

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

### **1. Project overview:**

The Apple iPhone 13 Pro combines cutting-edge technology with sleek design. It features a Super Retina XDR display, offering stunning visuals and ProMotion for smoother scrolling. Powered by the A15 Bionic chip, it ensures exceptional performance and energy efficiency. The advanced triple-camera system supports macro photography and cinematic video modes, elevating creative possibilities. With impressive battery life and 5G capabilities, it provides a seamless experience for work and entertainment. Its durable Ceramic Shield and water resistance make it a reliable choice for everyday use.

### **2. Objectives:**

#### **Business Goals:**

- Boost sales by promoting the iPhone 13 Pro's advanced features and user benefits to expand market reach.
- Build brand loyalty through enhanced customer satisfaction and a superior user experience.

#### **Specific Outcomes:**

- Achieve higher sales and customer satisfaction with the iPhone 13 Pro's advanced features.
- Strengthen Apple's market position and brand reputation through innovative technology.
- Improved market position by attracting new users and retaining loyal customers.
- Enhanced customer satisfaction with positive feedback on features like the ProMotion display and camera quality.

#### **Service Catalogue Customization:**

The service catalog for the iPhone 13 Pro is designed to deliver a personalized and comprehensive customer experience. It includes customizable device configurations, allowing users to choose their preferred storage and color options.

Accessory bundles, such as cases and AirPods, are offered to complement the device. Tailored support plans, like AppleCare+, provide extended coverage and peace of mind. Software customization, with pre-installed apps and optimized settings, ensures a user-friendly experience.

Trade-in programs make upgrades more affordable, while flexible financing options broaden accessibility. Personalized consultations and setup assistance enhance both in-store and online purchases. Exclusive features for premium customers further ensure satisfaction and loyalty.

#### User Interface Enhancement:

User interface enhancements focus on creating a seamless and intuitive experience for iPhone 13 Pro users. The navigation is optimized for ease of use, with improved accessibility features to cater to a wider range of users.

#### Data Analytics and Reporting:

Implement advanced data analytics to track user behavior, device performance, and customer satisfaction.

Provide detailed reporting to help make informed decisions and optimize marketing, sales, and support strategies.

#### 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
6. Click on Submit.

The screenshot shows the 'User' creation form in ServiceNow for a user named 'Jai Prakash'. The form is divided into two main sections: user identification and profile details. The user identification section includes fields for User ID (Jai.Prakash), First name (Jai), Last name (Prakash), Title (Manager), and Department (IT). It also has checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The profile details section includes fields for Email, Language (set to 'None'), Calendar integration (set to 'Outlook'), Time zone (set to 'System (America/Los Angeles)'), Date format (set to 'System (yyyy-MM-dd)'), Business phone, Mobile phone, and a 'Photo' field with a 'Click to add...' link. At the top right, there are buttons for 'Update', 'Set Password', and 'Delete'.

##### 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.
6. Under Group Members, click on edit.
7. Add the user(Jai Prakash) to the Manager Group and click on Save.
8. It would like below.

The screenshot shows the 'Group Manager' interface. At the top, there's a header bar with a back arrow, a menu icon, and the text 'Group Manager Group'. Below this, there's a form to create or edit a group. The form has fields for 'Name' (filled with 'Manager Group'), 'Group email' (with an email icon), 'Manager' (with a search icon), 'Parent' (with a search icon), and 'Description' (a large text area). Below the form, there's a 'Collection' section with a search bar and a list of users. The 'Group Members List' section shows the 'Manager Group' with a list of members, including 'Jai Prakash'. There are 'Cancel' and 'Save' buttons at the bottom of the members list. At the bottom of the screenshot, there's a table with one row for 'Jai Prakash' under the 'User' column. The table has a search bar and a 'New' button. The footer shows '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
6. Click on submit.

