

Assigning Tickets to Daniel in ServiceNow

Introduction

This document provides step-by-step instructions on how to assign tickets to Daniel in the ServiceNow platform. In cases where team members are unable to take on a ticket due to workload, scheduling conflicts, or other reasons, this process ensures that Daniel can receive and manage these assignments efficiently.

ServiceNow is the platform used for tracking and managing incidents, service requests, and change management. This guide is intended for team members who need to delegate tasks to Daniel when necessary. The following sections outline the steps for identifying a ticket, reassigning it, and confirming the assignment within ServiceNow.

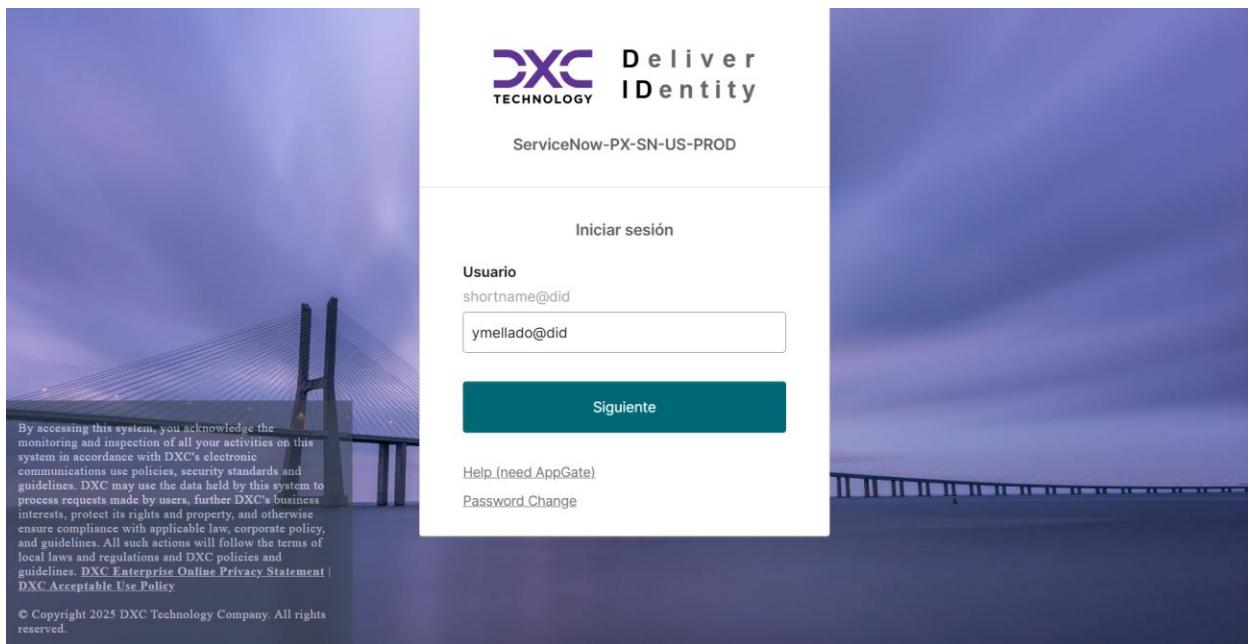
As shown in the following examples, screenshots will be provided to illustrate each step clearly.

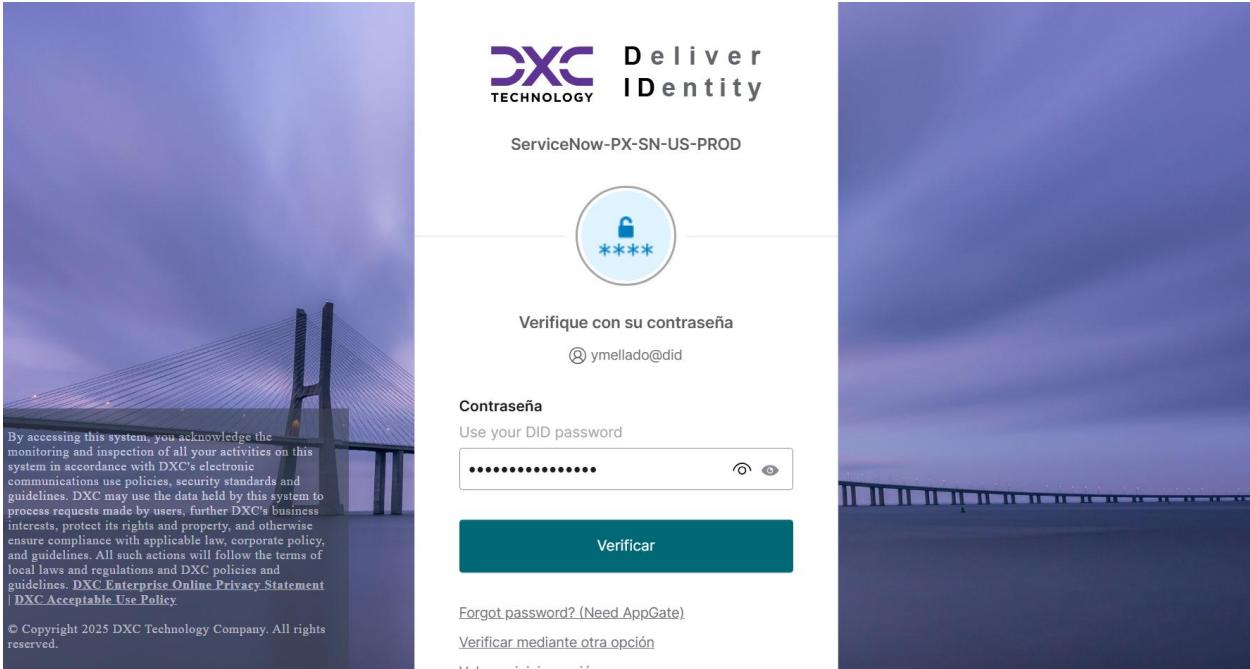
Step 1: Accessing the ServiceNow Platform and Logging In

