click submit.



4. You will be redirected to your identity provider's login page where you should enter your login credentials for your company. If your login is successful, you will be authenticated and redirected back to ServiceNow automatically (note your login screen will be unique to your company).

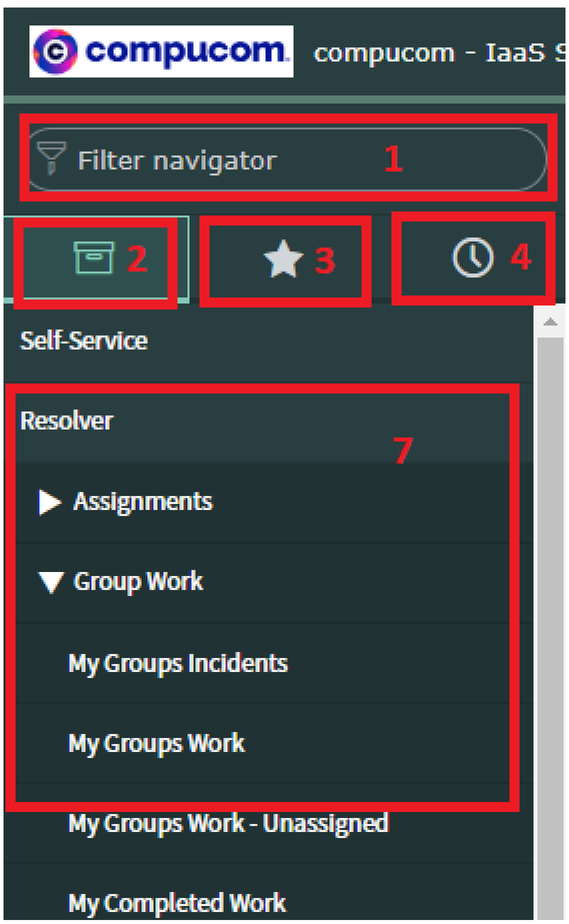
When successfully logging in, you will see a screen that looks like this but may have your own company logo.

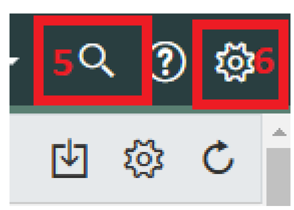


2. NAVIGATION

Map of ServiceNow

1. **Filter Navigator**
2. **All Applications**
3. **Bookmarks**
4. **History**
5. **Search**
6. **Settings**
7. **Resolver Menu (left side of ServiceNow)**





Left Side of ServiceNow

On the left side of ServiceNow you have all the menus for areas you have access to. The main place we will be working is the Resolver menu which contains all your work. You have access to three smaller tabs across the top, the furthest left is a list view of all the menu's you have access to (bear in mind menus can be expanded and you may see a collapsed view, click on it to expand).

Filter Navigator

On the top left of the screen, you have filter navigator. Filter navigator is a quick search tool for specific functions in ServiceNow. For example, if you type the word report, you will see a list of the menus you have access to which contain that keyword. It can be used quickly to search for any function in ServiceNow such as the word incident will show you all options you have for incidents. Use this to instantly search the menus for what you want or use bookmarks for quick access.

Bookmarking Favorites

To bookmark something from the list on the left, hover your cursor over to the right of the word, you will see a star symbol. Click on the star to mark as a bookmark for later.

Accessing Bookmarks

To access bookmarks simply click the star symbol just under filter navigator. Remember your profile holds your settings and migrate with you between computers.

