



# PIE Tech

**POLLACHI INSTITUTE OF ENGINEERING AND TECHNOLOGY**

(Approved by AICTE and Affiliated to Anna University)

*sky is the limit*

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ServiceNow Administrator Project

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

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## 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

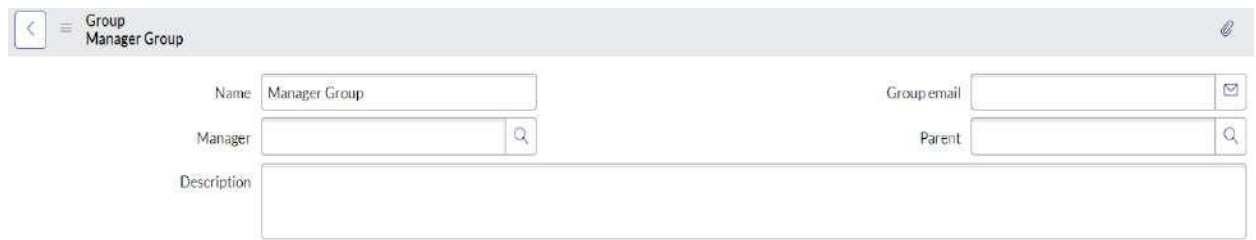
The screenshot shows the 'User - New Record' form in ServiceNow. The form is for creating a new user. It includes fields for User ID (Rajini.Kanth), First name (Rajini), Last name (Kanth), Title (Manager), Department (IT), Password needs reset (Recent selections), Locked out (checkbox), Active (checkbox), Web service access only (checkbox), Internal Integration User (checkbox), Email, Language (None), Calendar integration (Outlook), Time zone (System (America/Los Angeles)), Date format (System (yyyy-MM-dd)), Business phone, and Mobile phone. A 'Submit' button is at the bottom left. A blue banner at the top says 'To set up the User's password, save the record and then click Set Password.'

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

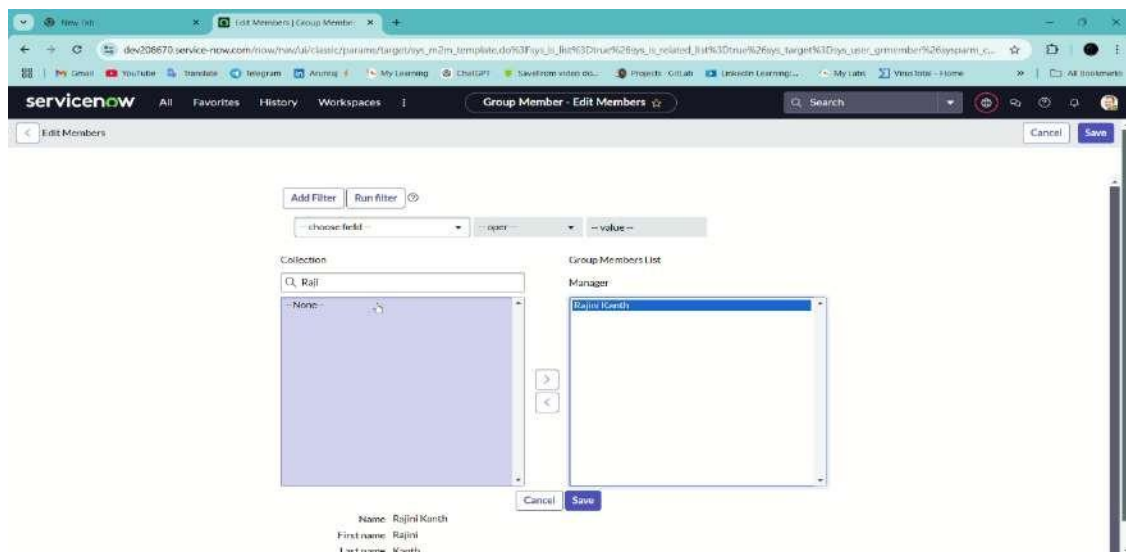
5. Fill the following details to create a new group.