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Role Manager

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Update

Name

Manager

Application

Global

①

Requires Subscription

Unspecified

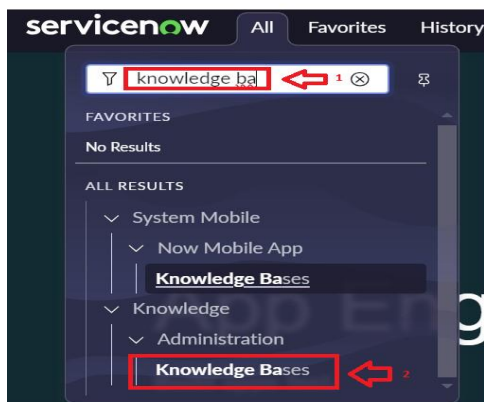
Elevated privilege

☐

Description

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

- Go to All >> Search for Knowledge Bases.
- Click on New.
- 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.”
- Click on Save.
- Now click on Icon and select the image.
- After Saving the Knowledge base, it will be seen like below :




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:

Knowledge Bases

Order:

All > Active = true

Title	Description	Owner
<a href="#">Insight Library</a>	This base is related to the Insight Library	<a href="#">Bernard Laboy</a>
<a href="#">Mobiles</a>	The mobiles related Articles will be dis...	<a href="#">Jai Prakash</a>
<a href="#">Education</a>		<a href="#">Bernard Laboy</a>
<a href="#">IT</a>	The ACME North America IT Service Desk K...	<a href="#">Bernard Laboy</a>
<a href="#">Knowledge</a>	All existing knowledge articles prior to...	<a href="#">Bernard Laboy</a>

### Activity - 5: Creation of Knowledge Article

- Go to All >> Search for Knowledge Article.
- Click on Create an Article
- Enter the details as :  
Knowledge base : Select Mobiles
- For Category : Click on Search >> then '+' icon
- Add some category pickers as you wish and then click on ok.
- 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.

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#### Contact Support:

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

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#### 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!

14. After Typing Article click on Submit.



## Knowledge Bases

Education 1 Articles	Insight Library 1 Articles	IT 32 Articles	Knowledge 0 Articles
Mobiles 0 Articles			

## Category picker

Iphone		
Samsung		
Nokia		
Pixel		
+	+	

Cancel OK

Knowledge KB0010032 Publish Retire Update Search for Duplicates

Number KB0010032 Article type HTML

\* Knowledge base Mobiles Workflow Draft

Category Iphone Source Task

Valid to 2024-12-31 Attachment link

Display attachments

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

Article body

Verdana 8pt B I U A Paragraph

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

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

Collection

- Add/Remove users from group
- Apple iPhone 13
- Apple USB-C charge cable
- Apple Watch
- Application Server (Large)
- Application Server (Standard)
- Assign Office Space
- AWS account request
- Azure account request
- BeyondTrust
- Big Data Analysis
- Camtasia
- Cisco jabber softphone
- Clone group membership
- Conference Room Reservations
- Corp VPN
- Generate Mobile Devices Bulk Orders

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Related Catalog Items List

KB0010032

Apple iPhone 13 pro

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Cancel

Save

Affected Products	Feedback	Feedback Tasks	Approvals	Related Articles	Related Catalog Items (1)
<div> <div>Order</div> <div>Search</div> </div>					
Knowledge article = KB0010032					
<input type="checkbox"/>	<input type="text"/>	Catalog item	Order	Active	
<input type="checkbox"/>	<input type="text"/>	Apple iPhone 13 pro	100	true	

### 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

Affected Products	Feedback	Feedback Tasks	Approvals (1)	Related Articles	Related Catalog Items (1)
<div> <div> <div></div> <div>Approver</div> <div>Search</div> </div> </div>					
Approvals					
<input type="checkbox"/>	State	Approver	Comments	Approval for	
	Requested	Jai Prakash		(empty)	

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

Approval

Knowledge: KB0010032

Update

Approve

Approver

Jai Prakash

Approving

Knowledge: KB0010032

State

Approved

Comments

Comments

Post

Activities: 1

System Administrator

Approver

Jai Prakash

State

Requested

Field changes • 2024-06-10 22:51:12

26. Then click on Update.

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

Affected Products

Feedback

Feedback Tasks

Approvals (1)