Searching for a ticket

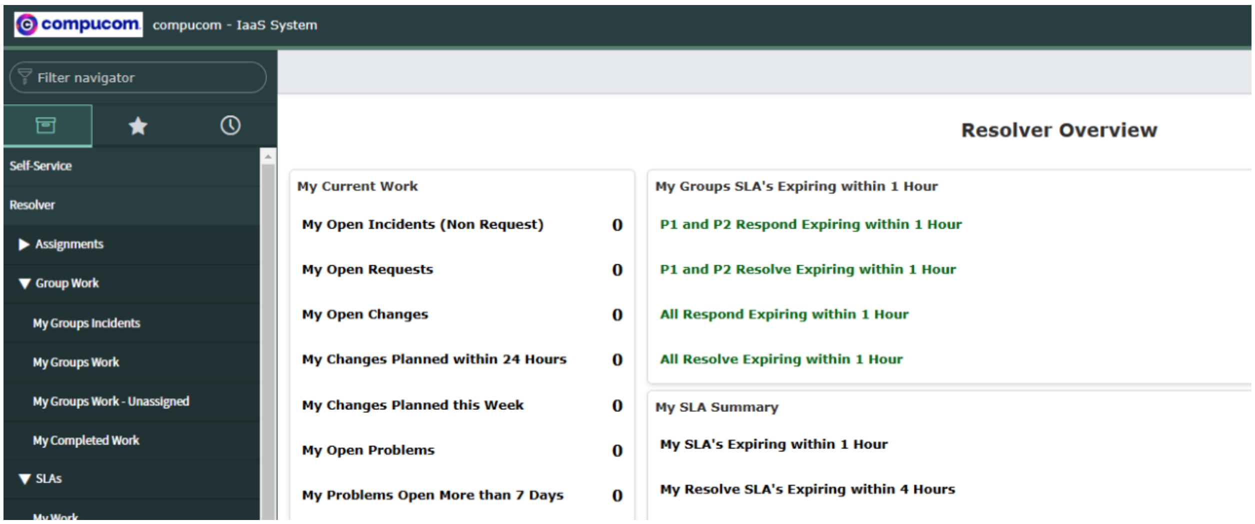
The search feature is accessed by clicking the magnifying glass on the top right, you can search for tickets by ticket number if you know the number. You can also use this feature to search for a person and all their tickets will show up.

3. VIEWING PERFORMANCE METRICS

Resolver Overview (default homepage for resolvers)

This is a dashboard that shows your work and your group's work aimed at an individual resolver.

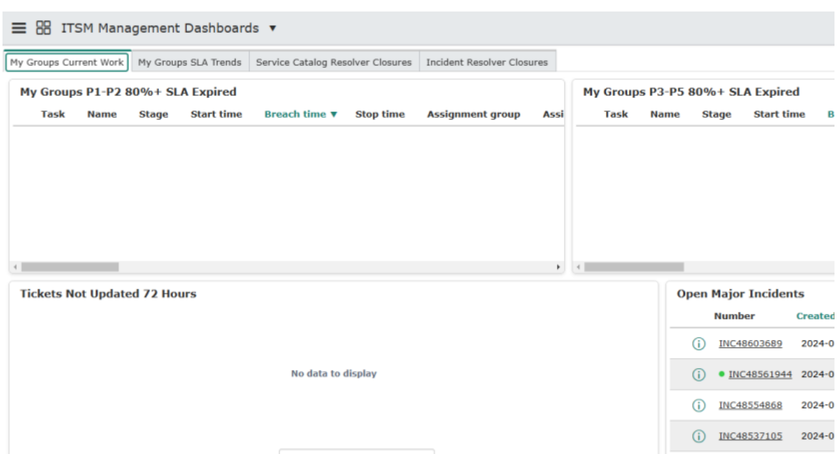
Resolver Overview can also be accessed [HERE]



ITSM Management Dashboard

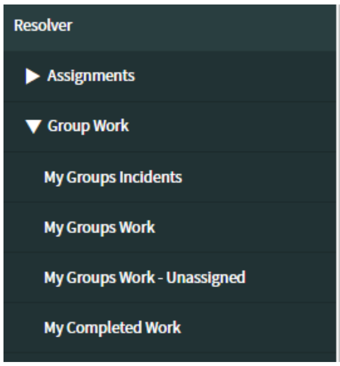
These are dashboards usually for managers that show groups performance and the performance of individual resolvers within their groups.

These can be accessed [HERE]



4. RESOLVER TAB

The resolver tab, specifically for resolvers, is for instantly viewing your work, potential work and any SLAs that are impacting your work. Work can be viewed using the purpose made shortcuts. I recommend you apply favorites to the ones that you. Recommended bookmarks here include **All My Assignments** and **My Groups Work – Unassigned**.



Assignments

4.1.1 My Incidents

Click this option to view the incidents assigned to you.

4.1.2 My Changes

Click this option to view the changes assigned to you.

