



# PIE Tech

POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE and Affiliated to Anna University)

*sky is the limit*

## NAAN MUDHALAVAN

### ServiceNow Administrator Project

### Comprehensive Guide to Apple iPhone 13 pro: Features, Benefits, and Usage in servicenow's service

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Year : IV

Semester : 07

## Comprehensive Guide to Apple iPhone 13 pro: Features, Benefits, and Usage

### **ABSTRACT:**

To create and implement a streamlined process within ServiceNow for publishing Knowledge Articles that provide detailed information on items listed in the Service Catalog. This initiative aims to enhance user experience by ensuring that customers have easy access to comprehensive product details, instructions, and support information.

### **User Story:-**

As a ServiceNow user, I want to publish a detailed Knowledge Article for an item listed in the Service Catalog, so that customers can easily find comprehensive information, instructions, and support related to the products they are interested in purchasing.

### **Pre-Requisites:-**

1. Knowledge on Service Now.
2. Knowledge on Service Catalog.
3. Knowledge on Knowledge Management.

## Skills used to solve the problem statement:-

1. Service Catalog and Knowledge Management.
2. Service Now Administration.

## Implementation

### Activity-1

1. Open service now developer Instance
2. Click on All >> search for users
3. Select Users under system security
4. Click on new
5. Fill the following details to create a new user

The screenshot shows the 'User - New Record' form in the ServiceNow developer instance. The form is for creating a new user. The fields are as follows:

- User ID: Rajini.Kanth
- First name: Rajini
- Last name: Kanth
- Title: Manager
- Department: IT
- Password needs reset: ☒
- Locked out: ☐
- Active: ☒
- Web service access only: ☐
- Internal Integration User: ☐
- Email:
- Language: --None--
- Calendar integration: Outlook
- Time zone: System (America/Los\_Angeles)
- Date format: System (yyyy-MM-dd)
- Business phone:
- Mobile phone:

A 'Submit' button is located at the bottom right of the form. Below the form, there is a 'Related Links' section with two links: 'View linked accounts' and 'View subscriptions'.

6. Click on Submit.

## Activity - 2: Create Groups

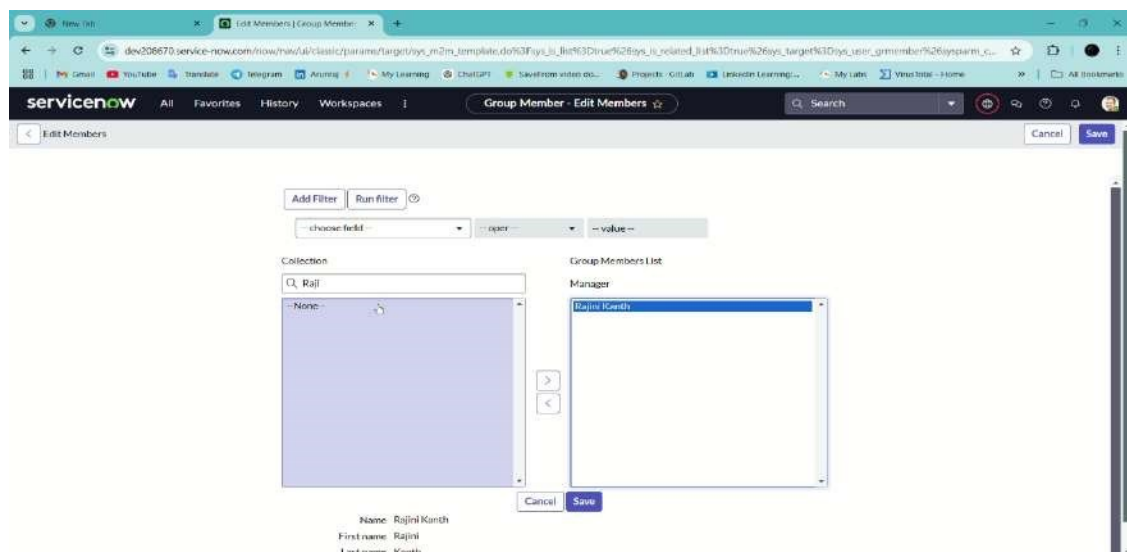
1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.



