How to attach Knowledge Article(s) to Incidents

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'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',
'value': 'acaf843397d74958f7e3bb8fe153afe3'}
Category: {'link':
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'value': '4fc5804cc3421a100acd3300150131d6'}

This articles describes the Steps to perform to attach a Knowledge Article to a Incident. There is now difference if you would like to give the user the Knowledge article as additional information or as a resolution description.

1. Open the Incident in ServiceNow BackendNote: If you are creating a Incident from scratch, make sure the Incident is already saved in the System before proceeding with the next step.You can Check, if the Incident is already saved in the headline:

Not yet savedSaved

2. Search for the Knowledge Article.

Open the Related Search Results Change the Filter Drop-Down to Knowledge Articles

Note: You can either list all Articles which you (1) (as a support agent) can see or articles, which are visible to the enduser (2)

If you can not find the relevant Article:

a. Please scroll down to the Related links and open the Knowledge Base

b. A new Tab opens showing the Knowledge Base you can search for any Article either in the Search (1) or with guiding through the Categories (2)

c. Once you found the right Article Click on it to open it and Copy the KA Number

d. Paste the Number in the related Search and proceed with the Next Step here in the Article (3. Preview the Knowledge Article) and click ENTER

3. Preview the Knowledge Article

Click on the Preview Button next to the Knowledge Article

4. Attach Knowledge Article to IncidentClick Apply to Incident on the opened Knowledge Article preview

The Knowledge Article Link will be automatically pasted in the Additional Comments (Customer visible) (1) and in the Close Notes (2), You can adjust both Comments to you're needs.

If you have any questions, please contact us via email.