

SNOW – How to Route an Incident to the correct region. - EN

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Title

SNOW – How to Route an Incident to the correct region. - EN

Purpose:

Follow this procedure when an incident needs to be routed to the caller's region in ServiceNow when routed to the wrong region.

Process

1.

Ensure the Caller field of the incident has an employee / contractor name entered. This will determine the routing available and assist in correcting the assignment group.

NOTE – Guest Guest (guest) should ONLY be used when they are NOT in ServiceNow.

2.

Select the appropriate assignment group.

ie: APAC incidents should be routed to DTI-GLOBAL-Reroute to APAC for initial review.

3.

Please attach any referenced knowledge articles to the Incident.

4.

Select update.

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