The screenshot shows the 'Group Manager Group' form in ServiceNow. The form has the following fields:

- Name:** Manager Group
- Group email:** (empty field with an email icon)
- Manager:** (empty field with a search icon)
- Parent:** (empty field with a search icon)
- Description:** (empty text area)

6. Under Group Members, click on edit.
7. Add the user(Jai Prakash) to the Manager Group and click on Save.



The screenshot shows the 'Edit Members' dialog for the 'Manager' group. The dialog has the following components:

- Collection:** A list box showing 'None'.
- Group Members List:** A list box showing 'Rajini Kanth'.
- Buttons:** 'Add Filter', 'Run filter', 'Cancel', and 'Save'.
- Details:** Below the list boxes, the details for 'Rajini Kanth' are shown: Name: Rajini Kanth, First name: Rajini, Last name: Kanth.

8. It would like below.

Update Delete

Roles Group Members (1) Groups

User Search

Group = Manager

User

Rajini Kanth

1 to 1 of 1

9. Click on save.

### Activity - 3: Create Roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

servicenow All Favorites History Workspaces Admin Group - Manager Search

Group Manager

Job to add or remove role(s) from user(s) of group has been queued

Name Manager Group email

Manager Manager Parent

Description

Update Delete

Roles Group Members (1) Groups

User Search

Group = Manager

User

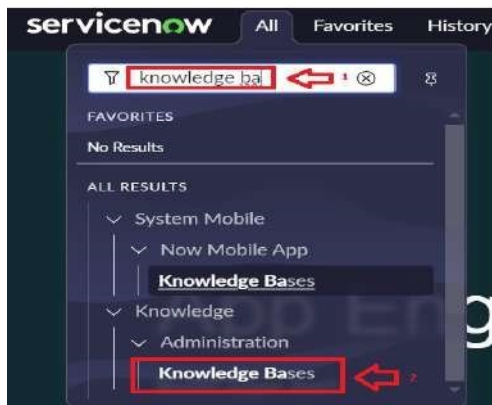
Rajini Kanth

1 to 1 of 1

6. Click on submit.

#### **Activity - 4: Creation of Knowledge Base.**

1. Go to All >> Search for Knowledge Bases.



2. Click on New.
3. Enter the details for knowledge base as:  
Title : Mobiles  
Owner : Jai Prakash ( give the user you created )  
Publish workflow : Select Knowledge - Approval Publish  
Retire workflow : Select Knowledge - Approval Retire  
Check the active checkbox is True.  
Description : Enter "The mobiles related Articles will be displayed in this base."
4. Click on Save.
5. Now click on Icon and select the image.

The screenshot shows the ServiceNow interface for configuring a Knowledge Base article. The title is 'Mobiles'. The application is 'NowMobile'. The owner is 'Rajini Karth'. The publish workflow is 'Knowledge - Approval Publish' and the retire workflow is 'Knowledge - Approval Retire'. The article is active. There are checkboxes for 'Disable commenting', 'Disable suggesting', 'Disable category editing', 'Disable rating', and 'Disable mark as helpful', all of which are currently unchecked. A checklist is also visible at the bottom.

