

SNOW - How to Route an Incident to another region in ServiceNow - EN

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Title

SNOW - How to Route an Incident to another region in ServiceNow - EN

Purpose:

Follow this procedure when an incident needs to be transferred to another region in ServiceNow; when the user is part of the region you are transferring the incident From.

Process

1.

Use Guest Guest (guest) this is available to all agents. This will activate an open text field for the agent to document the caller details and proceed with the troubleshooting process. It is important the following information is entered into the incident.

Reported by (40 Character Limit)

Contact NameEmployee / Contractor ID

Contact Phone Number / email preferred

2.

For the assignment group you can select the appropriate team if available or DTI-GLOBAL-Reroute to NA.

3.

Please include the following in the work details and description so it is available to all support staff. See the example.

Example Incident:

Caller: Guest Guest (guest)

Reported by: John Doe, Z00123456, Azerbaijan

Preferred Contact: email/phone

Short description: John Doe is having issues logging into his outlook and other applications in his O365 account.

Description: John Doe is having issues logging into his outlook and other applications of his O365 account. We have tried a PW reset and this did not fix the issue for O365 applications, but did take affect for all other applications. Please help to synchronize the O365 account for user ID Z00123456's new/current password.

4.

Before routing to another team ensure there is documentation.

What information was gathered from the user?What troubleshooting steps have already been taken?Explain why this is being rerouted.What is the expectation for the next team?

5.

Please attach any referenced knowledge articles to the Incident.

6.

Select update.

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