

# Creation of ServiceNOW Request with Qlik Team

*Below are the inputs to be considered while creating the ServiceNOW request with Qlik Team*

If you need any details regarding OneView create a snow ticket to [BTSAalyticsOperationsTeam@abbvie.com](mailto:BTSAalyticsOperationsTeam@abbvie.com).

Users can directly login self-service request portal with the [Incident URL](#) and need to mention below details

- Short Description: Group: CO BTS-GLOBAL-QLIK SENSE ONEVIEW SUPPORT
- Detail Description: Provide the issue details and attach snapshots or sample data
- Business Application: QlikSense - Customer 360 Account
- Dashboard Name: OneView – <Country>

Users can directly login self-service request portal with the [Access request URL](#) and need to mention below details

- Request Type: Qlik Sense
- Business Application: QlikSense - Customer 360 Account
- Project Name: OneView – <Country>
- Environment: Dev/QA/Prod
- Short Description: Group: CO BTS-GLOBAL-QLIK SENSE ONEVIEW SUPPORT
- Issue Category: Access
- Sub Category: Access to Dashboard
- Problem Description: Provide the user list with access level details.