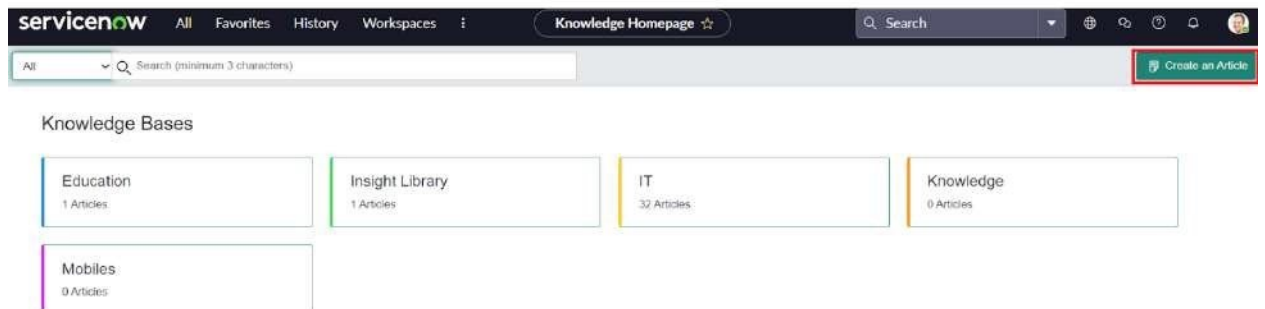
6. After Saving the Knowledge base, it will be seen like below :

The screenshot shows the ServiceNow interface displaying a list of Knowledge Bases. The table has columns for Title, Description, Owner, Order, and Checklist. The first row is 'ICS Knowledge Base (demo data)' with a description 'ICS Drogo KB' and owner 'Anya Stark (ICS role)'. The second row is 'Mobiles' with a description 'The mobiles related Articles will be dis...' and owner 'Rajini Karth'. The third row is 'Known Error' with a description 'This is the default Knowledge base for K...' and owner 'Problem Manager'. The fourth row is 'IT' with a description 'The ACME North America IT Service Desk K...' and owner 'Bernard Laboy'. The fifth row is 'Knowledge' with a description 'Knowledge Base for "Knowledge" users. An...' and owner 'System Administrator'.

Title	Description	Owner	Order	Checklist
ICS Knowledge Base (demo data)	ICS Drogo KB	Anya Stark (ICS role)		Default AQL Survey
Mobiles	The mobiles related Articles will be dis...	Rajini Karth		(empty)
Known Error	This is the default Knowledge base for K...	Problem Manager		(empty)
IT	The ACME North America IT Service Desk K...	Bernard Laboy	100	(empty)
Knowledge	Knowledge Base for "Knowledge" users. An...	System Administrator	300	(empty)

## Activity - 5: Creation of Knowledge Article

7. Go to All >> Search for Knowledge Article.
8. Click on Create an Article



9. Enter the details as :  
Knowledge base : Select Mobiles
10. For Category : Click on Search >> then '+' icon
11. Add some category pickers as you wish and then click on ok.



12. Enter the details as :  
For Category : Select Iphone  
Valid to : Select date



Description : Enter “How to Purchase Apple iPhone 13 Pro from the Service Catalog”

13. In Article Body : Type your Article information.

Product Overview:

Name: Apple iPhone 13 Pro

Model: A2636 (US) Key

Features:

- Display: 6.1-inch Super Retina XDR display
- Camera: Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording
- Processor: A15 Bionic chip
- Storage Options: 128GB, 256GB, 512GB, 1TB
- Operating System: iOS 15
- Battery Life: Up to 22 hours talk time • Colors: Graphite, Gold, Silver, Sierra Blue

How to Purchase:

1. Navigate to the Service Catalog:

- Log in to your ServiceNow account.
- Click on the "Service Catalog" link from the main menu.

2. Search for iPhone 13 Pro:

- Use the search bar to type "Apple iPhone 13 Pro".
- Select the product from the search results.

### 3. Select Configuration:

- Choose your preferred storage option and color.
- Review the product details and specifications.

### 4. Add to Cart:

- Click the "Add to Cart" button to add the iPhone 13 Pro to your shopping cart.

### 5. Checkout:

- Proceed to checkout by clicking the shopping cart icon.
- Follow the prompts to complete your purchase.

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### Installation and Setup Instructions:

#### 1. Unbox Your iPhone 13 Pro:

- 

Carefully unbox your new iPhone and remove all protective materials.

## 2. Power On the Device:

- Press and hold the side button until the Apple logo appears.