The screenshot shows the 'Group Manager Group' form in ServiceNow. The form has a header bar with a back arrow, a menu icon, and the text 'Group Manager Group'. Below the header, there are several input fields: 'Name' (containing 'Manager Group'), 'Group email' (with an email icon), 'Manager' (with a search icon), 'Parent' (with a search icon), and a large 'Description' 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 box in ServiceNow. The dialog has a header bar with 'Add Filter', 'Run filter', and a search icon. Below the header, there are two main sections: 'Collection' and 'Group Members List'. The 'Collection' section has a search bar and a list of items, with 'None' selected. The 'Group Members List' section has a search bar and a list of items, with 'Rajini Kanth' selected. At the bottom, there are 'Cancel' and 'Save' buttons. Below the dialog, the details of the selected user are shown: 'Name: Rajini Kanth', 'First name: Rajini', and 'Last name: Kanth'.

8. It would like below.



The screenshot shows the 'Group Members' table in ServiceNow. The table has a header bar with 'Update' and 'Delete' buttons. Below the header, there are tabs for 'Roles', 'Group Members (1)', and 'Groups'. The 'Group Members (1)' tab is selected. The table has a search bar and a list of items, with 'Rajini Kanth' selected. At the bottom, there are 'New' and 'Edit' buttons. The table also shows pagination information: '1 to 1 of 1'.

9. Click on save.

### Activity - 3: Create Roles

1. Open service now.

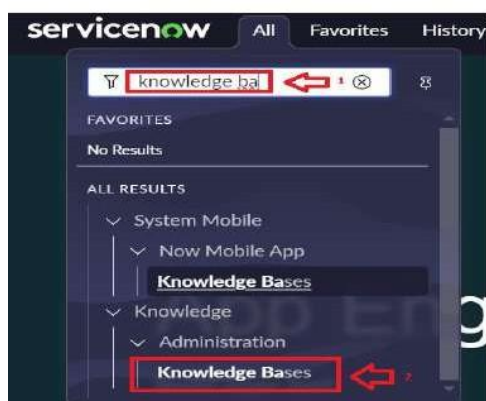
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

The screenshot shows the ServiceNow Group Manager interface. At the top, there's a navigation bar with 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and a 'Group - Manager' tab. A message at the top states: 'Job to add or remove role(s) from user(s) of group has been queued.' The form fields include: 'Name' (set to 'Manager'), 'Group email' (empty), 'Manager' (empty), 'Parent' (empty), and 'Description' (empty). Below the form are 'Update' and 'Delete' buttons. The 'Roles' tab is selected, showing a table with one user, 'Rajini Kanth'. The table has columns for 'User' and 'Search'. The 'User' column has a dropdown menu with 'User' selected. The 'Search' column has a search bar. The table shows one row with the user 'Rajini Kanth'. The table has a pagination bar at the bottom showing '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