To begin the process of assigning a ticket to Daniel, you must first log into the ServiceNow platform. Follow these steps:

1. **Go to the ServiceNow login page** – Open a web browser and navigate to the ServiceNow portal used by your organization.
2. **Enter your credentials** – Input your **username** and **password** in the designated fields.
3. **Click on "Sign In"** – Once your credentials are entered, click the **Sign In** button to access the platform.

As shown in the following example, the login screen should look similar to this:



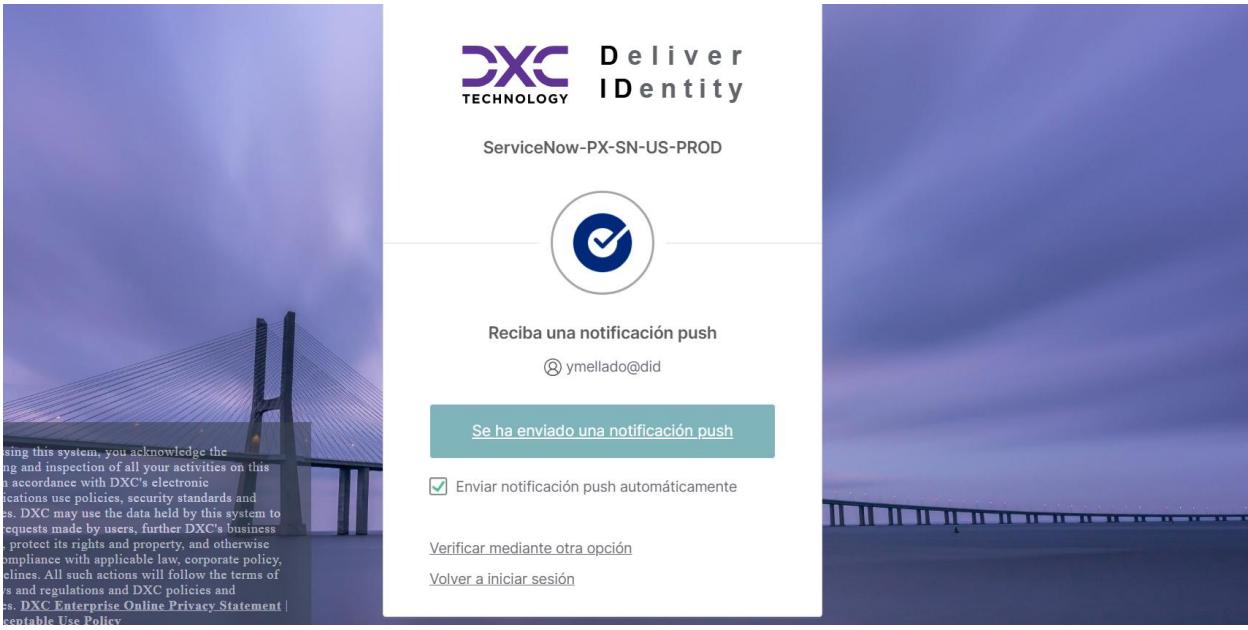


After entering your **username** and **password**, you may need to request access to your ServiceNow account before proceeding.

To request access, follow one of these steps:

1. **Contact Yess** – Send a direct message to **Yess** requesting the necessary access to assign tickets.
2. **Ask in the client chat** – If Yess is unavailable, post a message in the client chat asking for access. Someone from the client's team will provide the necessary permissions.

