

Hints and Tips for Problem Management

At a Glance

What is this document for?

This document provides general hints and tips to simplify your usage of the ServiceNow system. Click any of the tips below to jump to the specific slide and learn how to perform the tasks in a simpler and easier way. Check this out regularly to see more tips!

1. [How to assign record?](#)
2. [How to find Problems coordinated by you in Agent Workspace?](#)
3. [How to find unassigned Problem Tasks in your group in Agent Workspace?](#)
4. [How to save the list as Favorites in Agent Workspace?](#)
5. [How to personalize your saved list in Agent Workspace?](#)
6. [How to find unassigned Problem Tasks in your group in UI16?](#)
7. [How to save the list as Favorites in UI16?](#)

Hint: How to find unassigned Problems in your group and assign the record in Agent Workspace?

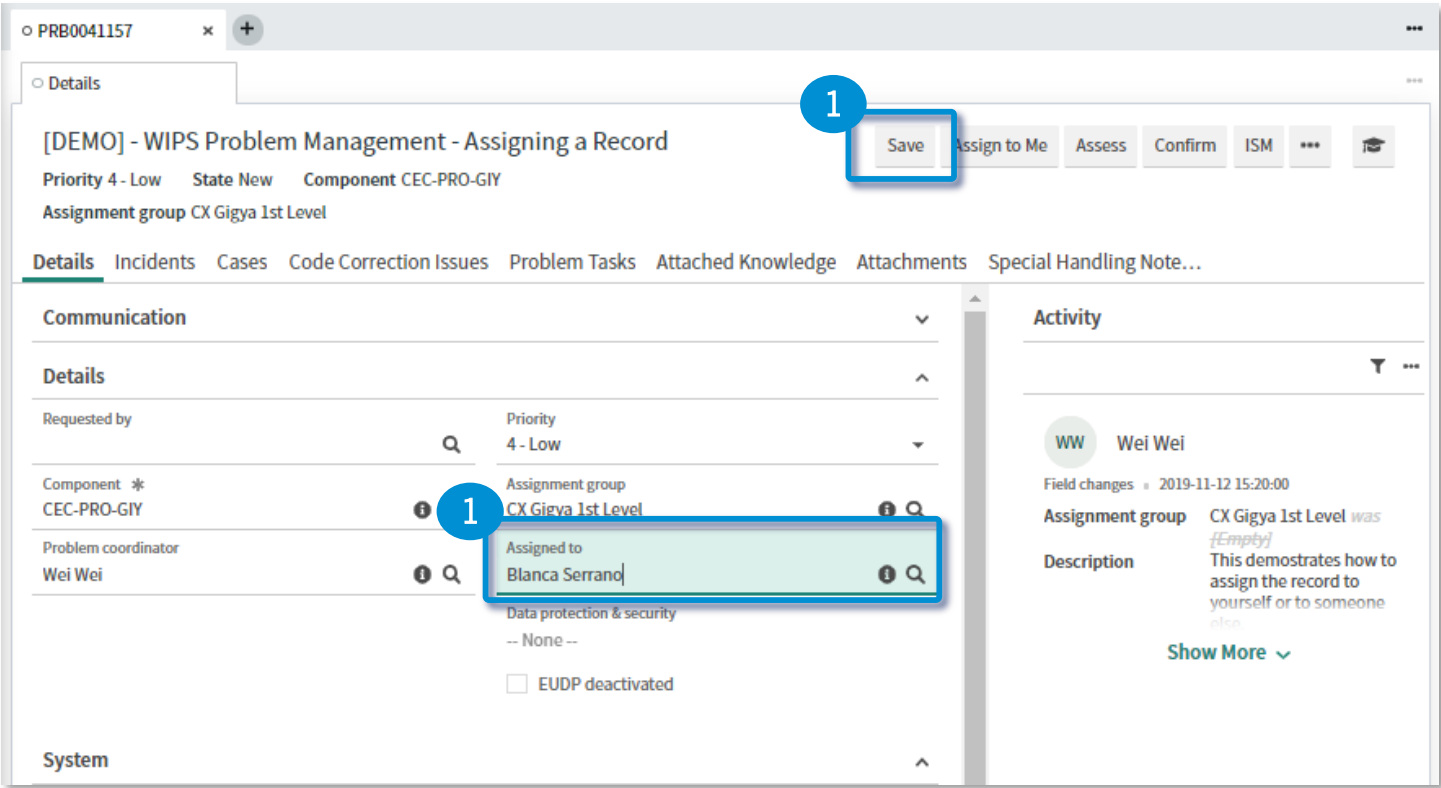
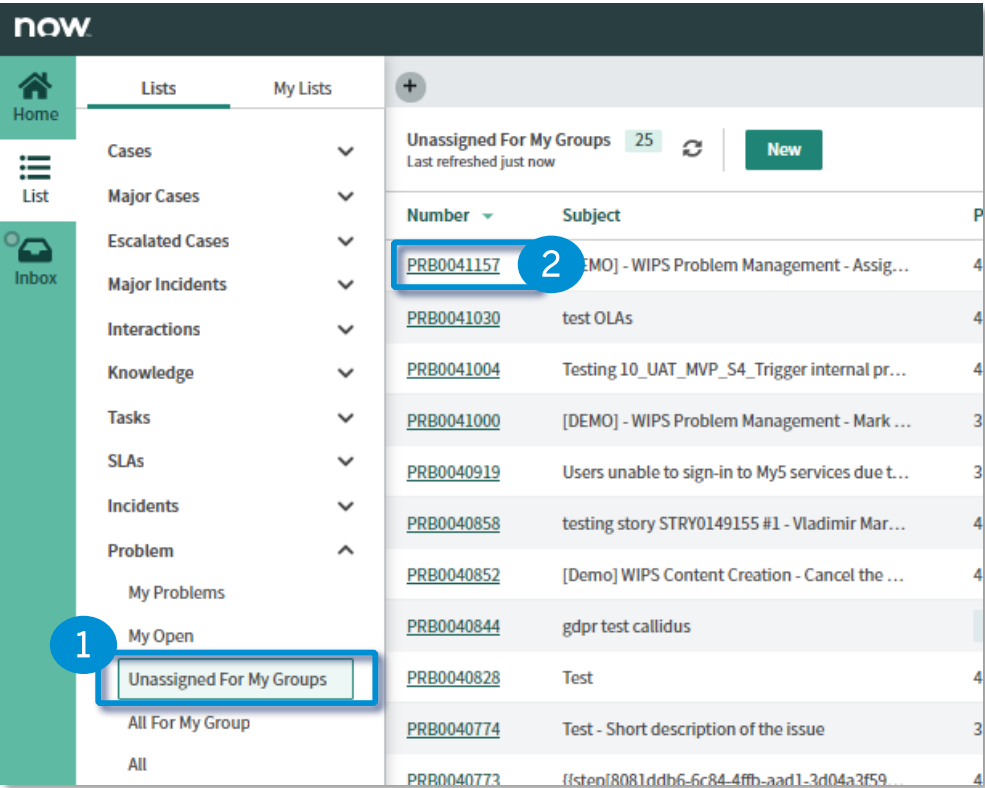
In the case that the Problem is only assigned to the processing group, the processor needs to self-assign himself or others.

Step1

Step2

Go to **List** view and then **Problem Module**. Select the **Unassigned For My Groups** tab to open all Problem records assigned to your group but not to individual processors yet. Click on the **Problem Number** to open the record.

Add your name or other processor's name to the **Assigned to** field.
Click **Save** to update the record.



Creating Personalized List

Problem Management

Hint: How to find Problems coordinated by you in Agent Workspace?

Step 1

Go to **All For My Group** list .

Step 2

Click the **filter** icon on the top right corner to open the filter.

Step 3

Click **Advanced view** to open the criteria setting.

Step 4

Click **AND** to add the following criteria:

Problem coordinator is <First Name> <Last Name>

Step 5

Click **Update**. The list will be filtered based on the defined conditions.

