ServiceNow ServicePortal

User guide

Let's go further

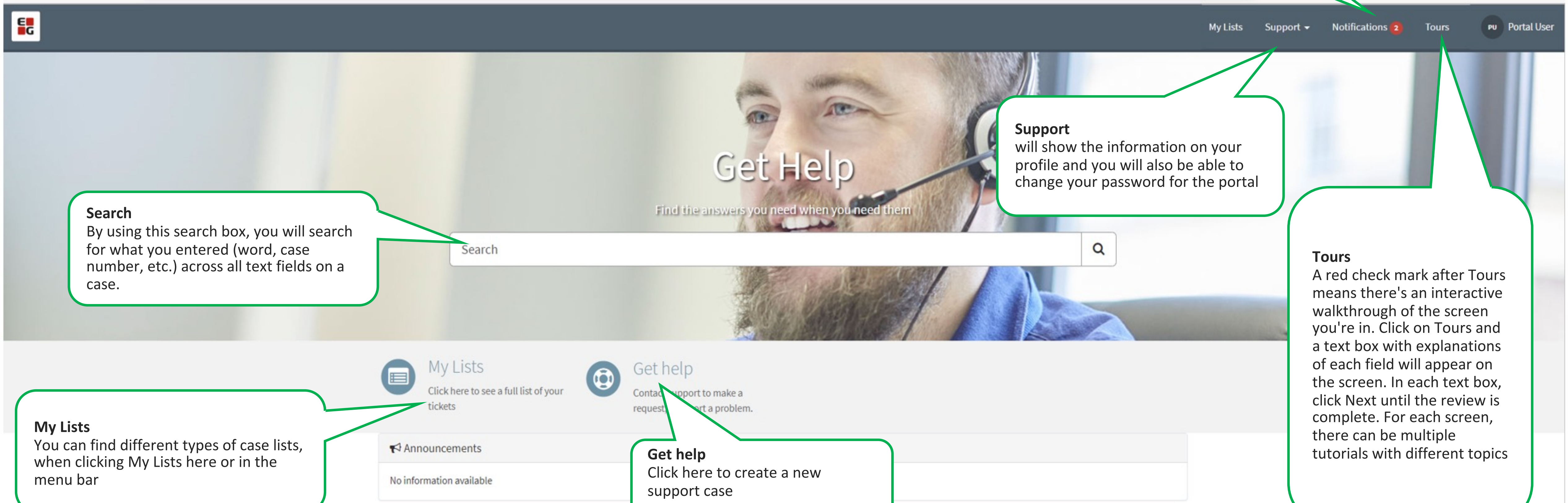
ServiceNow Serviceportal

On the Serviceportal you will be able to:

- see your own cases or all cases created by you and your colleagues
- create a new case
- get an overview of cases with the possibility to see more detailed information for each case
- sorting and filtering of the case lists
- export of case lists to Excel, PDF og CSV.

Serviceportal – front page

Notifications
Notifications will be shown if you have cases waiting for your response – the number of these cases is shown in red



Support
will show the information on your profile and you will also be able to change your password for the portal

Search
By using this search box, you will search for what you entered (word, case number, etc.) across all text fields on a case.

Tours
A red check mark after Tours means there's an interactive walkthrough of the screen you're in. Click on Tours and a text box with explanations of each field will appear on the screen. In each text box, click Next until the review is complete. For each screen, there can be multiple tutorials with different topics

