

How to attach KB in SNOW

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92',

'value': '31a85ef41bb989501d67db1dcd4bcb92'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/e316cbcc873a2910b536a86e0ebb35df',

'value': 'e316cbcc873a2910b536a86e0ebb35df'}

How to attach KB in SNOW

1. Create ticket and save ticket in your name in SNOW
2. Type the keyword in Related Search Results
3. Click on attach option in the right side
4. Scroll down in work-notes and click on post