The screenshot shows the SAP Now Problem Management interface. On the left, a sidebar contains navigation options: Home, List, and Inbox. The 'List' option is selected, and the 'All For My Group' list is highlighted. The main area displays a table of problem records with columns: Number, Subject, Priority, State, Component, and Assign. An 'Advanced view' dialog is open, allowing the user to set criteria. The dialog shows three conditions: 'Assignment group S...' is one of 'javascript:global.sap_user Groups();', 'Component Functio...' is one of 'javascript:x_sapda_case_api.SAP_Get_User_Area();', and 'Problem coordinator' is 'Wei Wei'. The 'AND' button is highlighted, indicating that all conditions must be met. The 'Update' button is also highlighted. The bottom right corner shows a 'Filters' panel with two active filters: 'Assignment group Sys ID in b3e4521ddb9437804e948384059619e4,e1' and 'Component Functional and nexus area in javascript:x_sapda_case_api.SAP_Get_Us'. The bottom of the interface shows a pagination bar indicating 'Showing 1-20 of 83' records.

Number	Subject	Priority	State	Component	Assign
PRB0040853	All For My Group	83			
PRB0040813	Raphael Test Problem for STRY0135528	4 - Low	New	CEC-SRV-FSM	(en)
PRB0040805	approval/rejection of RCA	4 - Low	Closed	CEC-SRV-FSM	Jer
PRB0040791	TEST*SoapUI test to create Incident for SNO...	1 - Very High	New	CEC-SRV-FSM	Lil

Creating Personalized List

Problem Management

Hint: How to find unassigned Problem Tasks in your group in Agent Workspace?

Step 1

Go to **List** view and click **My Group's Work** tab under the **Tasks** module to see all tasks that have been assigned to your assignment group.

Step 2

Click the **Filter** icon on the top right corner to open the filter.

Step 3

Click **Advanced view** to open the criteria setting.

Step 4

Click **AND** to add the following criteria:

Task type is Problem Task.

Step 5

Click **Update**. The list will be filtered based on the defined conditions.

Notes



You may also save this list under My Lists. Click [here](#) to see how to save your favorite lists.

The screenshot shows the SAP Agent Workspace interface. On the left, the 'Tasks' module is expanded, and 'My Group's Work' is selected. The main area displays a list of tasks with columns: Number, Priority, State, Assigned to, and Subject. The 'Advanced view' dialog is open, showing criteria for filtering tasks. The criteria are: Active is true, Assignment group is (SNPG_DEV_OPS, SNPG_Pre-GoLive Users, CX Gigya, SAP Customer Experience, SAP, CX Gigya 1st Level, SNPG_SUPPORT_BASELINE, SNPG_ESCAL_MANAGER, SNPG_PROB_COORD, SNPG_KCS_COACH, SNPG_KCS_III), Assigned to is empty, and State is not one of Pending, Open, Work in Progress, Closed Complete. The 'Task type is Problem Task' criterion is being added. The 'Update' button is highlighted.

Number	Priority	State	Assigned to	Subject
INC0010970	(6)	New	(empty)	TEST BY LLY 0528 04
INC0010059	4 - Low	Resolved	(empty)	test com with PRB0040097
INC0010076	4 - Low	Awaiting Info	(empty)	test1
INC0010290	4 - Low	New	(empty)	test
INC0010090	4 - Low	New	(empty)	Incident furtehr testing 0003

Creating Personalized List

Problem Management

Hint: How to save the list as Favorites in Agent Workspace?

