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

**TEAM MEMBERS:**

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**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:-**

Knowledge on Service Now.

Knowledge on Service Catalog.

Knowledge on Knowledge Management.

**OBJECTIVES:**

The project is 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.

**RESULT:**

The project is been completed with

* Assigning the manager
* Assigning the Product
* Including the article