4.1.3 All My Assignments (recommended)

This will show all tickets currently assigned to you.

4.1.4 My Groups Work – Unassigned

This shows all work in your group(s) not currently assigned to you. Use this option to grab your next ticket when you are ready to work more tickets (this is usually in order of created date, but you may have your own rules for the work order).

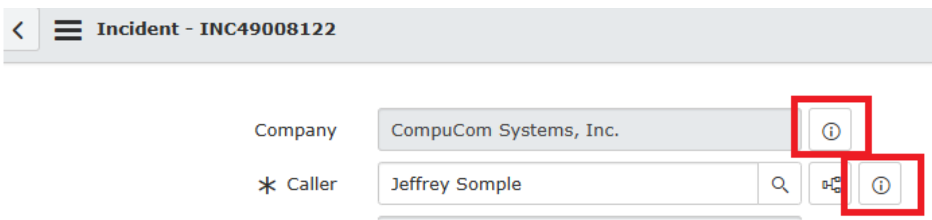
4.1.5 My Completed Work

My Completed Work shows the tickets that are in a resolved or closed state. This view is a filter, you can open the filter and set a date range if you want to show your resolved and closed tickets per period.

5. WORKING A TICKET

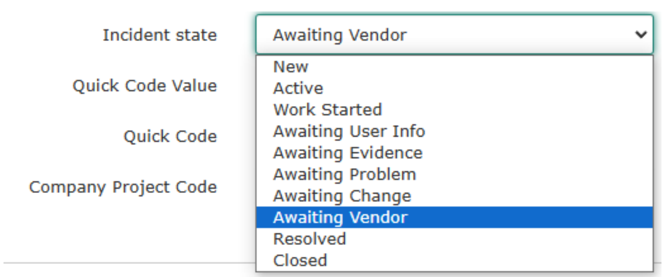
The "i" Symbol

The "i" symbol appears next to records where you can look up the information contained in the record currently occupying that attribute. As an example, the ticket has a specific customer as the caller (affected user), clicking on the I symbol next to the user will show the details registered in the user record (such as phone number, location, manager). Use this feature to look at details in a record associated with the ticket.



What does the Incident States mean?

When working on a ticket you will potentially change status' during the ticket lifecycle. It may arrive in certain states and be changed over time based on what is occurring. To change the status on a ticket, click on the drop-down menu for incident state and select the desired state.



New: The ticket is new, and work has not begun yet, the ticket is not assigned

Active: This status where the ticket is acknowledged

Work Started: Work started should be used when someone is currently working on the ticket (and it is assigned). This status should be in use while the ticket is active, and we are not waiting for the customer or a vendor for something.

Awaiting User Info: This status is for when we need something from the customer and the ticket cannot proceed without that information. This should be accompanied by a note to the customer using **additional comments** (which if enabled will send an email with your message) and a call to the customer.

Awaiting Evidence: This status should only be used when an issue does not appear to be valid, you have reached out to the customer and the customer has agreed to provide you with examples of the issue occurring.

Awaiting Problem: This status should only be used when a problem record has been created and the ticket is assigned to that problem. Typically, problem managers will use this status. You are responsible for updating the customer regularly.

Awaiting Change: This status should only be used when a change record has been created and the ticket is pending for that change to be fixed. The change number should be applied to this ticket. You are responsible for updating the customer regularly.

Awaiting Vendor: Use this state when the ticket is pending an external vendor that is not integrated into ServiceNow and does not have an assignment group in ServiceNow. You are responsible to check daily for updates on the ticket and note those updates in the ticket.

Resolved: Resolved is the state we set tickets to where we are telling the customer the issue is resolved. Tickets stay in this state for the "resolve to close" duration, during that time the ticket can be reopened and set to other statuses, after that time is elapsed the ticket is closed automatically.

Closed: Closed is the state when a record has been sealed, closed tickets cannot be reopened

Assigning a Ticket to a Group

To assign a ticket to a specific group:

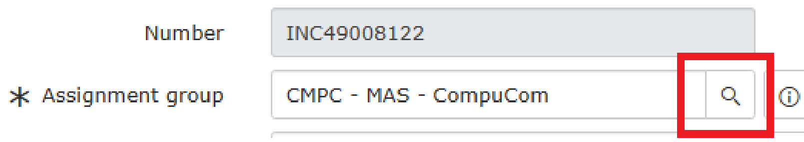
If you know the group name

1. Type the group name into the assignment group field and select the value group that appears in the list.
2. update any notes in the ticket on why you are assigning the ticket and any other information you need to provide.
3. Save the ticket.