Related Articles

Related Catalog Items (1)

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🔍

Approver

Search

Approvals

☐

🔍

State

Approver

Comments

Approval for

●

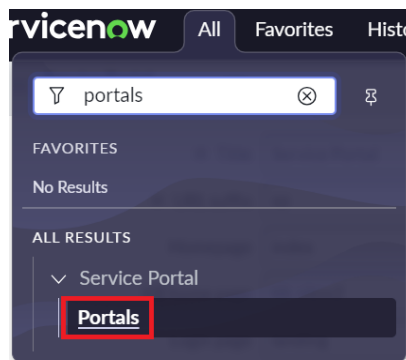
Approved

Jai Prakash

(empty)

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

28. Go to All >> Search for Portals.



Open Portals >> Open Service Portal.

29. Scroll down, Open Knowledge Bases >> Click on Edit.

30. Add Mobiles to Knowledge Bases List.

Collection

Client Solutions Library

Education

Insight Library

Knowledge

Service Excellence Repository

Smart bridge

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Knowledge Bases List

Service Portal

IT

Mobiles

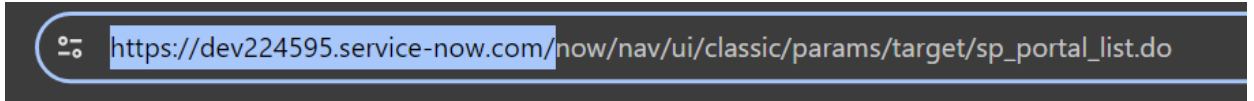
Cancel

Save

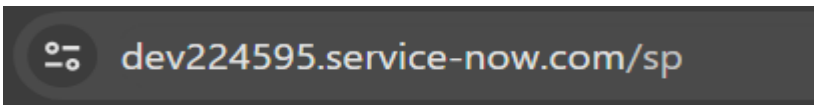
32. Click on Update.

## Result

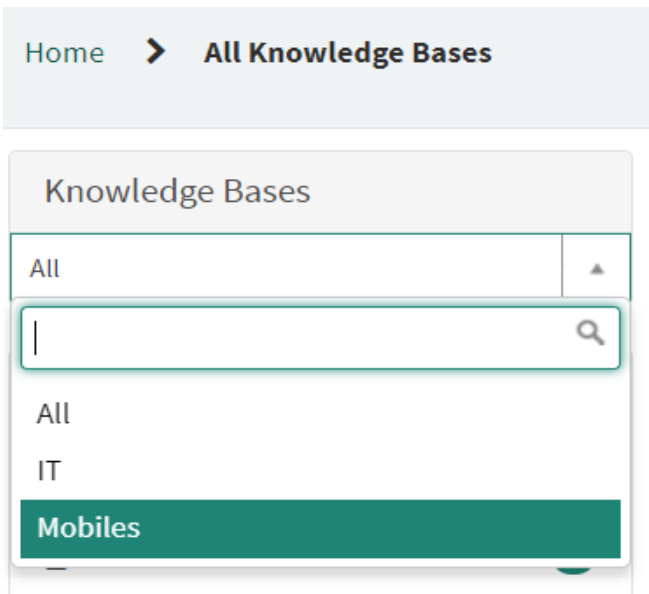
1. Open Service Portal.
2. To do that Copy the top URL as shown in figure.



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

Home > All Knowledge Bases > Mobiles > Iphone

Search

Knowledge Bases

Mobiles

KB Categories

Iphone

Iphone

How to Purchase Apple iPhone 13 Pro from the Service Catalog

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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

Authored by System Administrator • about an hour ago • 6 Views • ☆☆☆☆☆

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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

## OUTPUT:

Home > Knowledge > Mobiles (Knowledge Base) > Iphone

Search

Q

KB0010032

Actions

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

👤 Authored by System Administrator • 📅 about an hour ago • 👁 6 Views • ⭐⭐⭐⭐⭐

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Related Items

Apple iPhone 13 pro  
Request for Apple iPhone 13 pro



Most Useful

No content to display