

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

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:-

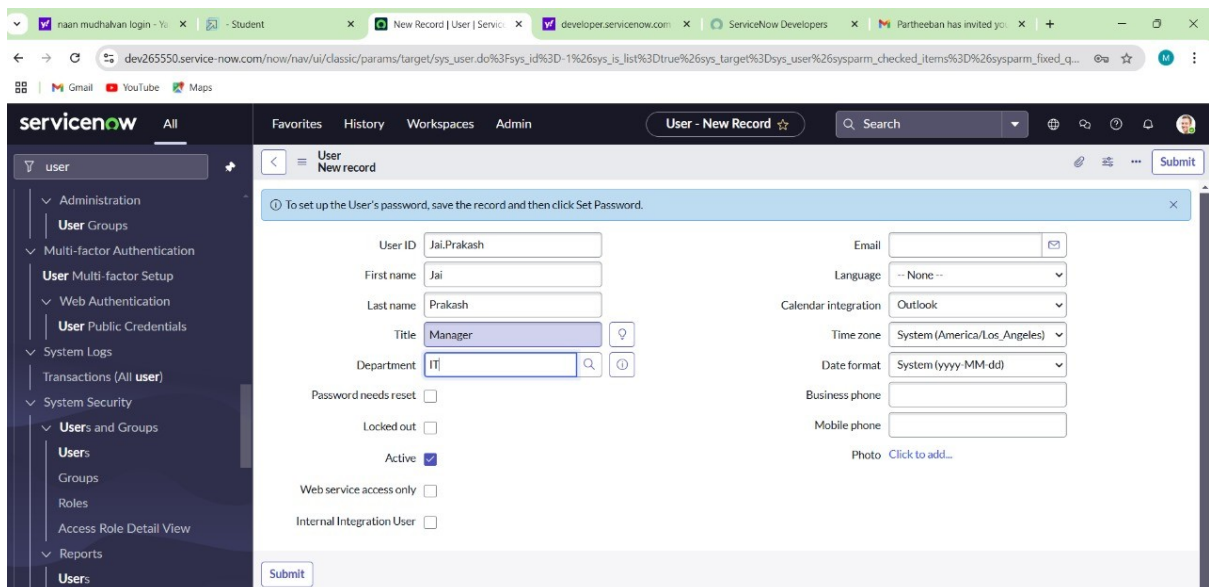
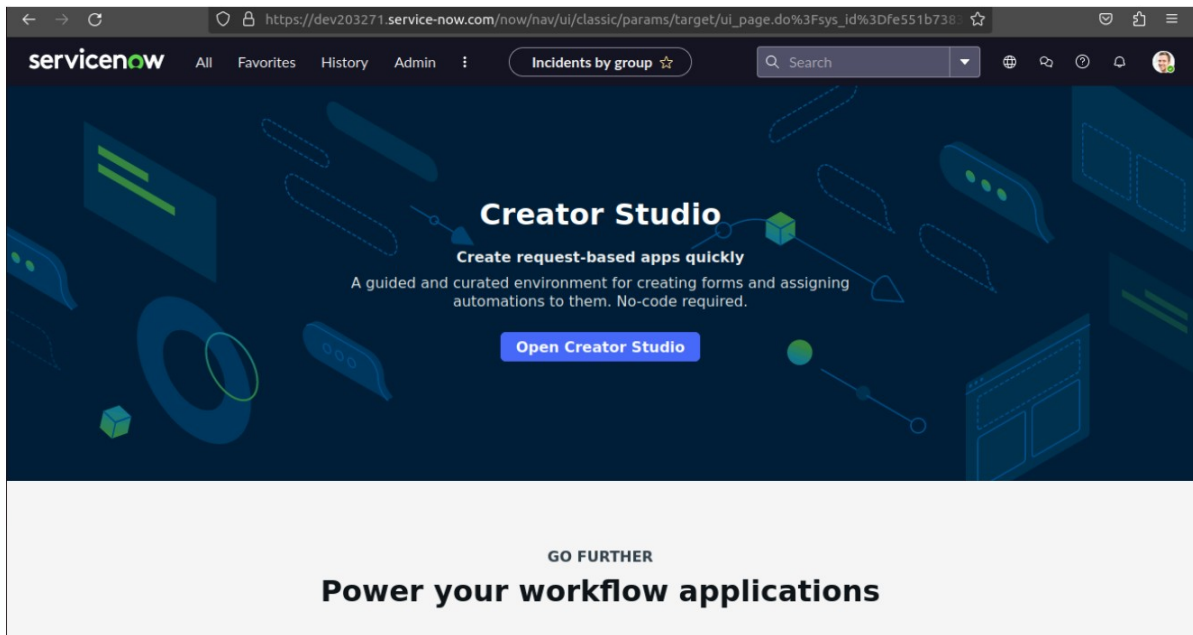
1. Service Catalog and Knowledge Management.
2. Service Now Administration.