If you do not know the group name

1. Click the magnifying glass next to assignment group.

2. Type what you think the group name is with a * after what you know into the assignment group field and select the desired group that appears in the list.
3. update any notes in the ticket on why you are assigning the ticket and any other information you need to provide.
4. Save the ticket.



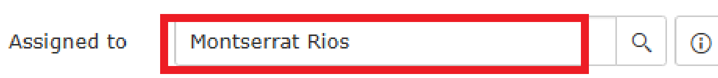
Assigning a Ticket to Yourself

If you are viewing a ticket assigned to a group that you are a member of:

1. Click on the assigned to field.
2. Type in your name.
3. Click your name.
4. Update anything you need to in the ticket (notes, incident state etc.)
5. Save the ticket.

Please note, you can only assign tickets to members of groups, if you are not a member of a group you should be, please contact your Compucom counterparts to get you added through internal process.

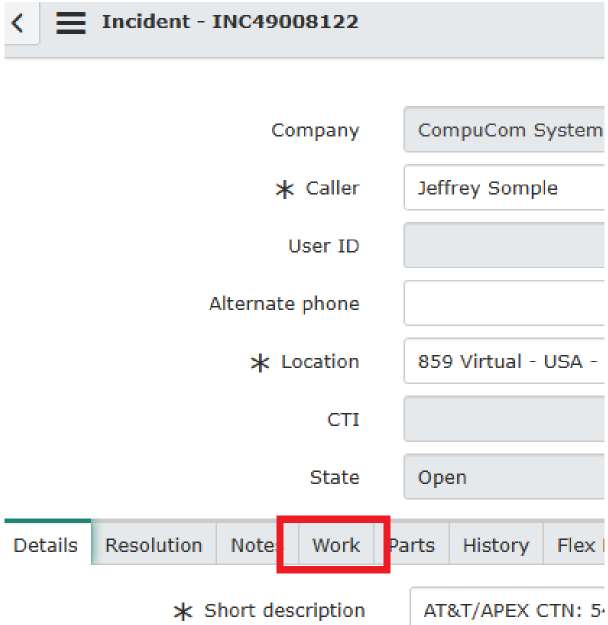
Important: Never assign tickets to other people without their specific request and permission

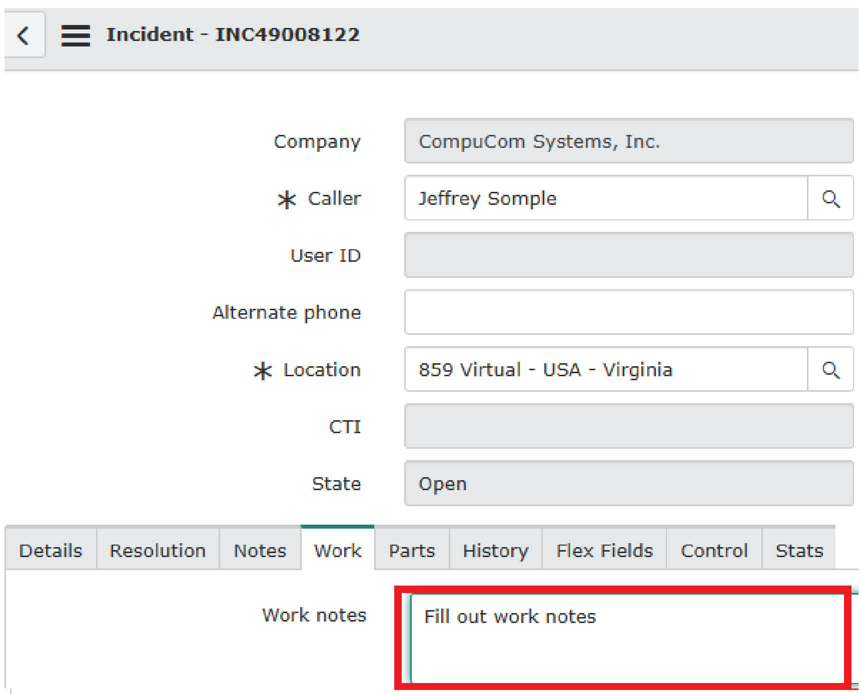


Work Notes

Work notes are internal facing notes; only those with a fulfiller license or above can view information in the work tab. The work tab is where you should update case notes and read case notes from other resolvers. No messages to customers are sent from the field. You can access the work notes by clicking on the **work** tab. This is where you store internal facing notes.