Step 1

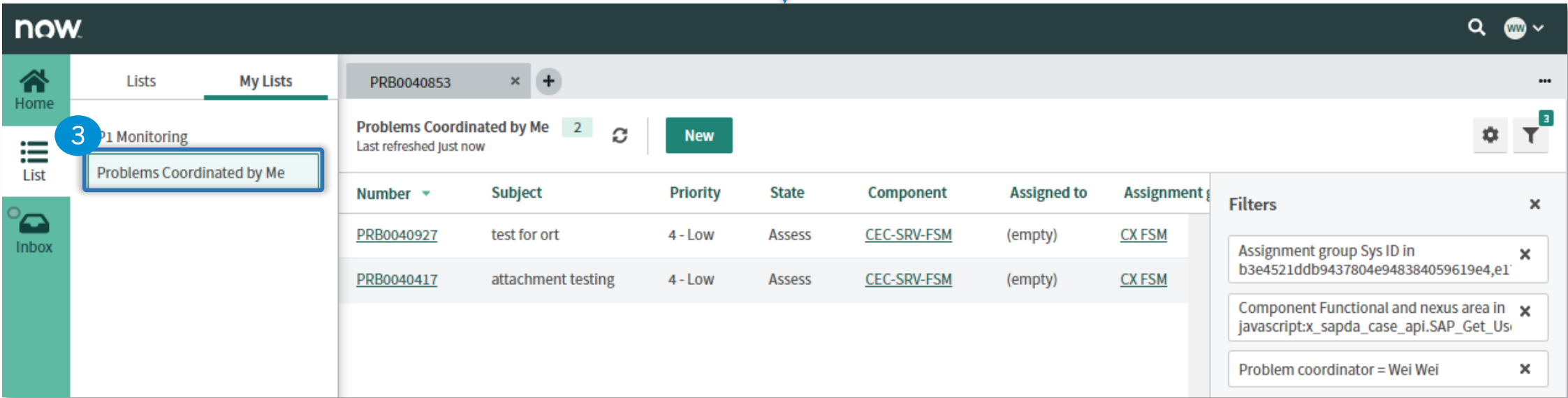
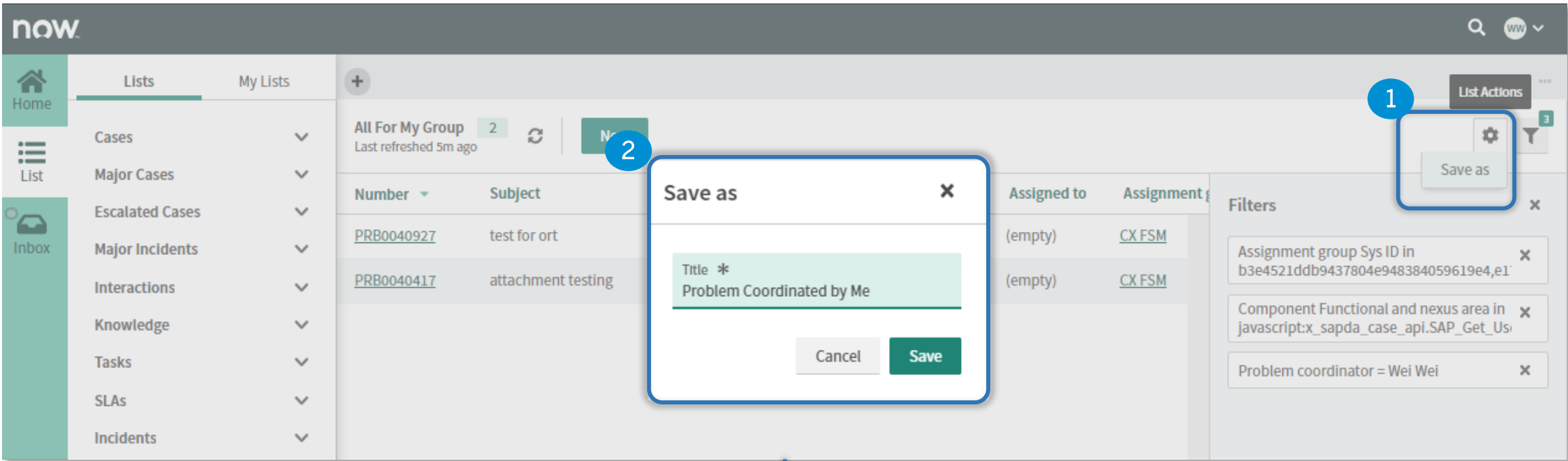
To save this filtered list for future monitoring, click the **settings** icon and then click **Save as**.