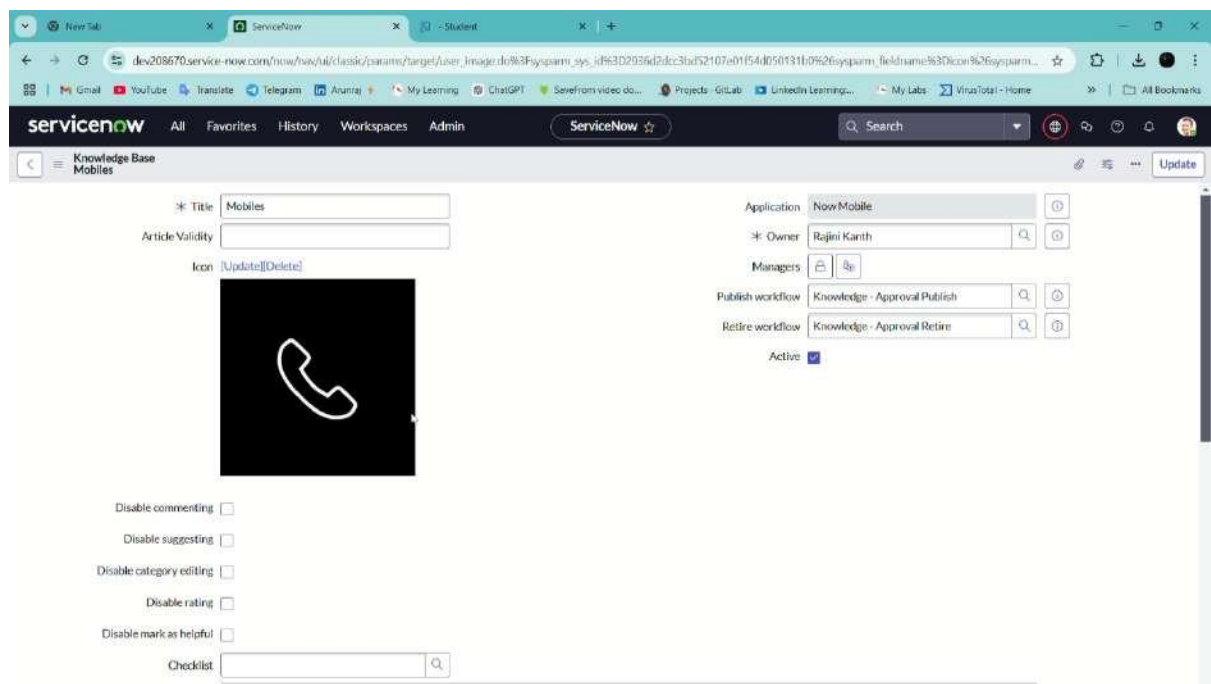
Owner : Jai Prakash ( give the user you created ) Publish

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. The browser address bar shows a URL from dev208670.service-now.com. The page title is 'Knowledge Base Mobiles'. The configuration form includes the following fields and options:

- Title:** Mobiles
- Article Validity:** (empty field)
- Icon:** [Update] [Delete] (A placeholder image of a white telephone handset on a black background is shown.)
- Application:** Now Mobile
- Owner:** Rajini Karth
- Managers:** (empty field)
- Publish workflow:** Knowledge - Approval Publish
- Retire workflow:** Knowledge - Approval Retire
- Active:** ☒
- Disable commenting:** ☐
- Disable suggesting:** ☐
- Disable category editing:** ☐
- Disable rating:** ☐
- Disable mark as helpful:** ☐
- Checklist:** (empty field)

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

The screenshot shows the ServiceNow Knowledge Bases interface. At the top, there's a navigation bar with 'servicenow' logo and tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. Below this is a search bar and a 'Knowledge Bases' tab. The main content area displays a table of knowledge bases. The table has columns for 'Title', 'Description', 'Owner', 'Order', and 'Checklist'. The first row is 'KCS Knowledge Base (demo data)' with a description 'KCS Despo KB' and owner 'Anya Stark (KCS role)'. Other rows include 'Mobiles', 'Known Error', 'IT', and 'Knowledge' with various descriptions and owners. A pagination bar at the bottom indicates '1 to 5 of 5'.

Title	Description	Owner	Order	Checklist
KCS Knowledge Base (demo data)	KCS Despo KB	Anya Stark (KCS role)		Default AQL Survey
Mobiles	The mobiles related Articles will be dis...	Rajini Kanth		(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.

Category picker

Iphone		
Samsung		
Nokia		
Pixel		
+	+	

Cancel

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

Article type: HTML

Workflow: Draft

Category: Iphone

Valid to: 2024-12-31

Short description: How to Purchase Apple iPhone 13 Pro from the Service Catalog

Article body

Product Overview:

Name: Apple iPhone 13 Pro

Model: A2636 (US)

Key Features:

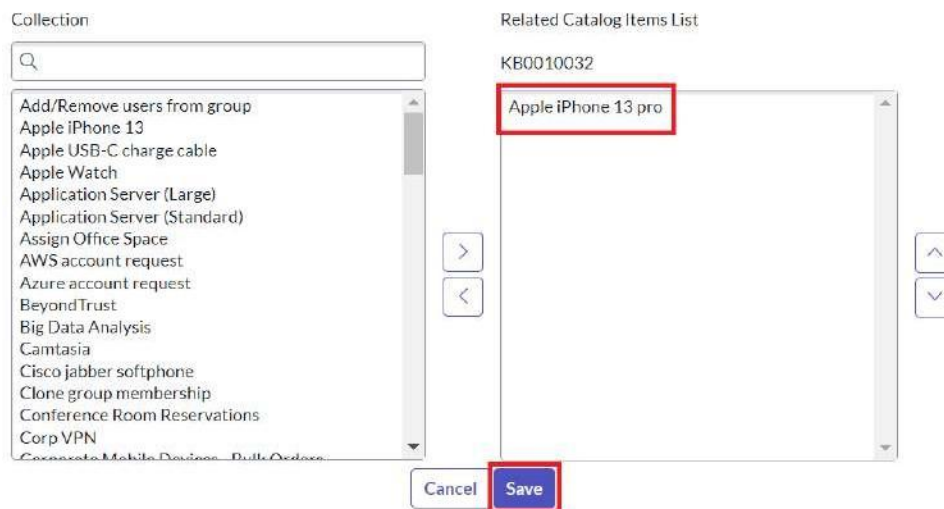
- **Display:** 6.1-inch Super Retina XDR display
- **Camera:** Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording
- **Processor:** A15 Bionic chip
- **Storage Options:** 128GB, 256GB, 512GB, 1TB

14. After Typing Article click on Submit.

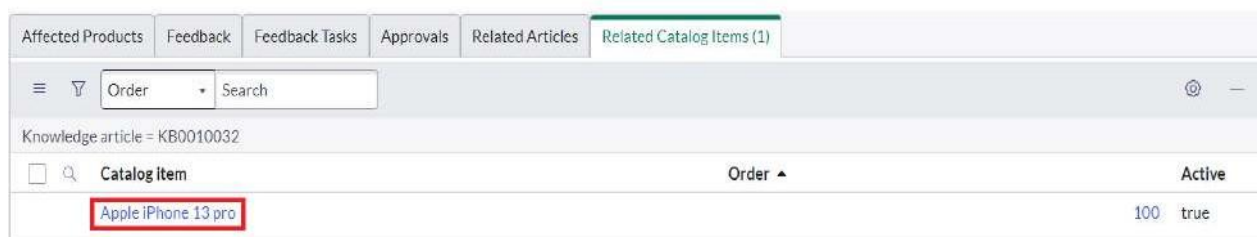
### Activity - 6: Linking the Knowledge Article to Catalog item

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.



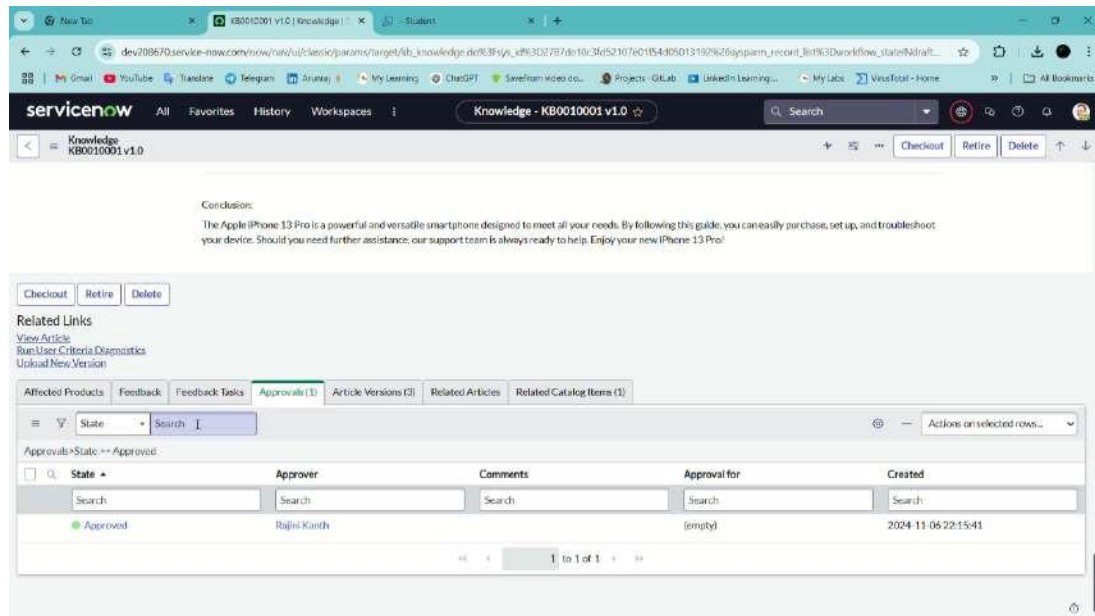
19. Click on Save.



