

How are tickets handled for and by the F4F Field Service

Article ID: KB0039526

Created: 2024-12-19 14:01:57

Updated: 2024-12-19 14:01:57

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/3f860cccc3821a100acd330015013170',

'value': '3f860cccc3821a100acd330015013170'}

The field service in the the Fit4Future locations is provided by two providers:

Sweden and Denmark

ATEA acts as field service support in the locations Trelleborg and Sollentuna in Sweden and Taastrup/Copenhagen in Denmark. Incidents and tickets in ServiceNow are assigned to the following assignment group: Ext_SE-DK_Field-Service_SLS_ATEA

Austria

The Bürosysteme GmbH supports the Austrian locations, especially in Vienna. Incidents and tickets in ServiceNow are assigned to the following assignment group: Ext_AT_Field-Service_SLS_Bürosysteme

In general there two ways of ticket creation:

1. Ticket is raised and assigned either by the FLS or by a SLS/TLS team.

Ticket is either assigned to Ext_SE-DK_Field-Service_SLS_ATEA or to Ext_AT_Field-Service_SLS_Bürosysteme. In case field service cannot solve the situation on site or needs further information, the ticket needs to be reassigned to the FLS. FLS then forwards it to SLS/TLS. They send it back to FLS. FLS sends it back to Ext_SE-DK_Field-Service_SLS_ATEA. If the issue could be solved, field service sends it back to FLS who will close it.

2. Ticket is raised by field service

In some cases, field service technicians need to create a ticket after a user had come up to them. They will then open and close it, if the issue is solved, and assign it to their group. If a solution couldn't be provided and further support or information is required, field service sends the ticket to FLS.