

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

Category: ServiceNow Administrator

Skills Required: Knowledge Management

Project Description:

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:-

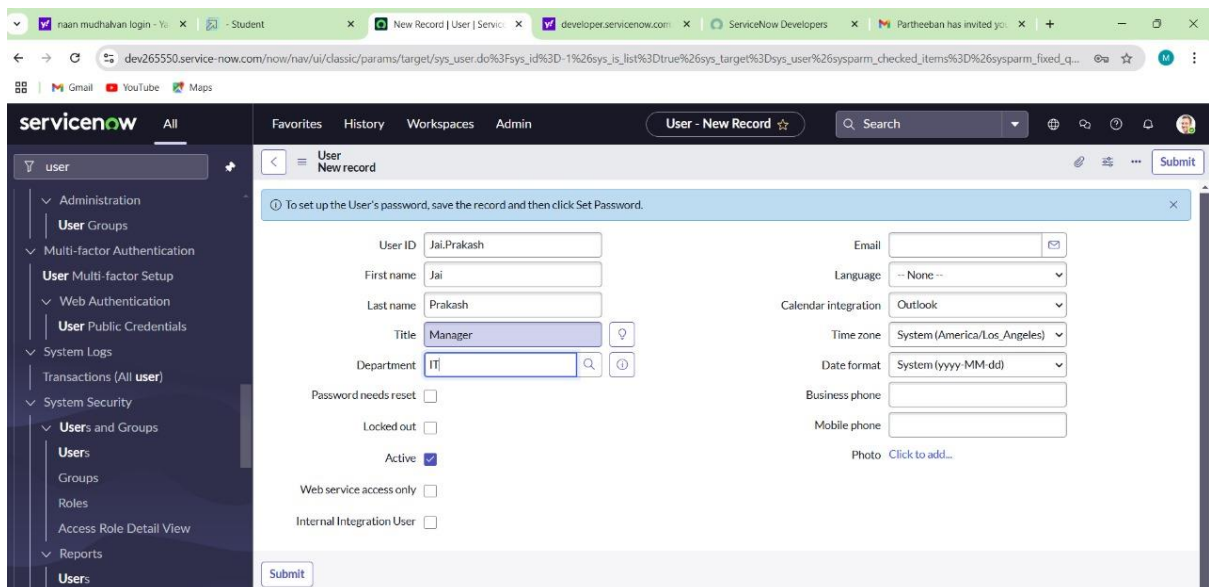
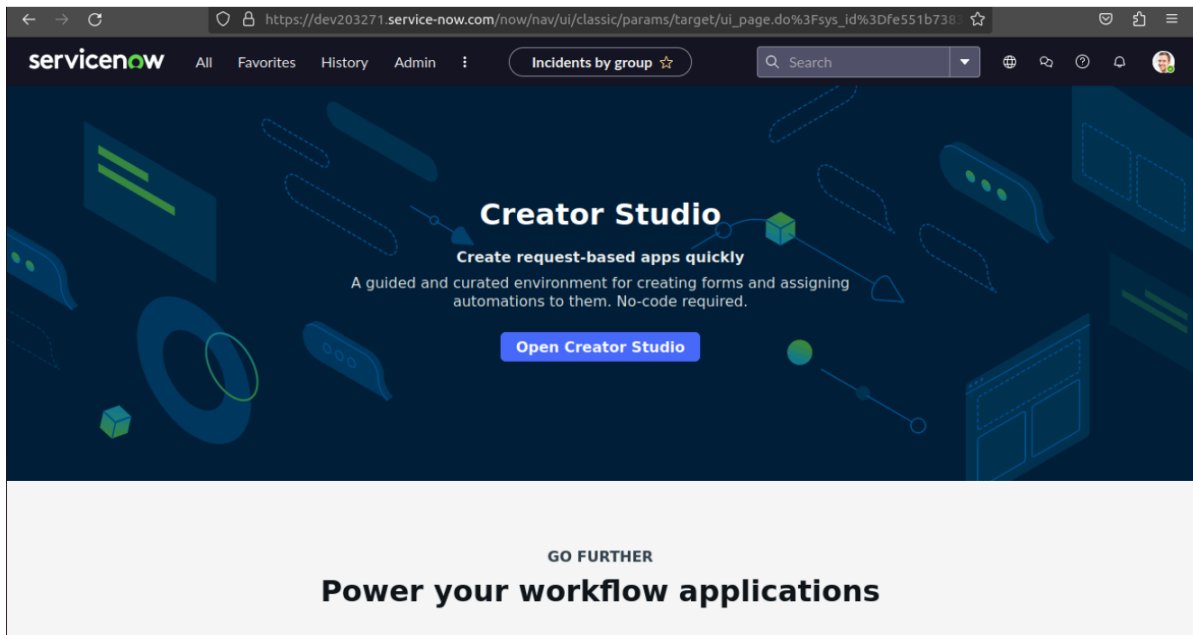
1. Service Catalog and Knowledge Management.
2. Service Now Administration.