Solution:

Activity-1

Step 1 : Sign in to ServiceNow Developer Instance.

Step 2 : Request Developer Instance.



Activity - 2: Create Groups

Group Member - Edit Members

Cancel Save

Add Filter Run filter

-- choose field -- -- oper -- -- value --

Collection

Group Members List

Manager

Jai Prakash

Cancel Save

Name Jai Prakash

Group Manager

Update Delete

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

Name Manager

Group email

Manager

Parent

Description

Update Delete

Roles Group Members (1) Groups

User Search

Actions on selected rows... New Edit...

Group = Manager

User

Jai Prakash

1 to 1 of 1

Activity - 3: Create Roles

15

Role - New Record ☆

Search

Role New record

* Name

Application

Elevated privilege ☐

Description

Submit

Activity - 4: Creation of Knowledge Base.

Knowledge Base - Mobiles ☆


Search

Knowledge Base Mobiles

* Title

Article Validity

Icon [\[Update\]](#)[\[Delete\]](#)



Application

* Owner

Managers

* Publish workflow

* Retire workflow

Active ☒

Disable commenting ☐

Disable suggesting ☐

Disable category editing ☐

Disable rating ☐

Disable mark as helpful ☐

Description

Set default knowledge field values

Update

Activity - 5: Creation of Knowledge Article

Transfer Data:

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

P » STRONG599 WORDS

PublishRetireUpdateSearch for DuplicatesDelete

Related Links

View ArticleRun User Criteria Diagnostics

Affected ProductsFeedbackFeedback TasksApprovalsRelated ArticlesRelated Catalog Items

OrderSearch

Edit...

Knowledge article = KB0010006

Catalog itemOrderActive

No records to display

Activity - 6: Linking the Knowledge Article to Catalog item

Knowledge KB0010006

PublishRetireUpdateSearch for DuplicatesDelete

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!

P » STRONG599 WORDS

PublishRetireUpdateSearch for DuplicatesDelete

Related Links

View ArticleRun User Criteria Diagnostics

Affected ProductsFeedbackFeedback TasksApprovalsRelated ArticlesRelated Catalog Items (1)

OrderSearch

Actions on selected rows...

Edit...

Knowledge article = KB0010006

Catalog itemOrderActive

Apple iPhone 13 pro100true

1 to 1 of 1

Activity - 7: Approving the Article

Processor: A15 Bionic chip

599 WORDS

Update

Search for Duplicates

Delete

Related Links

[View Article](#)

[Run User Criteria Diagnostics](#)

Affected Products

Feedback

Feedback Tasks

Approvals (1)

Related Articles

Related Catalog Items (1)

Approver

Search

Actions on selected rows...

Approvals

	State	Approver	Comments	Approval for	Created
<input type="checkbox"/>	Requested	Jai Prakash		(empty)	2024-11-12 01:30:33

1 to 1 of 1

Favorites

History

Workspaces

Admin

Approval - Knowledge: KB0010006

Search

Approval Knowledge: KB0010006

Update

Approve

Reject

Delete

Approver

Jai Prakash

Approving

Knowledge: KB0010006

State

Approved

Comments

Comments

Post

Activities: 1

System Administrator

Field changes • 2024-11-12 01:30:33

Approver

Jai Prakash

State

Requested

Update

Approve

Reject

Delete

Summary of Item being approved

Knowledge

Number

KB0010006

Article type

HTML

Activity - 8: Adding Knowledge Base to Service Catalog

Knowledge KB0010006

Retire

Update

Delete

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

P = STRING

599 WORDS

Retire

Update

Delete

Related Links

[View Article](#)
[Run User Criteria Diagnostics](#)

Affected Products

Feedback

Feedback Tasks

Approvals (1)

Related Articles

Related Catalog Items (1)

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💬

State

Search

⚙️

—

Actions on selected rows...

Approvals

<input type="checkbox"/>	🔍 State	Approver	Comments	Approval for	Created
<input checked="" type="checkbox"/>	Approved	Jai Prakash		(empty)	2024-11-12 01:30:33

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1 to 1 of 1

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