## 3. Follow On-Screen Setup Instructions:

- Select your language and region.
- Connect to a Wi-Fi network.
- Set up Face ID and create a passcode.
- Sign in with your Apple ID or create a new one.

## 4. Transfer Data:

- If you are upgrading from another iPhone, use the Quick Start feature to transfer your data.
- Alternatively, restore from an iCloud or iTunes backup.

## 5. Complete Setup:

- Customize your settings and preferences.
- Download and install any available software updates.

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## Troubleshooting Common Issues:

### 1. iPhone Not Powering On:

- 

- Ensure the device is charged by connecting it to a power source.

Try a forced restart by pressing and quickly releasing the Volume Up button, then the Volume Down button, and finally, press and hold the side button until the Apple logo appears.

## 2. Wi-Fi Connectivity Issues:

- Toggle Wi-Fi off and on in Settings.
- Restart your router and modem.
- Reset network settings by going to Settings > General > Reset > Reset Network Settings.

## 3. Face ID Not Working:

- Ensure the TrueDepth camera is not obstructed.
- Go to Settings > Face ID & Passcode and re-register your face.

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## Frequently Asked Questions (FAQ):

### 1. What are the storage options available for the iPhone 13 Pro?

- The iPhone 13 Pro comes in 128GB, 256GB, 512GB, and 1TB storage options.

### 2. Can I use my old SIM card with the iPhone 13 Pro?

- Yes, the iPhone 13 Pro supports nano-SIM cards. You can use your existing SIM card or get a new one from your carrier.

### 3. Does the iPhone 13 Pro support wireless charging?

○

Yes, the iPhone 13 Pro supports MagSafe and Qi wireless charging.

#### 4. How can I extend the battery life of my iPhone 13 Pro?

- Enable Low Power Mode in Settings > Battery.
- Reduce screen brightness and use Wi-Fi whenever possible.
- Disable background app refresh and location services for apps you do not use frequently.

#### 5. What should I do if my iPhone 13 Pro is not responding?

- Try a forced restart by following the steps mentioned in the troubleshooting section above.

---

Knowledge  
KB0010032

Number

KB0010032

\* Knowledge base

Mobiles

Category

iPhone

Valid to

2024-12-31

Article type

HTML

Workflow

Draft

Source Task

Attachment link

☐

Display attachments

☐

\* Short description

How to Purchase Apple iPhone 13 Pro from the Service Catalog

Article body

Verdana 8pt

**B** *I* U ~~S~~ Paragraph

Product Overview:

Name: Apple iPhone 13 Pro

Model: A2636 (US)

Key Features:

- **Display:** 6.1-inch Super Retina XDR display
- **Camera:** Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording
- **Processor:** A15 Bionic chip
- **Storage Options:** 128GB, 256GB, 512GB, 1TB

14. After Typing Article click on Submit.

○

### **Activity - 6: Linking the Knowledge Article to Catalog item**

15. Go to All >> Search for My Knowledge Article.

16. Open the Knowledge Article we created earlier.
17. Scroll down, you can find Related Catalog Items.
18. Click on Edit and add Apple iPhone 13 pro to Related Catalog Items List.