To apply work notes simply select the work tab, type your notes in work notes and save the ticket when you are done to update the record.





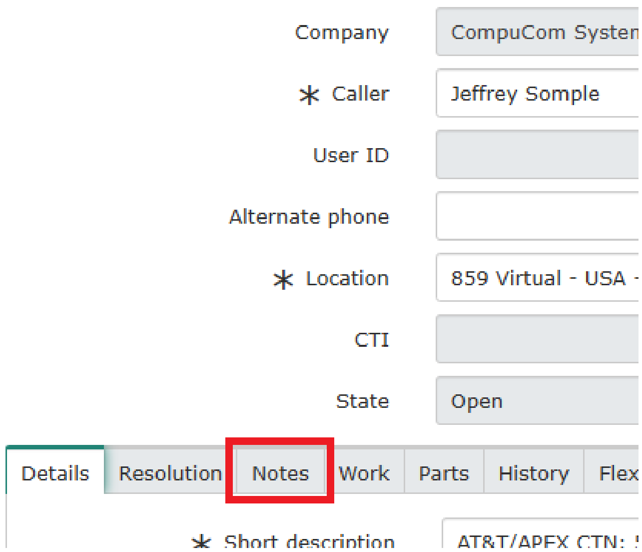
Additional Comments

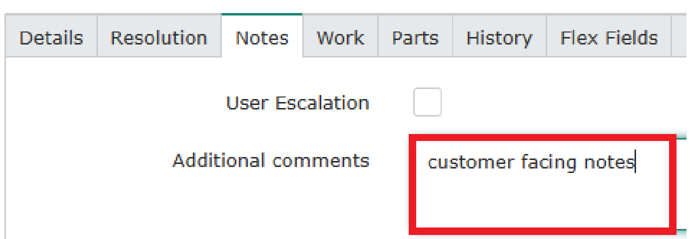
Additional comments (notes) are customer facing notes, these notes are visible to anyone viewing the ticket in self service areas of ServiceNow and other customer self-service tools, customers will only see their tickets without a higher license. You can access the notes section by clicking notes and view messages sent to customers and responses from customers. If notifications for the additional comments field are enabled, saving a note in the field will send an email to the customer (the value in caller field) if the notification is enabled for your company

To apply an update to additional comments:

1. Click the notes tab.
2. Click on additional comments.
3. Type your update in the additional comments field.
4. Save the ticket.

Important: This field is where you will see responses to the emails ServiceNow is sending from the ticket to customers.