Step 2

Enter the name of the list in the pop-up window and click **Save**.

Step 3

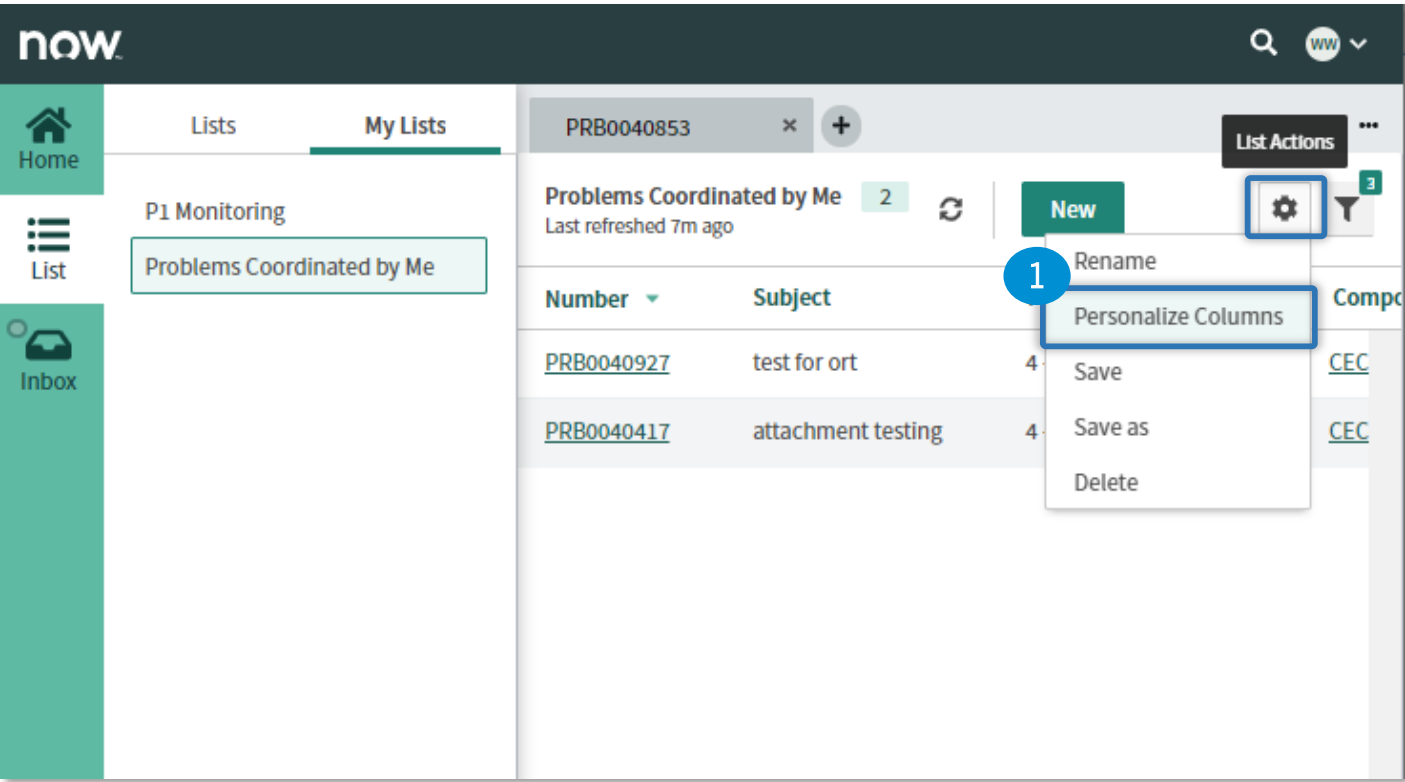
The saved list will be displayed under **My Lists**..



Hint: How to personalize your saved list in Agent Workspace?