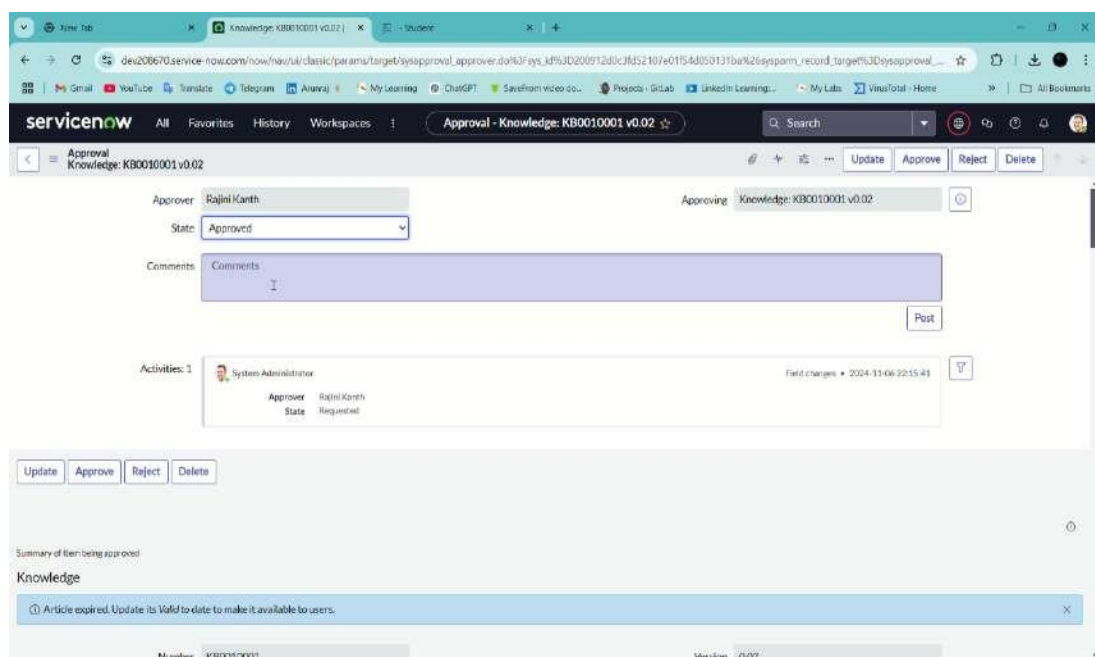
20. Now click on Publish.

## 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



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



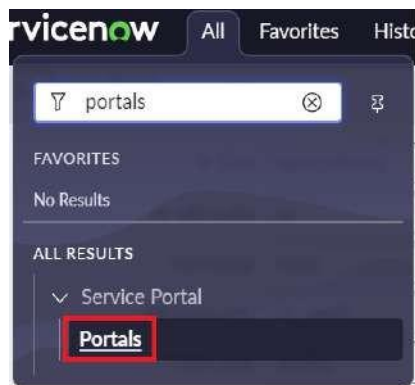
26. Then click on Update.

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.

