

What are the steps to resolve incidents and how to accept or reject the solution provided?

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Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/acaf843397d74958f7e3bb8fe153afe3',

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Category: {'link':

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At the point in time a solution has been provided, the FDT support will set the incident status to "Resolved". This status change will trigger an email notification to you as the business users referenced in the fields "Affected user" and "Caller".

Note:

The status "Resolved" does not mean, that the incident is closed. It reflects the perspective of the support agent and is the most efficient way to start the communication about incident resolution with you.

Verify and accept or reject the solution

The notification about incident resolution sent to you as the "Affected user" or "Caller" will contain the solution description in "Resolution Comments" a reference to the particular incident a link to the incident form in the ServiceNow Service Portal a link to answer via email

If the solution provided is resolving the issue from your perspective, you don't have to do anything. The incident status will be changed to "Closed" automatically by the ServiceNow system after 7 days without reaction. After that status change, the incident is write protected and can not be reopened.

In case the solution provided does not resolve the incident from your perspective, you have two options to reject the solution and revert the incident status:

Answer to the notification via email Use the link "email" provided in the last section of the notification Answer through the incident form in the Service Portal Use the link "here" provided in the last section of the notification

Reject solution through incident form in the Service Portal

Within the incident form you opened via the link to the Service Portal, you may click on "Reject Resolution".

After the click on "Reject Resolution" you will be asked for a comment. Add your comment and click on "OK".

This will trigger the following actions on the incident record in ServiceNow:

Your comment is added to the work notes of the incident The incident status is set back to "Assigned" The current assignee is informed via email notification

Special Cases: FDT will align with the business users first

There are two special cases to consider for incident resolution:

Solution via workaround The workaround applied must be acceptable for the business as a prerequisite to mark the incident as resolved with this workaround. **Cancellation due to missing response** In case of questions or statements FDT needs from you as the "Affected User" or "Caller", the requested information will be documented as additional comments within the incidents and the status will be set to "Awaiting / Customer Feedback". FDT can not keep incidents with missing answer open forever. For that reason the FDT support will resolve such incidents after some time with the resolution code "Cancelled".

In both cases a three strike rule applies, so there are three attempts to reach you as "Caller" or "Affected user" before the status is changed.

Customer visible comment in the incident and status change to "Awaiting" The first attempt will be performed by adding a customer visible comment to the incident and change the status to "Awaiting / Customer Feedback". This will trigger notifications and you will have the chance to answer via email or using the incident form in the service portal. + 3. **Contact via direct channels - telephone or teams** The second and third attempt to reach you will be performed using direct communication channels - either via phone or Teams chat.

After the three attempts, FDT support will change the status of the incident to "Resolved" with the appropriate resolution code "Solved (Workaround)" or "Cancelled (Other)". Also in those cases you will have 7 days left to reject the solution of your incident as described above.

Note:

If FDT receives an out-of-office reply, the status will be set to waiting for a scheduled date until you are back. After the scheduled date is passed, the FDT support will try to reach out to you again.