Collection

Related Catalog Items List

KB0010032

Apple iPhone 13 pro

Cancel Save

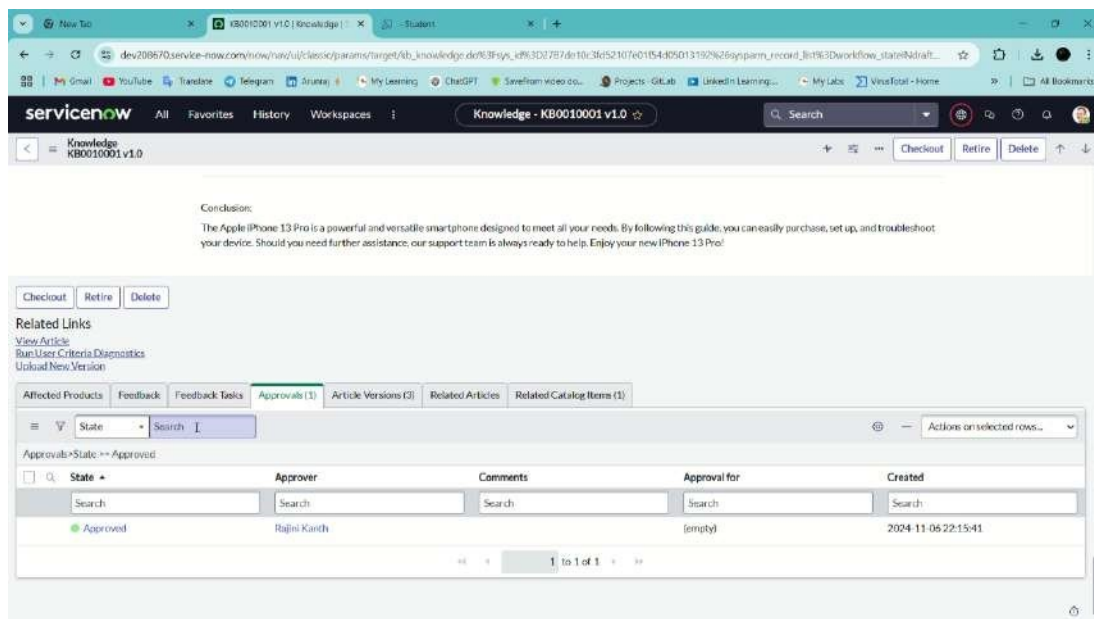
19. Click on Save.

Affected Products				Feedback		Feedback Tasks		Approvals		Related Articles		Related Catalog Items (1)	
Knowledge article = KB0010032				Order		Search							
Catalog Item				Order								Active	
Apple iPhone 13 pro												100 true	

20. Now click on Publish.

## Activity - 7: Approving the Article

21. Go to All >> Search for My Knowledge Article.
22. Open the Knowledge Article we created earlier.
23. Scroll down, you can find Approvals.
24. Under State, you can find Requested. Click on that

