

GSD. Work Instruction - How to handle user's questions about Requests

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Author: {'link':

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Category: {'link':

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'value': '5e325c48c38a1a100acd3300150131e3'}

General Information:

Possible symptoms/errors:

User asked for information about request status

Alternative names of the system:

RequestOrderNew

IMPORTANT NOTICE:

N/A

Solution:

Whenever user contacts Service Desk with an inquiry about a Request, agent has to create new incident describing what user wants to know about their request and pass it to resolving team responsible for the TASK. If request doesn't have any tasks please pass the ticket to the ServiceNow assignment group Ext_WW_ServiceNow_SLS_Capgemini.

Request naming convention:

REQ – Main Request

RITM – Requested Item (ticket directly related to REQ, can be found under Request)

TASK – Task to do under request (ticket directly related to Requested Item, can be found under RITM)

In case of missing TASK inside request, raise an incident and pass it to ServiceNow Support:

Ext_WW_ServiceNow_SLS_Capgemini

NOTE: Remember to put REQ number in the short description and description of this Incident.

Check status of the request

If there is need to check status of the Request, follow those steps:

In ServiceNow, go to Search and put REQ/RITM/TASK number received from user, then press Enter.

Check Status of the request and if it has been already approved (under Request state and Approval box):

Scroll down to the very bottom to check RITM status

Check:

Requested item number

Name of Requested item

Assigned to – who is working on fulfilling this RITM

Stage – Shows current stage of the ticket - you can check the stage that RITM is on (hover on circle)

To check approvers for certain request:

In ServiceNow, go to Search and put REQ number received from user, then press Enter.

Scroll down to the very bottom and open RITM number.

Go to Approvers tab.

Under this tab you can check:

Who is responsible for approval in this request. In case that user wants to contact this person, provide with necessary info about approver.State of Approval

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A