

How to handle Knowledge Feedback

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User feedback is essential in Knowledge Management because it is a valuable contribution to the improvement of knowledge content.

This manual guides you through the steps on how to proceed with arriving feedback in ServiceNow.

1. Overview

Users provide feedback via the Service Portal; at the bottom of the page, they can select the helpfulness, rate the article by using stars or commenting on an article.

The following two options create a Feedback Task in the Service Now Backend:

Receiving a Not Helpful Rating on an Article (If a user rates an article as "Not Helpful", a window appears where he/she can select a reason and write a comment) Receiving a Star Rating less than 4 Stars (If a user rates an article as 3* or lower, a window appears where he/she can select a reason and write a comment)

Note: A comment itself doesn't create a Feedback-Task but still needs to be responded in the Service Portal (Frontend). You receive a Mail notification in this case.

However, the way feedback is handled does not vary in the two cases mentioned above.

A distinction in processing solely depends on the following two scenarios:

Scenario 1

User provides (enough) information so that the feedback can be used to improve an article or gives you as Knowledge Owner the possibility to somehow respond to it.

Steps:

1. Check the description of knowledge feedback task for user's feedback on knowledge article
2. If feedback is enough, set status to Work in Progress
3. Assign to responsible member of Knowledge Owner Group Note: The Assignment group is prefilled with the Ownership Group of the Knowledge Article
4. To inform the user about the current status of the feedback task, write an Additional Comment. Therefore make sure the box is checked and you Post the additional comment.
5. Finally Click save
6. Once the improvement has been implemented, set status to resolved and select an appropriate resolution code

7. Write final comments in resolution notes to inform user about current status of the feedback
8. Finally Click save
9. User can reopen the feedback by providing detailed information within 5 working days. After 5 days of no response, the task will be closed automatically.

Scenario 2

The user does not provide enough- or unclear information so the feedback can't be adequately used to provide help to a user.

Steps:

1. Check the description of knowledge feedback task for user's feedback on knowledge article
2. If feedback is not enough, trigger 1st strike to get detailed feedback from the user. To access template of 1st strike, please Click on sign of three dots on top right side. Then Click on toggle template bar.
 - 2a. Click on template of 1st strike-Awaiting Information displayed at the bottom . Select English or German based on the language in the Description section of the feedback task.
 - 2b. Make the following changes in the template of 1st strike before saving it:
Address 1st strike notification to the user mentioned in submitted by filed of the feedback task Include number and title of the knowledge article in 1st strike
3. Status will automatically be set to Awaiting information
4. Assign to responsible member of Knowledge Owner GroupNote: The Assignment group is prefilled with the Ownership Group of the Knowledge Article
5. Finally Click save
6. If response/detailed feedback has been received from the user, please follow steps as explained in Scenario 1
7. If no response/detailed feedback has been received within 3-4 working days, please Click on 2nd strike -Awaiting Information to notify the user.

And make the following changes in the template of 2nd strike before saving it:

Address 2nd strike notification to the user mentioned in submitted by filed of the feedback task

8. Status & Resolution Code will automatically be set to Resolved & No action respectively
9. Finally Click Save
10. User can reopen the feedback by providing detailed information within 5 working days. After 5 days of no response, the task will be closed automatically.

For any further questions/support, please contact Knowledge Management Team via Email below:

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