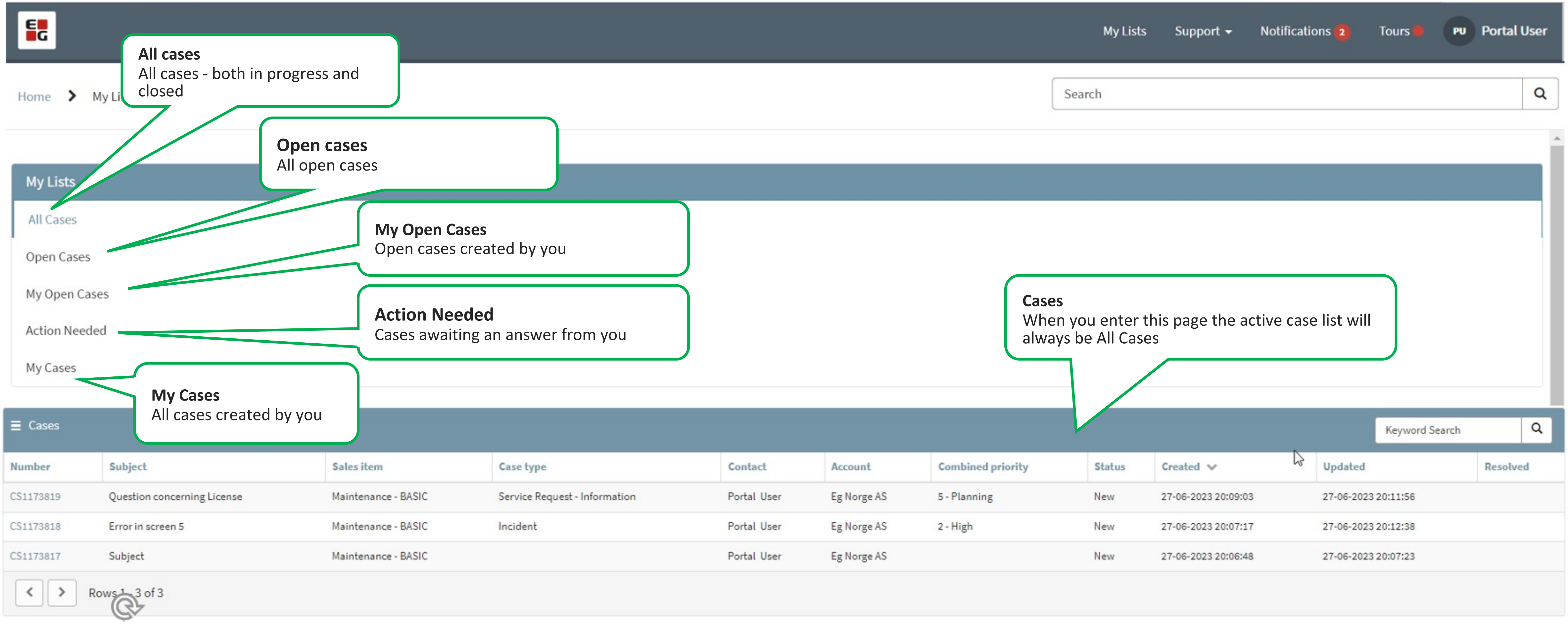
My Lists
You can find different types of case lists, when clicking My Lists here or in the menu bar

Get help
Click here to create a new support case

Let's go further

Service portal – My lists

By choosing My Lists you get the below possibilities to see cases



Cases in state resolved, which can still be re-opened will be part of the list All Cases.

Information shown on your List view:

Resolved date.
From this date you have 14 days to reopen before it will move to state closed.

Case number

Subject

Sales item / product

Name of Contact

Name of Account

Case priority

Date of case creation

Last updated

Keyword Search

Number	Subject	Sales item	Case type	Contact	Account	Combined priority	Status	Created	Updated	Resolved
CS1173819	Question concerning License	Maintenance - BASIC	Service Request - Information	Portal User	Eg Norge AS	5 - Planning	New	27-06-2023 20:09:03	27-06-2023 20:11:56	
CS1173818	Error in screen 5	Maintenance - BASIC	Incident	Portal User	Eg Norge AS	2 - High	New	27-06-2023 20:07:17	27-06-2023 20:12:38	
CS1173817	Subject	Maintenance - BASIC		Portal User	Eg Norge AS		New	27-06-2023 20:06:48	27-06-2023 20:07:23	

Rows 1 - 3 of 3

Case type

Incident – Is an Error
Service Request - Information – Is a request for more information
Service Request - Access / product – Is an order for e.g., accesses, extracts etc
Service Request - Application Feature – Is a request for a change in the program

Case state

New – Case has just been received
Open – The solution of the case is underway
Awaiting Info – We have asked you a question and are awaiting information from you
Resolved – we have provided you with a solution and for 14 days it is possible to reopen the case.
Closed – The case has been closed and can no longer be reopened.

If you press on the case number in this view you will be presented with more detailed information concerning the case.

Examples on the coming slides.