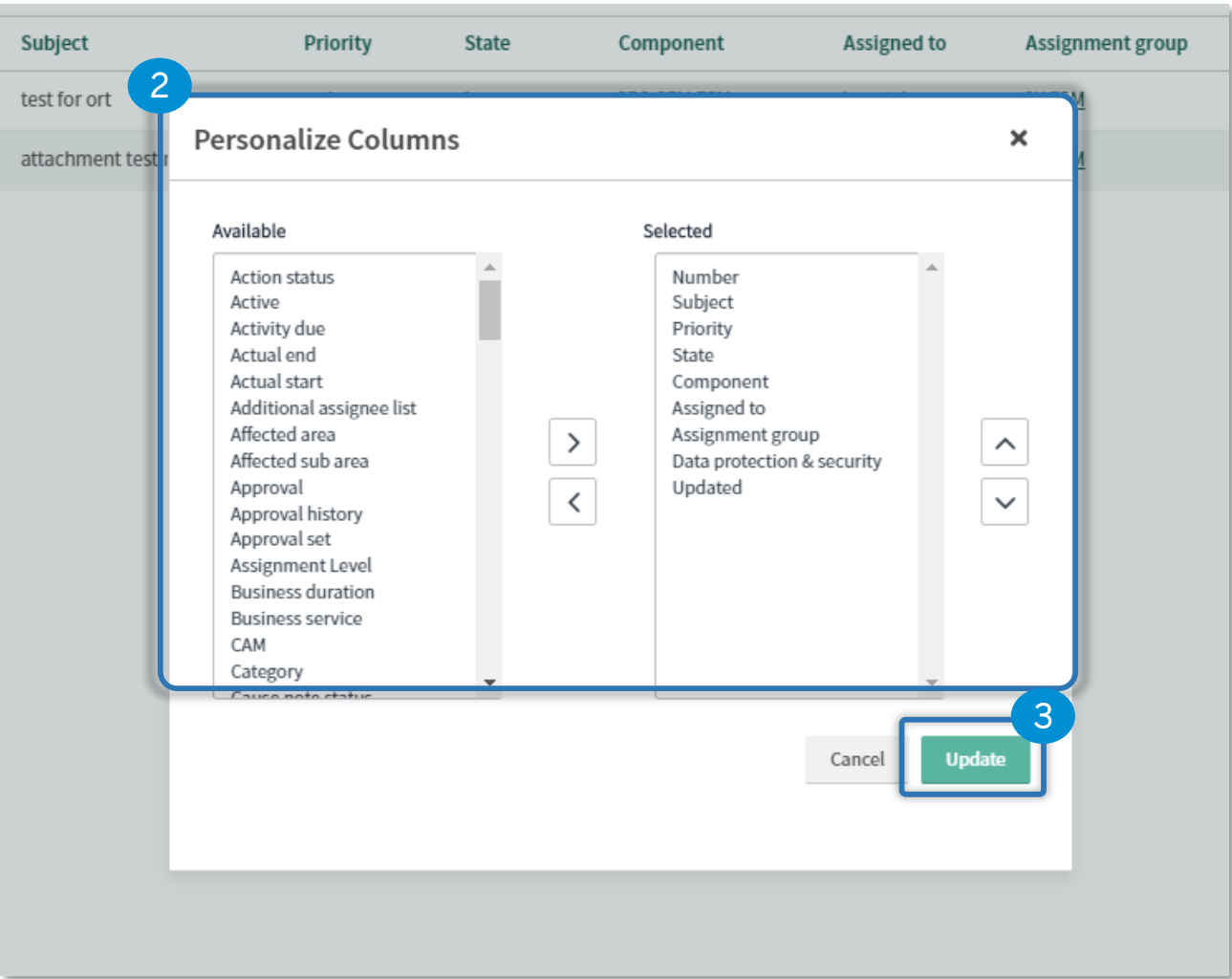
Step 1

Select the newly created list, click the **settings** icon and then click **Personalize Columns**.



Step 2 Select all necessary fields to be displayed in the list and move up or down the columns according to your needs.

Step 3 Click **Update** to update the list.



Notes



You may also sort any column is descending or ascending order based on your need. Once sorted, click the **settings** icon again and then click **Save** to update the list.