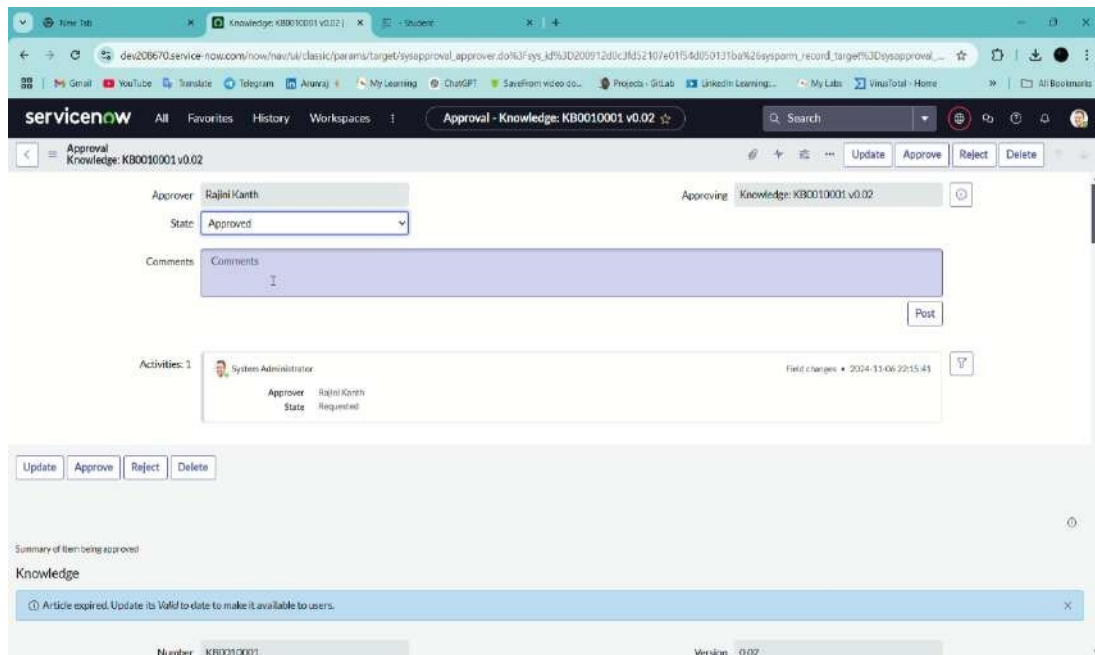


The screenshot shows the ServiceNow interface for a Knowledge article titled "KB0010001 v1.0". The article content includes a "Conclusion" section about the Apple iPhone 13 Pro. Below the article content, there are tabs for "Affected Products", "Feedback", "Feedback Tasks", "Approvals (1)", "Article Versions (3)", "Related Articles", and "Related Catalog Items (1)". The "Approvals" tab is active, displaying a table with one approval entry in the "Requested" state.

State	Approver	Comments	Approval for	Created
Requested	Rajni Kanti		(empty)	2024-11-05 22:15:41

25. Approve the Article (To do that change the state to Approved)





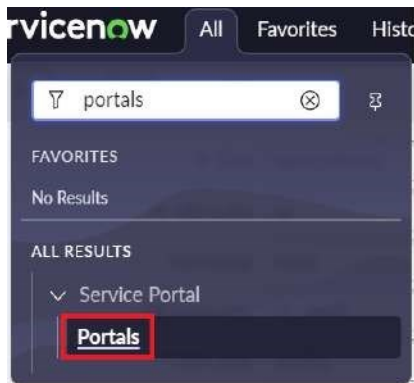
26. Then click on Update.

27. If you scroll down you can see that the Article has been approved.

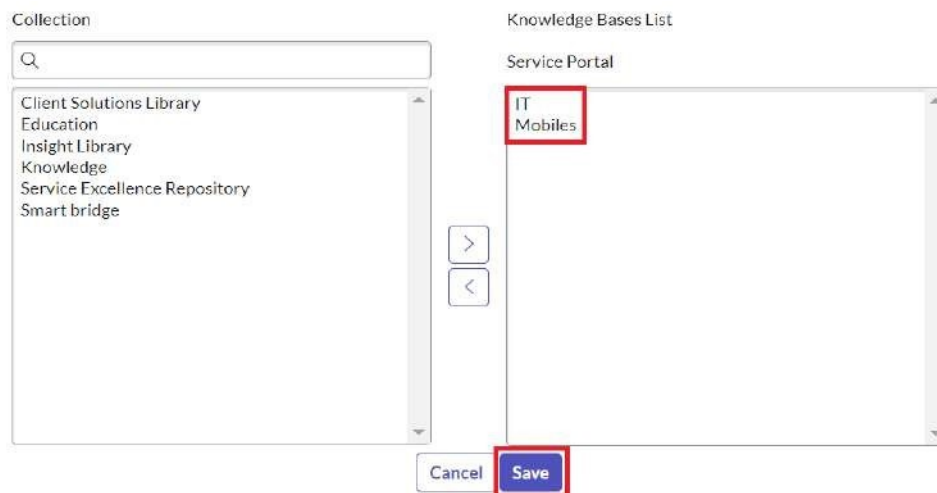


## Activity - 8: Adding Knowledge Base to Service Catalog 28.

Go to All >> Search for Portals.




29. Open Portals >> Open Service Portal.
30. Scroll down, Open Knowledge Bases >> Click on Edit.
31. Add Mobiles to Knowledge Bases List.