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

Abel Tuter
Abraham Lincoln
Adela Cervantsz
Aileen Mottern
Alejandra Prenatt
Alejandro Mascall
Alene Rabeck
Alfonso Griglen
Alissa Mountjoy
Allan Schwandt
Allie Pumphrey
Allyson Gillispie
Alva Pennigton
Alyssa Biasotti
Amelia Caputo
Amos Linnan
Andrew Jackson

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

5

The screenshot shows the 'Role - New Record' form. The top navigation bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Role - New Record' button. A search bar is also present. The form itself has a title bar with a back arrow, a menu icon, and the text 'Role Newrecord'. Below this, there are input fields for '* Name' (containing 'Manager'), 'Application' (a dropdown menu set to 'Global'), and 'Elevated privilege' (a checkbox). A large text area for 'Description' is also visible. At the bottom left of the form is a 'Submit' button.

Activity - 4: Creation of Knowledge Base.

The screenshot shows the 'Knowledge Base - Mobiles' form. The top navigation bar includes 'Favorites', 'History', 'Workspaces', 'Admin', and a 'Knowledge Base - Mobiles' button. A search bar is also present. The form has a title bar with a back arrow, a menu icon, and the text 'Knowledge Base Mobiles'. Below this, there are input fields for '* Title' (containing 'Mobiles'), 'Article Validity', and 'Icon' (with links for '[Update]' and '[Delete]'). There is a placeholder image of a smartphone. To the right, there are fields for 'Application' (dropdown set to 'Global'), '* Owner' (containing 'Jai Prakash'), 'Managers' (with add and remove icons), '* Publish workflow' (containing 'Knowledge - Approval Publist'), and '* Retire workflow' (containing 'Knowledge - Approval Retire'). There is also an 'Active' checkbox which is checked. Below these are several checkboxes for disabling features: 'Disable commenting', 'Disable suggesting', 'Disable category editing', 'Disable rating', and 'Disable mark as helpful'. A 'Description' text area contains the text 'The mobiles related Articles will be displayed in this base.' At the bottom, there is a 'Set default knowledge field values' section with a dropdown menu set to '-- choose field --' and a corresponding value field set to '-- value --'.

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

Affected ProductsFeedbackFeedback TasksApprovalsRelated ArticlesRelated Catalog Items

OrderSearch

Knowledge article = KB0010006

Catalog item	Order	Active
<div>No records to display</div>		

Activity - 6: Linking the Knowledge Article to Catalog item

< Knowledge KB0010006PublishRetireUpdateSearch 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 Article](#)
[Run User Criteria Diagnostics](#)

Affected ProductsFeedbackFeedback TasksApprovalsRelated ArticlesRelated Catalog Items (1)

OrderSearch

Knowledge article = KB0010006

Catalog item	Order	Active
Apple iPhone 13 pro	100	true

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

Approver

Jai Prakash

State

Requested

Field changes • 2024-11-12 01:30:33

Update

Approve

Reject

Delete

Summary of Item being approved

Knowledge

Number

KB0010006

Article type

HTML

Activity - 8: Adding Knowledge Base to Service Catalog

The screenshot shows the ServiceNow Knowledge Base article editor for KB0010006. The article title is "How to Purchase Apple iPhone 13 Pro from the Service Catalog". The article content includes the following details:

- 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

The article is currently in the "Draft" state. The editor includes tabs for "Affected Products", "Feedback", "Feedback Tasks", "Approvals (1)", "Related Articles", and "Related Catalog Items (1)". The "Approvals (1)" tab is active, showing a table with the following data:

State	Approver	Comments	Approval for	Created
Approved	Jai Prakash		(empty)	2024-11-12 01:30:33

Final Output :

The screenshot shows the ServiceNow Knowledge Base article view for KB0010001 (Expired). The article title is "How to Purchase Apple iPhone 13 Pro from the Service Catalog". The article content includes the following details:

- 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

The article is currently in the "Expired" state. The view includes a search bar, a list of related items, and a "Most Useful" section. The "Most Useful" section shows "No content to display".