Detailed Case view – Right side

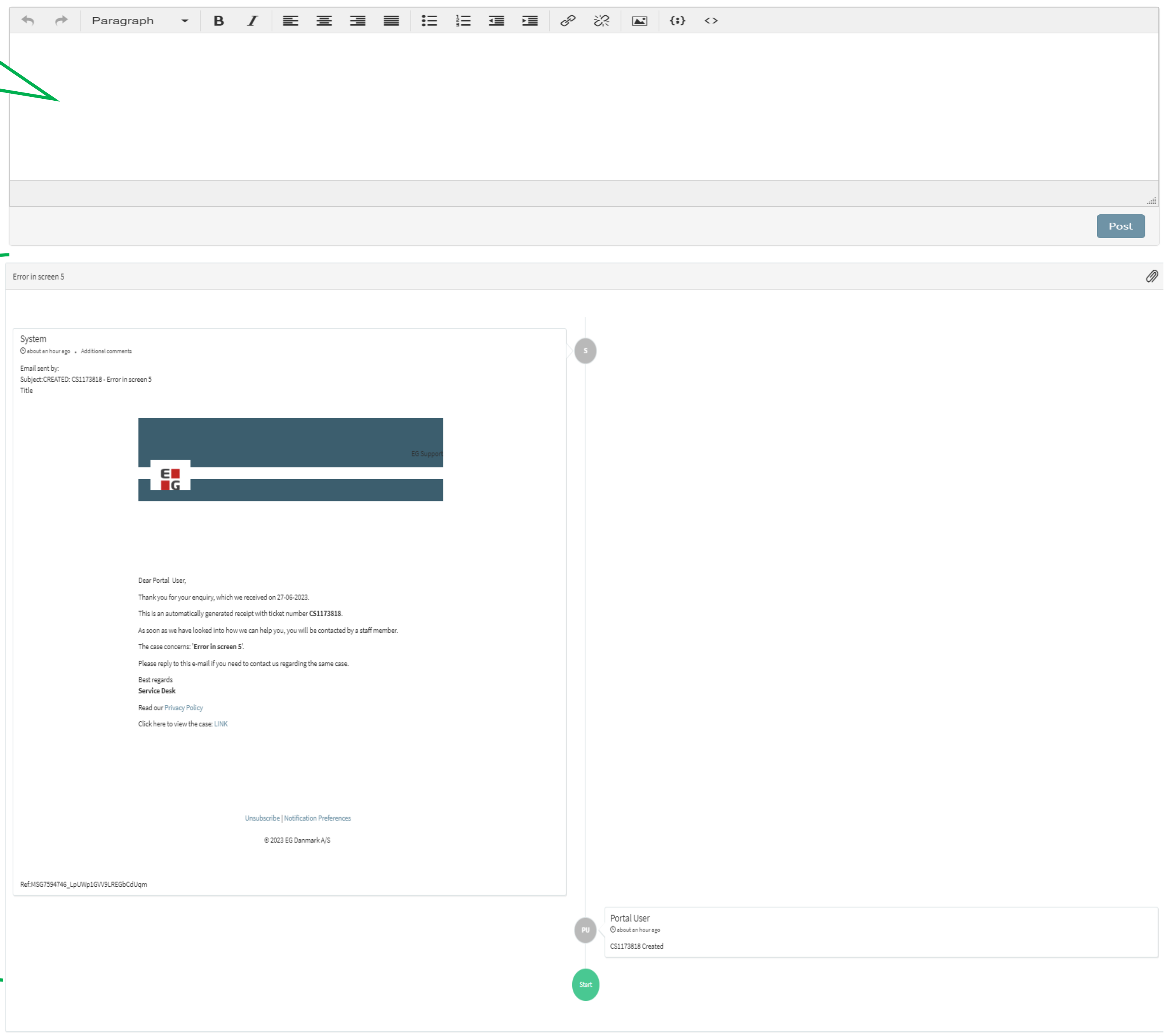
In this section you can add additional information or screenshots concerning your case. Press Post to submit.

Here you can follow the progress of your case.

On the right you see all updates from the person creating the case and, on the left, updates from other parties.

If the case has been created by support based on a phone conversation it will be the supporter shown on the right side.