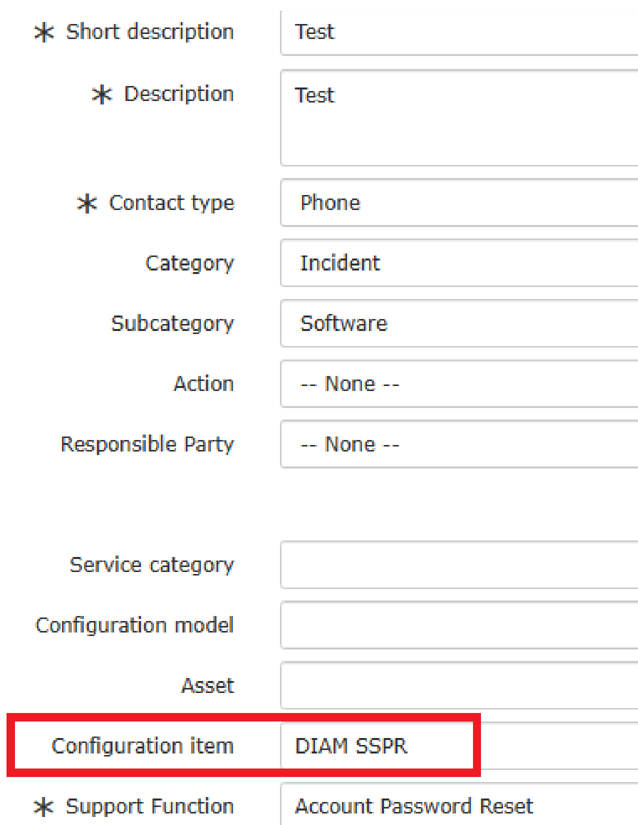


Configuration Item

As a resolver you will typically receive tickets with configuration items already identified. The CI should be used for showing the system/service being affected in the incident (or the specific catalog task in a workflow). Where the CI is incorrect, we as resolvers are responsible to update it to reflect the correct affected system/service to make sure reporting reflects what we are fixing in our incidents (and make sure knowledge that other support uses reflects the correct classification information).

Configuration items are a required field to save tickets.

- If we know the name of our CI's we can type them in to replace the CI name
- If we do not know the name of our CI's we can search * after what you know into the Configuration Item field and select the desired CI that appears in the list



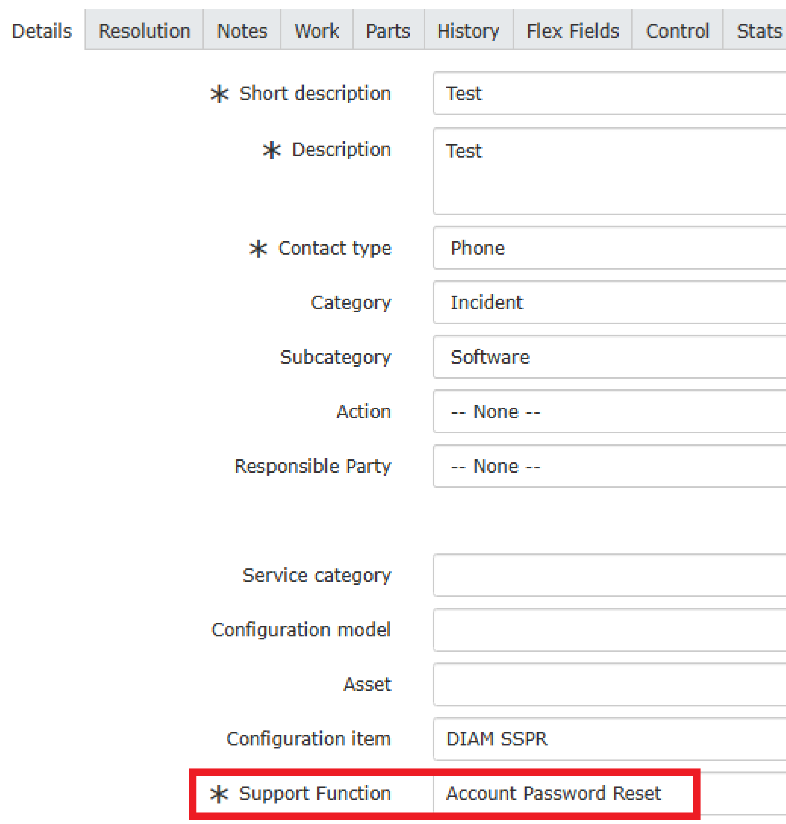
Support Function

Support Function is a unique field in Compucom ServiceNow. It is a type of CI we relate to Configuration Items as a related record. Support Functions are used as a descriptor of known errors for that CI. If CI is the affected system or service, Support Function is what is wrong with that system/service.

As a resolver you are responsible for ensuring that any known errors for your CIs should be available for ticket classification. Where they are not available, please give feedback through your Compucom counterparts to get them added. Support functions are a dynamic reporting capability to allow you to show what the environment is doing with your CIs and are integral to problem, change and incident management.

Support Functions are a required field to save tickets when a related CI is selected.

