

Step One: search “My Knowledge Articles” in the application navigator under **Self-Service**:

The screenshot shows the ServiceNow Service Management interface. On the left is a navigation pane with 'Self-Service' expanded and 'My Knowledge Articles' selected. The main content area displays a list of knowledge articles. The breadcrumb trail reads: 'All > Workflow in (Draft, Review, Published, Pending retirement, Retired) > Author = System Administrator'. The table has columns for checkboxes, information icons, article numbers, short descriptions, authors, and last modified dates.

		Number	Short description	Author	Last modified
<input type="checkbox"/>	i	KB0000032	Getting Around in Windows	System Administrator	Jan 1, 2019
<input type="checkbox"/>	i	KB0000033	Eclipse configuration for Android develo...	System Administrator	Aug 1, 2018
<input type="checkbox"/>	i	KB0010001	Schools	System Administrator	Jan 1, 2019
<input type="checkbox"/>	i	KB0010002	Libraries	System Administrator	Jan 1, 2019
<input type="checkbox"/>	i	KB0010005	Resources	System Administrator	Jan 1, 2019
<input type="checkbox"/>	i	KB0010006	Seasonal Safety Tips	System Administrator	Jan 1, 2019

Step Two: select the “Update Personalized List”...

The screenshot shows the 'Personalize List Columns' dialog box. It has two main sections: 'Available' and 'Selected'. The 'Available' section contains a list of fields including Active, Article type, Attachment link, Can Read, Cannot Read, Category(category), Class, Configuration item, Created, Created by, Description, Disable commenting, Disable suggesting, Display attachments, Domain, and Domain Path. The 'Selected' section contains a list of fields including Number, Short description, Author, Category(kb_category), Workflow, Updated, and Article body. There are arrows between the sections to move items. At the bottom, there are checkboxes for 'Wrap column text' (checked), 'Compact rows' (unchecked), 'Active row highlighting' (unchecked), 'Modern cell coloring' (checked), 'Enable list edit' (checked), and 'Double click to edit' (checked).

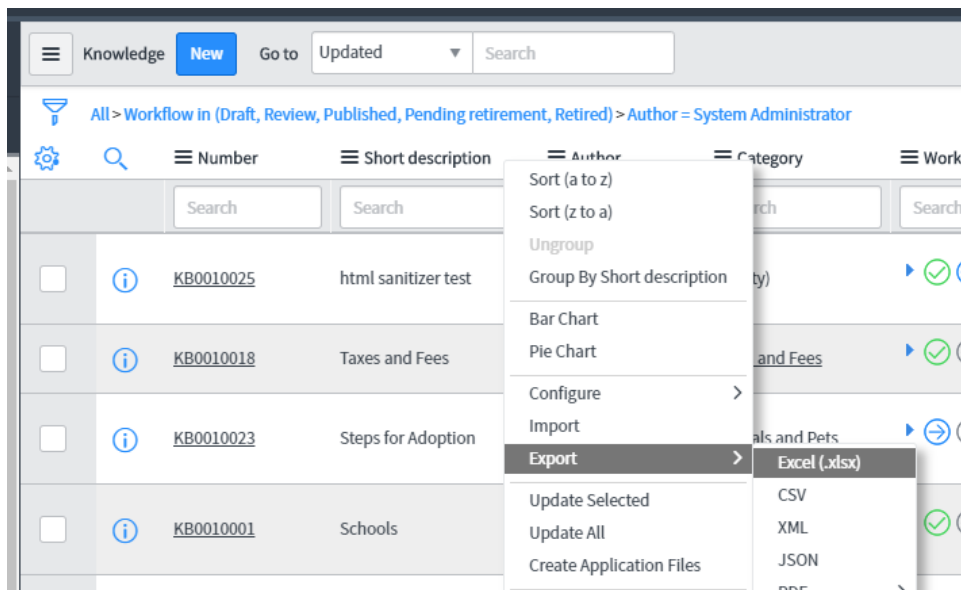
... the Slushbucket will allow us to set the Columns for [kb_knowledge] table.

---if we add "Article Body" Column, we can cram all of its content in a cell of the excel file.

---depending on the List Column we select, we may be able to filter out KB numbers that are exclusively for Livent.

Step Three: Export

Right-Click between the field names (ie, Short Description and Knowledge Base):



Step Four: Import:

Importing and Exporting is accomplished via the same Right-Click between the Field Names (ie, Short Description and Knowledge Base)