Collection

Knowledge Bases List

Service Portal

IT  
Mobiles

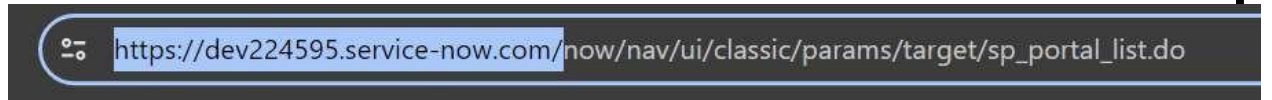
Cancel Save

**32.** Click on Update.



## Result

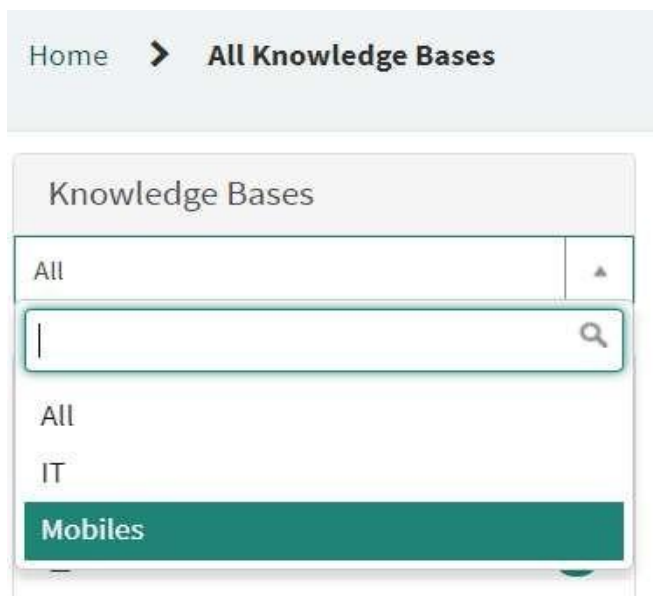
1. Open Service Portal.
2. To do that Copy the top URL as shown in figure.



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



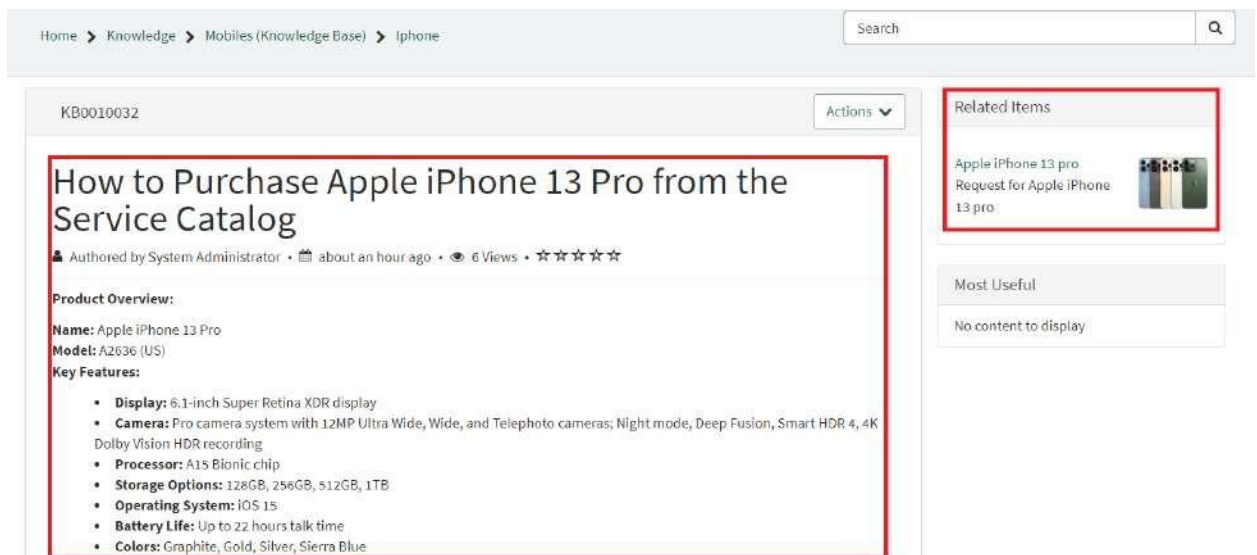
4. Open Knowledge Bases and in that select Mobiles



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).



## 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!