If the case is created based on Email or Portal, it will be the contact presented on the right side..



Adding additional attachments

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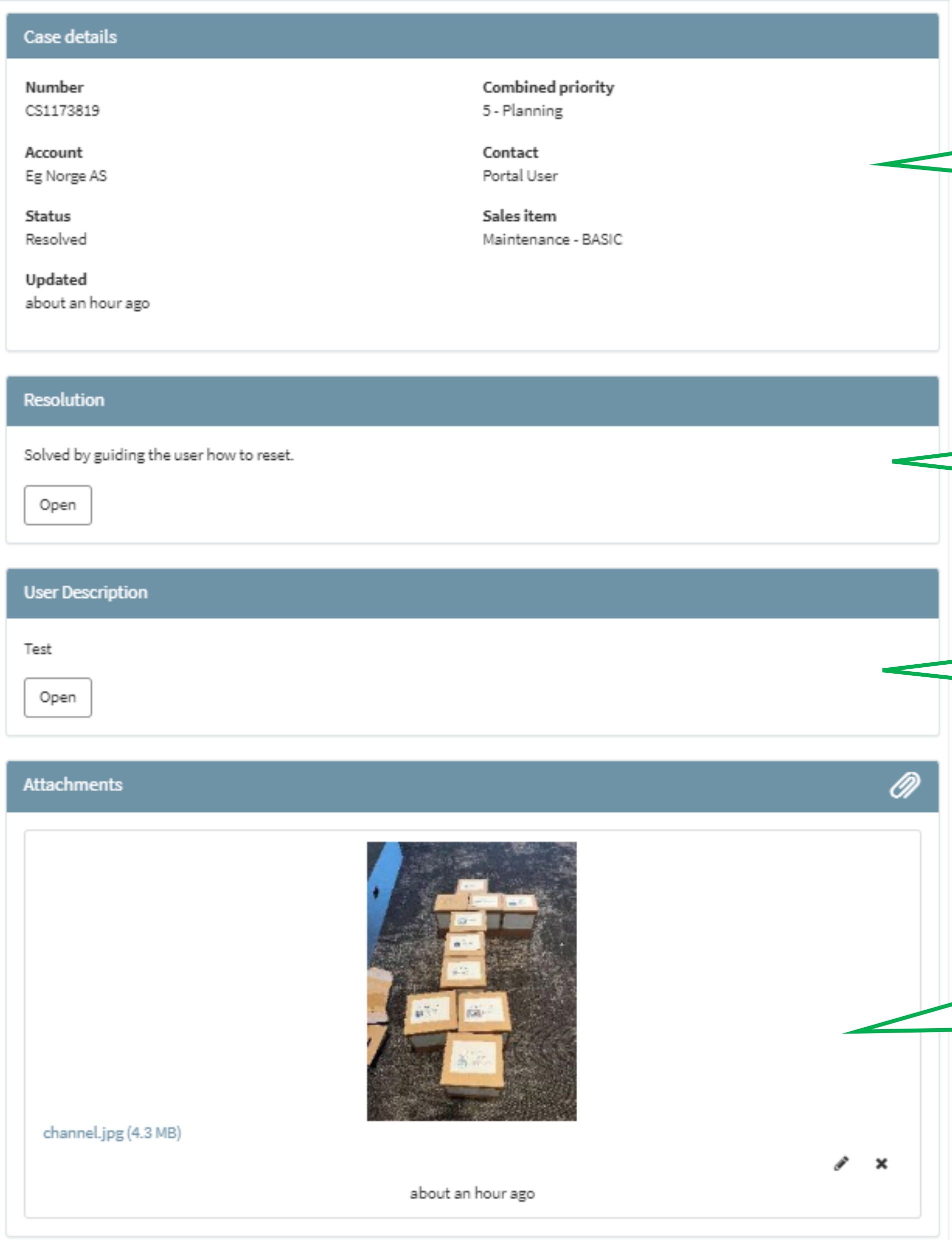
Detailed Case view – Left side



Case details
Selected details from your case. In order to see the exact time on the time fields e.g., Updated just place the mouse by the text.