Hint: How to find unassigned Problem Tasks in your group in UI16?

Step 1

Go to **UI16 Platform**: <https://itsm.services.sap/>

In the **Application Navigator**, select **Service Desk** and then go to **My Groups Work** to see all records and tasks assigned to your assignment group.

Step 2

Click the **Filter** icon on the top left corner to open the filter.

Step 3

Click **AND** to add the following criteria:

Task type is Problem Task.

Step 4

Click **Run** to update the new filtering conditions.

The screenshot shows the SAP HCSM Test interface. On the left is the 'Filter navigator' sidebar with a tree view containing items like 'Self-Service', 'Agent Schedule', 'Case Management', 'Customer Service', 'External Tools', 'Interaction', 'Major Issue Management', 'My Profile', 'Service Desk', 'Callers', 'Incidents', 'Knowledge', 'My Work', 'My Groups Work' (highlighted with a blue box and a '1' in a circle), 'My Approvals', 'SLAs', 'My Work', and 'My Groups Work'. The main area displays a filter configuration and a table of tasks. The filter configuration has a search bar at the top with 'PRB0040853'. Below it, a filter expression is shown: 'All > Assignment group = (SNPG_DEV_OPS, SNPG_Pre-GoLive Users, CX Gigya, SAP Customer Experience, SAP, CX Gigya 1st Level, SNPG_SUPPORT_BASELINE, SNPG_ESCAL_MANAGER, SNPG_PROB_COORD, SNPG_KCS_COACH, SNPG_KCS_III) > Active = true > Assigned to = (empty) > State != Pending'. Below this, a list of conditions is shown: 'Assignment group is (SNPG_DEV_OPS, SNPG_F)', 'Active is true', 'Assigned to is', 'State is not Pending', and 'Task type is Problem Task'. The 'Task type is Problem Task' condition is highlighted with a blue box and a '3' in a circle. The 'AND' button between the 'State is not Pending' and 'Task type is Problem Task' conditions is highlighted with a blue box and a '4' in a circle. The 'Run' button is highlighted with a blue box and a '2' in a circle. The table below shows a list of tasks with columns: Number, Priority, State, Assigned to, Subject, and Task type. The tasks are all 'Incident' type and have a priority of '4 - Low'. The first task is 'INC0010970' with state 'New' and subject 'TEST BY LLY 0528 04'. The last task is 'INC0010273' with state 'In Progress' and subject 'test1'.

Number	Priority	State	Assigned to	Subject	Task type
INC0010970	(6)	New	(empty)	TEST BY LLY 0528 04	Incident
INC0010051	4 - Low	In Progress	(empty)	tsts	Incident
INC0010305	4 - Low	In Progress	(empty)	exceptzion in pp3	Incident
INC0010230	4 - Low	New	(empty)	Test incident creation	Incident
INC0010184	4 - Low	New	(empty)	UAT Testing - Michael	Incident
INC0010237	4 - Low	New	(empty)	Test incident from case	Incident
INC0010196	4 - Low	New	(empty)	test	Incident
INC0010200	4 - Low	New	(empty)	test	Incident
INC0010273	4 - Low	In Progress	(empty)	test1	Incident

Creating Personalized List

Problem Management

Hint: How to save the list as Favorites in UI16?

Step 1

In the newly created list, click the **List Context Menu** (the 3-line burger icon) title bar next to the list name or right-click mouse in the to open the options related to viewing and filtering the entire list.

Step 2

Click **Create Favorite** icon on the top left corner to open the filter.