32. Click on Update.

## Result

1. Open Service Portal.
2. To do that Copy the top URL as shown in figure.



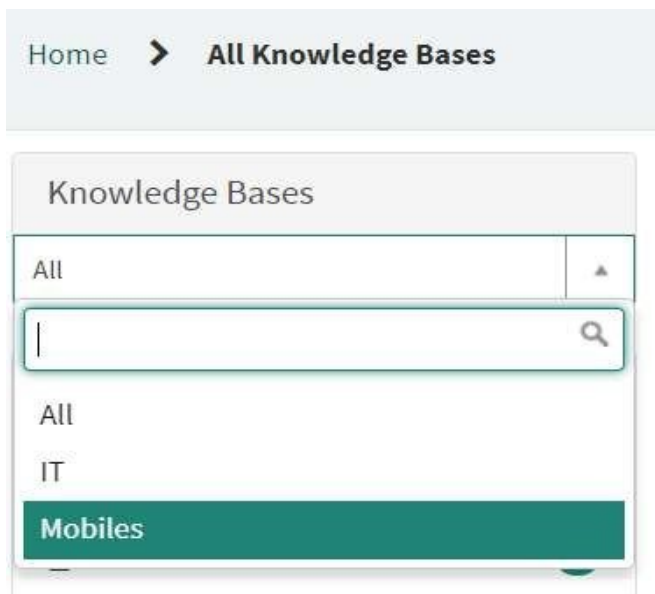
 [https://dev224595.service-now.com/now/nav/ui/classic/params/target/sp\\_portal\\_list.do](https://dev224595.service-now.com/now/nav/ui/classic/params/target/sp_portal_list.do)

3. In separate Tab paste it and enter 'sp' beside that.

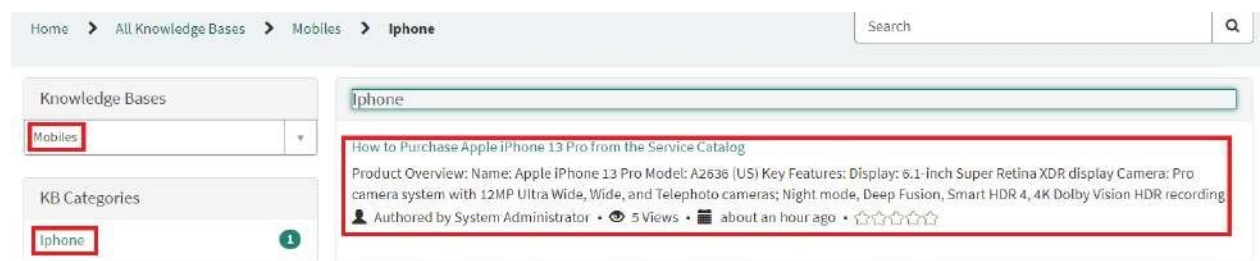


 [dev224595.service-now.com/sp](https://dev224595.service-now.com/sp)

4. Open Knowledge Bases and in that select Mobiles



5. Under that select Iphones and click on the Article



6. Open the article, there you can find Article info and in Related Lists we can find the catalog item (Apple iPhone 13 pro).

[Home](#) > [Knowledge](#) > [Mobiles \(Knowledge Base\)](#) > [Iphone](#)

Search

KB0010032

Actions

## How to Purchase Apple iPhone 13 Pro from the Service Catalog

Author: System Administrator • Published: about an hour ago • Views: 6 • Rating: ★★★★★

**Product Overview:**


**Name:** Apple iPhone 13 Pro  
**Model:** A2636 (US)

**Key Features:**

- **Display:** 6.1-inch Super Retina XDR display
- **Camera:** Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording
- **Processor:** A15 Bionic chip
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- **Operating System:** iOS 15
- **Battery Life:** Up to 22 hours talk time
- **Colors:** Graphite, Gold, Silver, Sierra Blue

### Related Items

Apple iPhone 13 pro  
Request for Apple iPhone 13 pro



### Most Useful

No content to display

## Contact Support

If you encounter any issues not covered in this guide, please contact our support team through the ServiceNow portal.

## Conclusion:

The Apple iPhone 13 Pro is a powerful and versatile smartphone designed to meet all your needs. By following this guide, you can easily purchase, set up, and troubleshoot your device. Should you need further assistance, our support team is always ready to help. Enjoy your new iPhone 13 Pro!