ServiceNow: How to import "Notes Legacy Service" services?

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5e325c48c38a1a100acd3300150131e3', 'value': '5e325c48c38a1a100acd3300150131e3'}

Incident :- INC1162650

Data Source -> notes legacy service import.xlsx (Upload | FNC Service Shop (service-now.com)

Import Set Table -> u_imp_tmpl_u_cmdb_ci_notes_legacy_service

Excel File with all the Headers available on below screenshot.

Short Description :- Mass allocation of "Notes Legacy Service" for the users in attached Excel document.

Please follow the steps detailed below to import "Notes Legacy Service" based on the import template provided by the customer.

Step 1:

Review the import file provided by the customer (attached to the Incident) and - if required - ask the customer for corrections:

Correct column names and sequence.User's email addresses are provided (not user names)."Name" would be the name of "Service", "Assigned to" is the name of user, Material Number, Ongoing Cost, Status - "Installed", Billable - "TRUE" and "Cost Center" must be there for charging of service. (See the below Screenshot for reference.)

Step 2:

On the TEST instance navigate to System Import Sets > Data Sources and select notes legacy service import.xlsx (Upload | FNC Service Shop (service-now.com)

Step 3:

Click on Manage Attachments, then remove any existing attachments and add the new one. (See the below Screenshot for reference.)

Step 4:

Click on the related link Load all records:

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Step 5:

Click on "Run Transform":

Step 6:

The correct transform map is already preselected. Click Transform to start the transformation.

Step 7:

When transformation is complete, click on Import log to open it and review any issues that occurred during the transformation:

Step 8:

Filter for the respective Source and for Errors and review the results:

Step 9:

Export the filtered list to xlsx and attach it to the Incident.

For any email addresses that could not be found, check if these can be found on the PROD instance.

If all of them can be found on PROD, the respective errors on TEST can be ignored.

Provide an import summary as Additional comment (Customer visible) in the Incident.

Ask the Caller to review the results on TEST by setting the status to Awaiting and Waiting for to User feedback.