Step 3

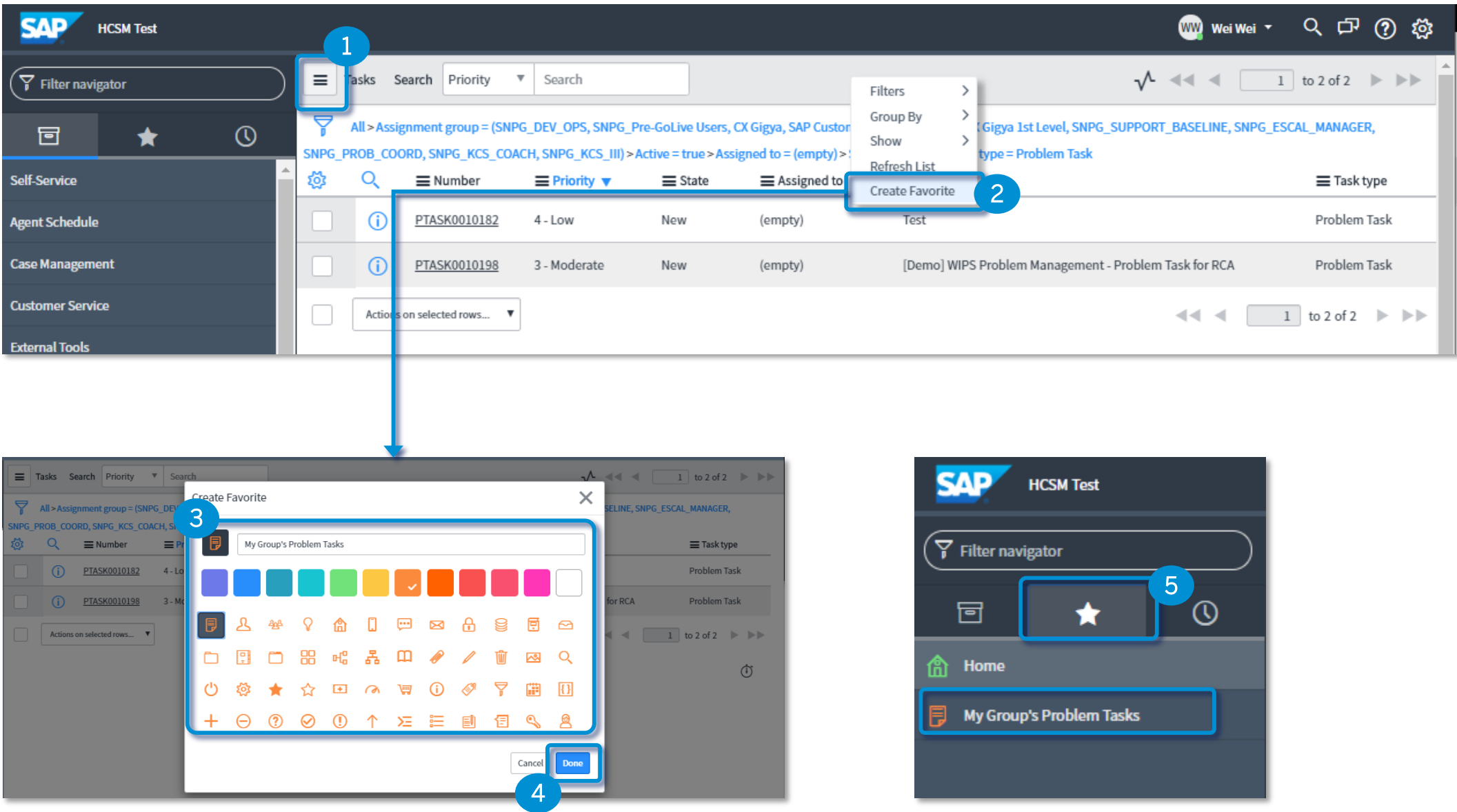
Enter the list name, select color and icon for the display.

Step 4

Click **Done** to save this favorite list.

Step 5

The list will be saved under **Favorites** tab in the Application Navigator.



What is a change log?

What you are reading is official SAP process documentation. Stringent version control is required for Compliance purposes. Thus, this **change log** is a record of who made what changes to this content & when, in case further follow up is needed.

Please send any questions or concerns to

Ha Tran, Walldorf

Process manager

Change Log

Version	Changed by	Date	Description of changes	Status
1.0.0	Wei Wei	Nov 12 2019	<ul style="list-style-type: none">WIPS 4.0 Golden Standard Baseline Document	Released