- If we know the name of our SF's we can type them in to replace the SF name
- If we do not know the name of our SF's we can search * after what you know into the Support Function field and select the desired SF that appears in the list

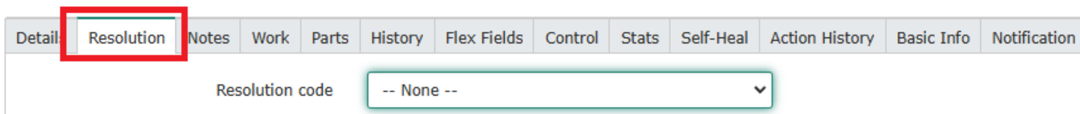


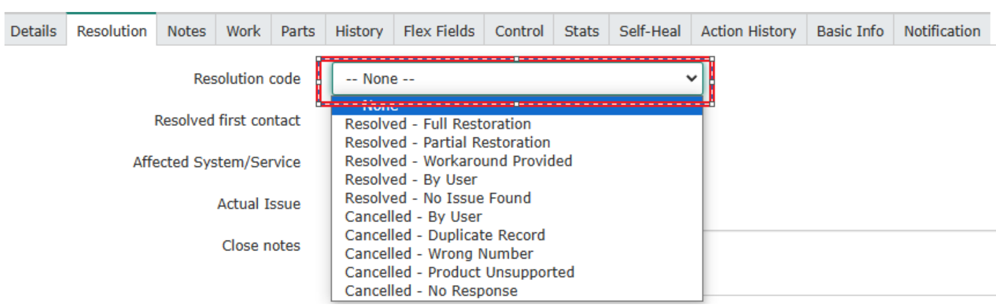
Resolving an Incident

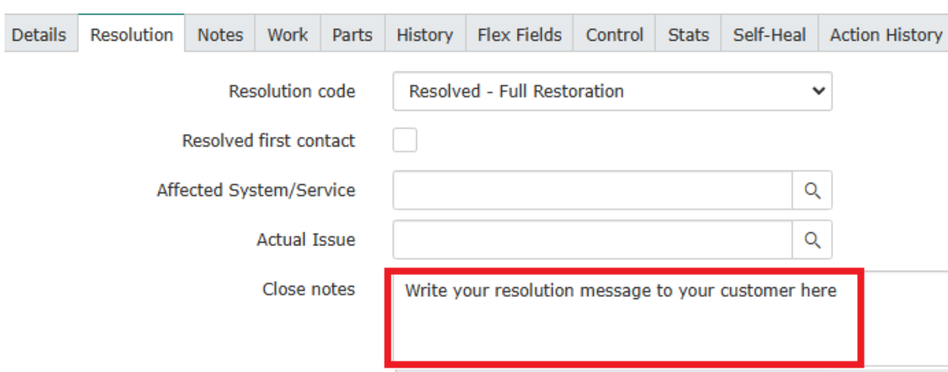
When the incident is fixed and confirmed with the user it can be resolved. Before resolving a ticket, all notes must be up to date with what records of what was done to fix the issue.

When you are ready to resolve a ticket:

1. Change the Incident State to Resolved
2. Click on the resolution tab.
3. Click on the Resolution Code field and select the appropriate Resolution Code
4. In the Close notes field write a message for your customer regarding the resolution
5. (optional) Apply the CI that you fixed to the Affected System/Service and the appropriate Support Function to the Actual Issue fields (these behave the same as Configuration Ite, and Support Function fields
6. Make one last check everything is correct in the ticket.
7. Save the ticket (this will send a notice to your customer that the ticket is resolved and provide your close note message in an email if the notification is enabled)



