GSD. ServiceNow - How User can keep track of their incidents as a business user using ServiceNow

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General Information:

Possible symptoms/errors:

User wants to know how to keep track of their incidents as a business user using ServiceNow.

Alternative names of the system:

IT Service Portal

IMPORTANT NOTICE:

N/A

Solution:

If user contacts a Fresenius Medical Care Service Desk by e-mail or by phone there will always be created an incident for them in ServiceNow.

Any step will be documented there on the way to

answer user's questionsolve user's problem fullfil user's request.

User can always check the status of their incident under My Incidents.

A service desk agent may request additional information from user using ServiceNow or give them intermediate information on the status of the work. In this case user will receive an e-mail with a link to their incident. If user clicks on the link, they will see the comment of the service desk agent

User can show details concerning their incident and provide additional information, add screenshots or add files to their incidents.

The solution to user's question, their problem or their request is documented in the end as well. This way user can come back anytime to ServiceNow and check on former questions and solutions.

Under ServiceNow - Service Status user can also subscribe to receive information on current outages or planned maintenances.

From time to time ServiceNow will send user an e-mail notification concerning an incident to provide them with up to date information:

Incident has been created for userFresenius ServiceDesk agent asks business user for additional informationIncident has been resolved

For more details about the e-mail notifications please have a look on the following article:

Incident Management notifications to end users

Assignment Group:

N/A

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A