

# Email Not Working – Full ServiceNow Incident Portfolio

## Incident Created – New Ticket

The screenshot shows the ServiceNow interface for creating a new incident. The page title is "Incident - Create INC0010001". The form contains the following data:

Field	Value
Number	INC0010001
* Caller	Shane Hanks
Category	Inquiry / Help
Subcategory	Email
Service	
Service offering	
Configuration item	
* Short description	Email not working
Description	User cannot send/receive email
Channel	-- None --
State	New
Impact	3 - Low
Urgency	3 - Low
Priority	5 - Planning
Assignment group	
Assigned to	Fred Luddy

Below the form, there is a "Related Search Results" section with a search bar containing "Email not working". Other search results include "New Email Account", "New Email Creation", "Request\_email alias", and "Miro". The bottom of the screen shows the Windows taskbar with various pinned icons.

This screenshot shows the initial creation of the incident. Caller details, category, subcategory, short description, and priority are entered. This is the first step in logging an IT issue following ITIL best practices.

## Incident In Progress – Updated Details

The screenshot shows the ServiceNow Incident Detail page for incident number INC0010001. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main content area displays various incident details in a grid format:

Field	Value	Actions
Number	INC0010001	
* Caller	Shane Hanks	<input type="button" value="Search"/> <input type="button" value="Edit"/> <input type="button" value="View"/>
Category	Software	<input type="button"/>
Subcategory	Email	<input type="button"/>
Service		<input type="button"/>
Service offering		<input type="button"/>
Configuration item		<input type="button"/>
* Short description	Email not working	
Description	User reports Outlook is unable to send or receive emails. Error seen: "Disconnected" in Outlook. The issue started today after a system restart. User working in the Finance department.	<input type="button"/>

Below the details, there is a "Related Search Results" section with a button to expand it. At the bottom, tabs for Notes, Related Records, and Resolution Information are visible, along with sections for Watch list, Work notes list, and a large "Work notes" area with a text input field and a "Save" button.

After reviewing the issue, the ticket state is updated to 'In Progress'. Impact and urgency were corrected to reflect business impact. Detailed description was added for clarity.

## ***Work Notes Added During Troubleshooting***

INC0010001 | Incident | ServiceNow

Solved: what does caller field mean?

Incident - INC0010001

Incident  
INC0010001

\* Caller: Shane Hanks

Category: Software

Subcategory: Email

Service:

Service offering:

Configuration item:

\* Short description: Email not working

Description: User reports Outlook is unable to send or receive emails. Error seen: "Disconnected" in Outlook. The issue started today after a system restart. User working in the Finance department.

State: In Progress

Impact: 2 - Medium

Urgency: 2 - Medium

Priority: 3 - Moderate

Assignment group:

Assigned to: Fred Luddy

Related Search Results >

Notes

Related Records

Resolution Information

Watch list

Work notes list

Work notes: Checked Outlook connectivity. User not connected to Exchange server. Beginning troubleshooting.

Comments (Customer visible)

Post

Work notes document internal technician actions. Here, initial troubleshooting started by checking Outlook connectivity and Exchange server status. These notes are visible only to IT staff.

## **Customer Communication Added**

The screenshot shows the ServiceNow interface for an incident. The top navigation bar includes 'servicenow' and tabs for 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The main title is 'Incident - INC0010001'. Below the title, there are buttons for 'Search', 'Discuss', 'Follow', 'Update', 'Resolve', and 'Delete'. A sub-header indicates the record type is 'Incident' and the ID is 'INC0010001'. The main content area has tabs for 'Notes', 'Related Records', and 'Resolution Information'. Under 'Notes', there are sections for 'Watch list' and 'Work notes list'. A 'Comments (Customer visible)' section contains a message from a System Administrator: 'Hi John, I am investigating the issue. Can you confirm if the internet is working and if Outlook shows any error?'. There is a 'Post' button next to this message. Below this, the 'Activities' section lists four entries:

- System Administrator: Checked Outlook connectivity. User not connected to Exchange server. Beginning troubleshooting. (Work notes • 2025-11-30 22:12:44)
- System Administrator: Collected more information regarding the error from the caller. (Work notes • 2025-11-30 22:09:29)
- System Administrator: Impact 2 - Medium was 3 - Low. Priority 3 - Moderate was 5 - Planning. (Field changes • 2025-11-30 22:09:29)
- System Administrator: Assigned to Fred Luddy. Impact 3 - Low. (Field changes • 2025-11-30 21:59:53)

The bottom of the screen shows the Windows taskbar with various icons and the date/time: 5:13 PM, 1/12/2025.

A customer-visible comment is added to request additional information. This demonstrates communication skills and proper use of ServiceNow's public comments for transparency.

## **Resolution Provided – Ticket Marked Resolved**

The screenshot shows the ServiceNow interface for incident resolution. The 'Resolution Information' tab is active. Under 'Knowledge', the resolution code is set to 'Solution provided'. The notes field contains the following text:

Restarted Outlook, cleared the credential cache, and reconnected to the Exchange server. The user confirmed email is now sending and receiving successfully.

Screenshot shows the resolution stage. A resolution code is selected, and detailed resolution notes explain the exact fix performed. User confirmation is recorded before closing.

## Activity Log – Full Timeline of Work

The screenshot shows the ServiceNow activity log for incident INC0010001. It displays a chronological timeline of events:

- Field changes • 2025-11-30 22:22:28:**
  - Incident state: Resolved was In Progress
  - Resolution code: Solution provided
  - Resolution notes: Restarted Outlook, cleared the credential cache, and reconnected to the Exchange server. The user confirmed email is now sending and receiving successfully.
- Work notes • 2025-11-30 22:12:44:**
  - System Administrator: Checked Outlook connectivity. User not connected to Exchange server. Beginning troubleshooting.
- Work notes • 2025-11-30 22:09:29:**
  - System Administrator: Collected more information regarding the error from the caller.
- Field changes • 2025-11-30 22:09:29:**
  - Impact: 2 - Medium was 3 - Low
  - Priority: 3 - Moderate was 5 - Planning
- Field changes • 2025-11-30 21:59:53:**
  - Assigned to: Fred Luddy
  - Impact: 3 - Low
  - Incident state: In Progress
  - Opened by: System Administrator
  - Priority: 5 - Planning

This activity log displays the complete timeline including field changes, work notes, comments, and resolution entries. This showcases traceability and proper documentation.

## Incident Closed – List View

The screenshot shows the ServiceNow Incidents list view. At the top, there are three browser tabs: 'Incidents | ServiceNow', 'Solved: what does caller field m...', and 'outlook cannot send email error'. The main window has a dark header bar with the ServiceNow logo and navigation links for All, Favorites, History, Workspaces, Admin, and Incidents. The 'Incidents' tab is selected. Below the header is a search bar with placeholder text 'Search' and a 'New' button. A message bar at the top displays three notifications: 'INC0010001 has been permanently closed', 'This Knowledge Article:KB0010001 has been saved as a draft and attached to the task record: INC0010001', and 'Knowledge Article created: KB0010001 based on closure of Incident: INC0010001'. The main content area is a table with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The table lists eight incidents, with the first one being closed. The bottom of the screen shows the Windows taskbar with various pinned icons and system status information.

All > Active = true	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:31:42	admin
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-11-29 17:21:39	system

Final screenshot shows the incident list view with the ticket in the 'Closed' state. A linked knowledge article was automatically generated based on the closure, demonstrating knowledge management integration.