ServiceNow - Knowledge Article Search through the Knowledge Base

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/bb7d0b0297a79e14130d33611153aff3', 'value': 'bb7d0b0297a79e14130d33611153aff3'}

SNOW – Knowledge Article Search through the Knowledge Base

Purpose: Follow this procedure to Search for Knowledge Articles within the Knowledge Base.

Searching Knowledge Article Process:

1. From the Service Now menu select Knowledge then select Homepage

2. This will take you to the knowledge base screen. You may have many or just a few. You can search in this are two ways.

You can select the Category you want to search in such as Help Desk Wiki. This will display all the subcategories. When selected you can see all the articles with in each.Along the top of the screen is the Search area. This will allow you to enter the subject you are searching for. It only requires 3 characters.

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