

GSD. ServiceNow - SolMan (Solution Manager) Incident interface

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Author: {'link':

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General Information:

Possible symptoms/errors:

User is facing issues with SolMan (Solution Manager).User has questions regarding SolMan.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

If user wants to report an issue with SolMan gather details about the issue, screenshots and user's contact details and assign a ticket to the ServiceNow SLS group:

Ext_WW_ServiceNow_SLS_Capgemini

Assignment Group:

Ext_WW_ServiceNow_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A