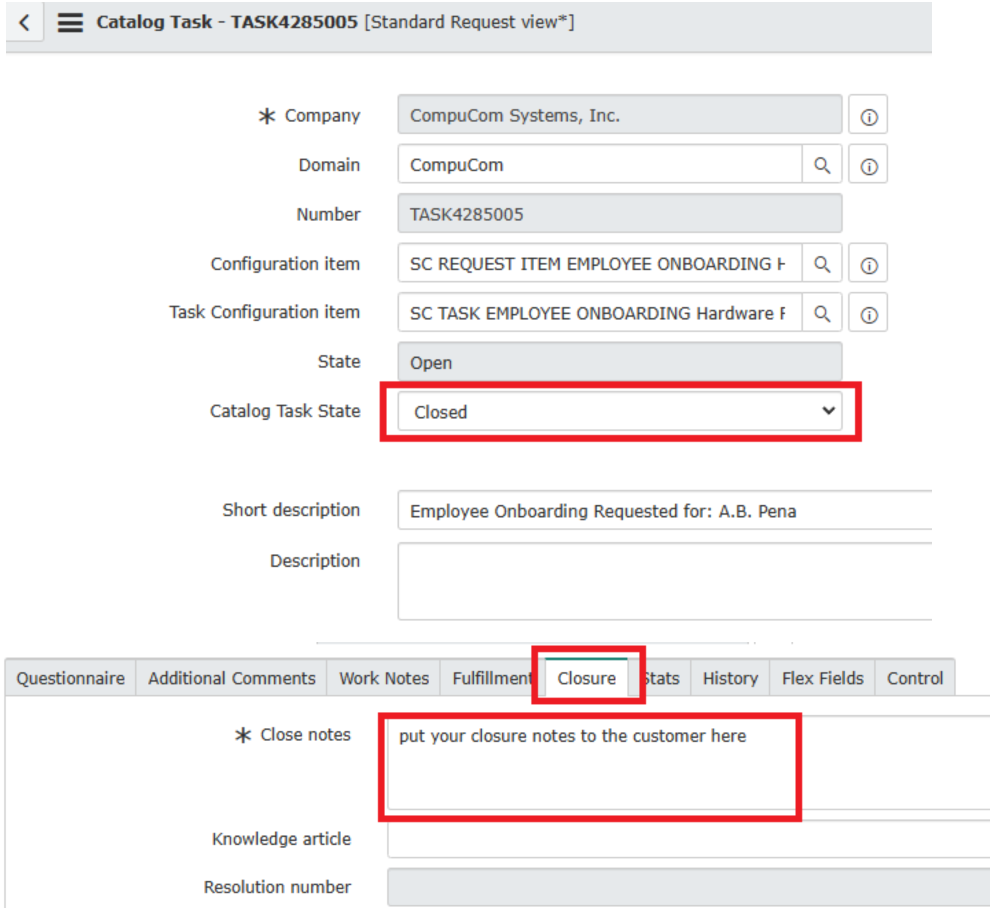


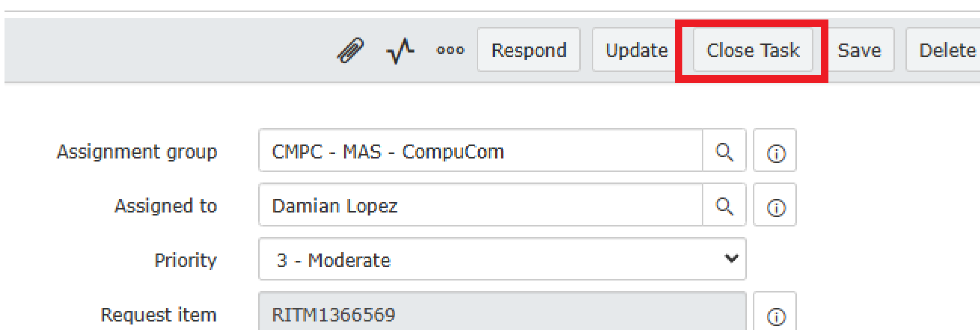


Closing a SCTask

When the Task in the SCTask is completed and you are ready to close the task:

1. Verify the task is completed and all notes are updated.
2. Check the ticket is assigned to you.
3. Update Catalog Task State to closed.
4. Update the Closure notes with a message for your customer.
5. Click Close Task


Catalog Task - TASK4285005 [Standard Request view*]
Company
CompuCom Systems, Inc.
Domain
CompuCom
Number
TASK4285005
Configuration item
SC REQUEST ITEM EMPLOYEE ONBOARDING H
Task Configuration item
SC TASK EMPLOYEE ONBOARDING Hardware F
State
Open
Catalog Task State
Closed
Short description
Employee Onboarding Requested for: A.B. Pena
Description
Questionnaire
Additional Comments
Work Notes
Fulfillment
Closure
Stats
History
Flex Fields
Control
Close notes
put your closure notes to the customer here
Knowledge article
Resolution number


Respond
Update
Close Task
Save
Delete
Assignment group
CMPC - MAS - CompuCom
Assigned to
Damian Lopez
Priority
3 - Moderate
Request item
RITM1366569