If you need to request access, you may see a screen similar to the following:



Step 2: Navigating to Assigned Incidents

Once you have successfully logged into ServiceNow, you will be directed to the **S4 Run Dashboard**, which looks similar to the following screen:

To proceed with ticket assignment, follow these steps:

1. Locate the **left-hand menu** where different navigation options are displayed.

2. Click on "**Incident - Assigned to me**" to view all tickets that have been assigned to you.
3. After selecting "**Incident - Assigned to me**", you will be directed to a screen displaying all incidents currently assigned to you.
4. As shown in the following example, if there are no assigned tickets, you will see a message stating "**No records to display**"

The screenshot shows the DXC Technology ServiceNow interface. The top navigation bar includes 'DXC TECHNOLOGY', 'Favorites', 'All', 'History', 'Workspaces', and a 'Incidents' button. A search bar with 'Incidents' selected and a 'Short description' dropdown is present. The main content area shows a search result for 'All > Active = true > Assigned to = Yliana Leticia'. A table with columns 'Number', 'Caller', 'Short description', 'Priority', 'State', 'Assignment group', and 'Assigned to' is displayed. Overlaid on the table is a graphic of a satellite dish against a dark background with colorful circles. At the bottom of the table area, the text 'No records to display' is visible.

If tickets are assigned to you, they will appear in a list format.

Once you see the list of assigned incidents, identify the ticket you want to assign to Daniel.

1. **Click on the ticket** you want to reassign.
2. This will open a new window displaying all the details of the incident

The screenshot shows a ticket detail page for Incident INC1325715. The top navigation bar includes 'Discuss', 'Follow', 'Update', and 'Resolve' buttons. Below the title, a status bar shows 'Active' as the current state, with arrows pointing to 'New', 'Awaiting', 'Resolved', and 'Closed'. The main form contains the following fields:

- Number:** INC1325715
- Opened:** 2025-02-11 12:24:54
- Company:** Energy Harbor
- Opened by:** Michael Massi
- Caller:** Michael Massi
- FYI Ticket:** -- None --
- Email:** Michael.Massi@vistracorp.com
- Business phone:** (empty)
- Channel:** Phone
- Location:** (empty)
- State:** Active
- Business service:** (empty)
- Follow up date:** (empty)
- Category:** Software
- Assignment group:** Application CDNA - SAP
- Subcategory:** Application Batch/Job/Tran
- Assigned to:** Daniel Gálvez Bustos
- Configuration item:** TAG258093
- Reassignment reason:** Functional reassignment
- Responded:** checked
- Impact:** 3 - Medium

Once you have opened the ticket details, you need to assign the incident to Daniel or another team member. Before selecting the individual, you must first choose the appropriate **Assignment Group**.

Steps to Reassign the Ticket:

1. Select the Assignment Group

- Locate the "**Assignment group**" field.
- Click on the search icon and find the group where Daniel (or the person you want to assign the ticket to) belongs.
- Select the correct group.

2. Select the Assignee

- Once the **Assignment group** is set, click on the "**Assigned to**" field.
- A search box will appear where you can enter the name of the person you want to assign the ticket to.
- Type "**Daniel Gálvez Bustos**" and select his name from the list.

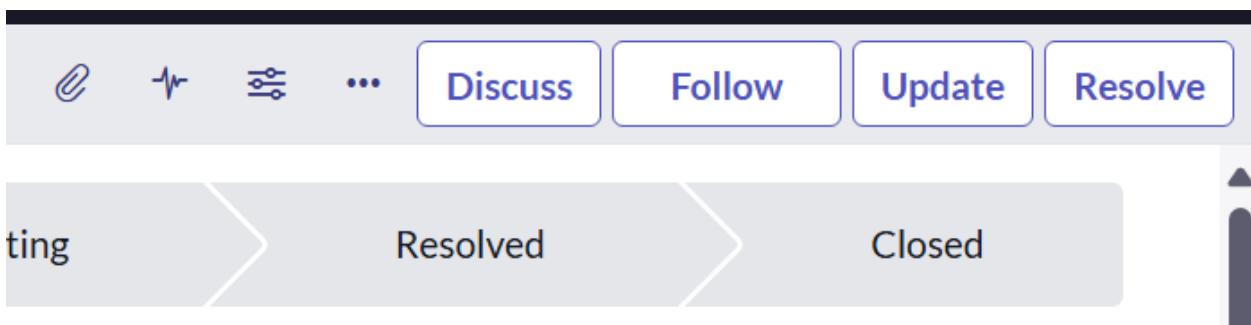
Assignment group Application CDNA - SAP

Assigned to Daniel Gálvez Bustos



Steps to Finalize the Assignment:

1. Double-check that the correct **Assignment Group** and **Assignee** are selected.
2. Click the "**Update**" button located at the top of the page.



Once you click **Update**, the ticket will be assigned to Daniel (or the selected person), and they will be responsible for handling the incident.