Resolution This box will appear if the case is resolved or closed. Choose Open and you will see the full description in a pop-up window including screenshots

User Description This will show the detailed description that was entered when the case was created.
Choose Open and you will see the full description in a pop-up window including screenshots

Attachments
Showing the attachments related to this case from where you can delete the attachment or edit the name

Let's go further

Sort, filter, export and search

Explaining some of the options you have to create an overview of your cases:

It is possible to export your data from the portal to one of the following options:

Cases
- Export as PDF
- Export as Excel
- Export as CSV

If you use this search field, it will explore data from cases and come back with hits.

Cases | Keyword Search

Number	Subject	Sales item	Case type	Contact	Account	Combined priority	Status	Created	Updated	Resolved
CS1173819	Question concerning License	Maintenance - BASIC	Service Request - Information	Portal User	Eg Norge AS	5 - Planning	New	27-06-2023 20:09	27-06-2023 20:11:56	
CS1173818	Error in screen 5	Maintenance - BASIC	Incident	Portal User	Eg Norge AS	2 - High	New	27-06-2023 20:07:17	27-06-2023 20:12:38	
CS1173817	Subject	Maintenance - BASIC		Portal User	Eg Norge AS		New	27-06-2023 20:06:48	6-2023 20:07:23	

Rows 1 - 3 of 3

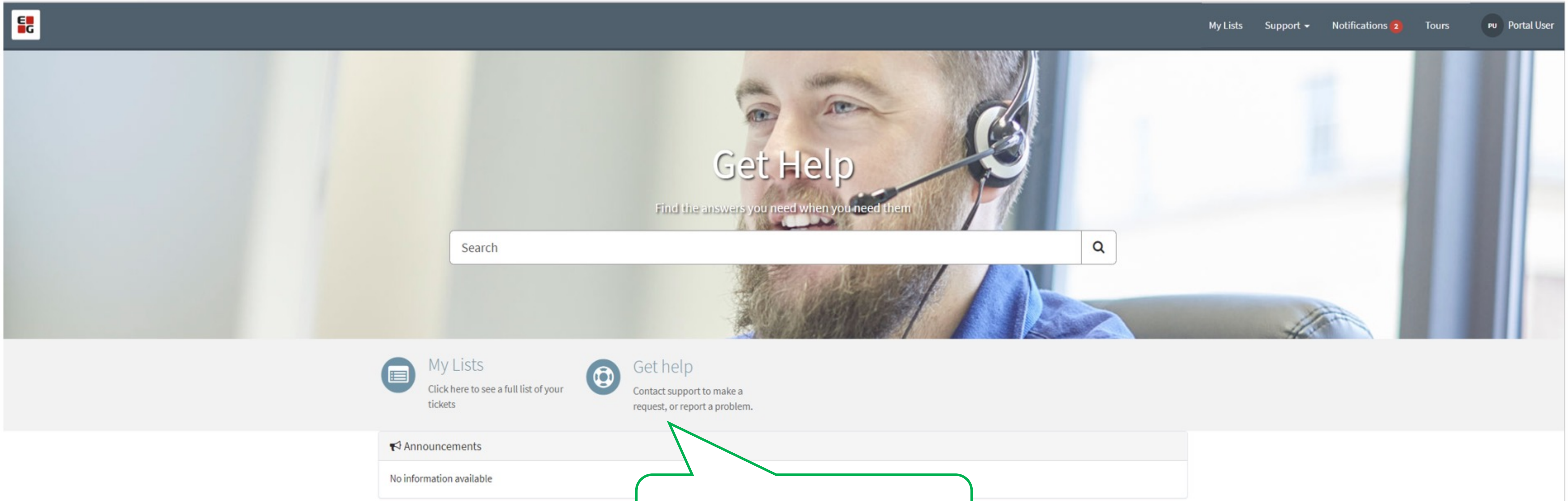
It is possible to sort on the different fields. Simply click in the menu bar on the field and an arrow will appear showing up or down depending on ascending/descending order.

It is possible to filter on the different content from the different fields. Place your cursor in the field e.g., Incident and right click which should give you the option to choose either Show Matching or Filter Out.

- Show Matching
- Filter Out

Note: The List view you have created either by sorting or filtering will be reset as soon as you leave this view.

Creating a case (1):



Choose this Icon: Get help to create a new support case.

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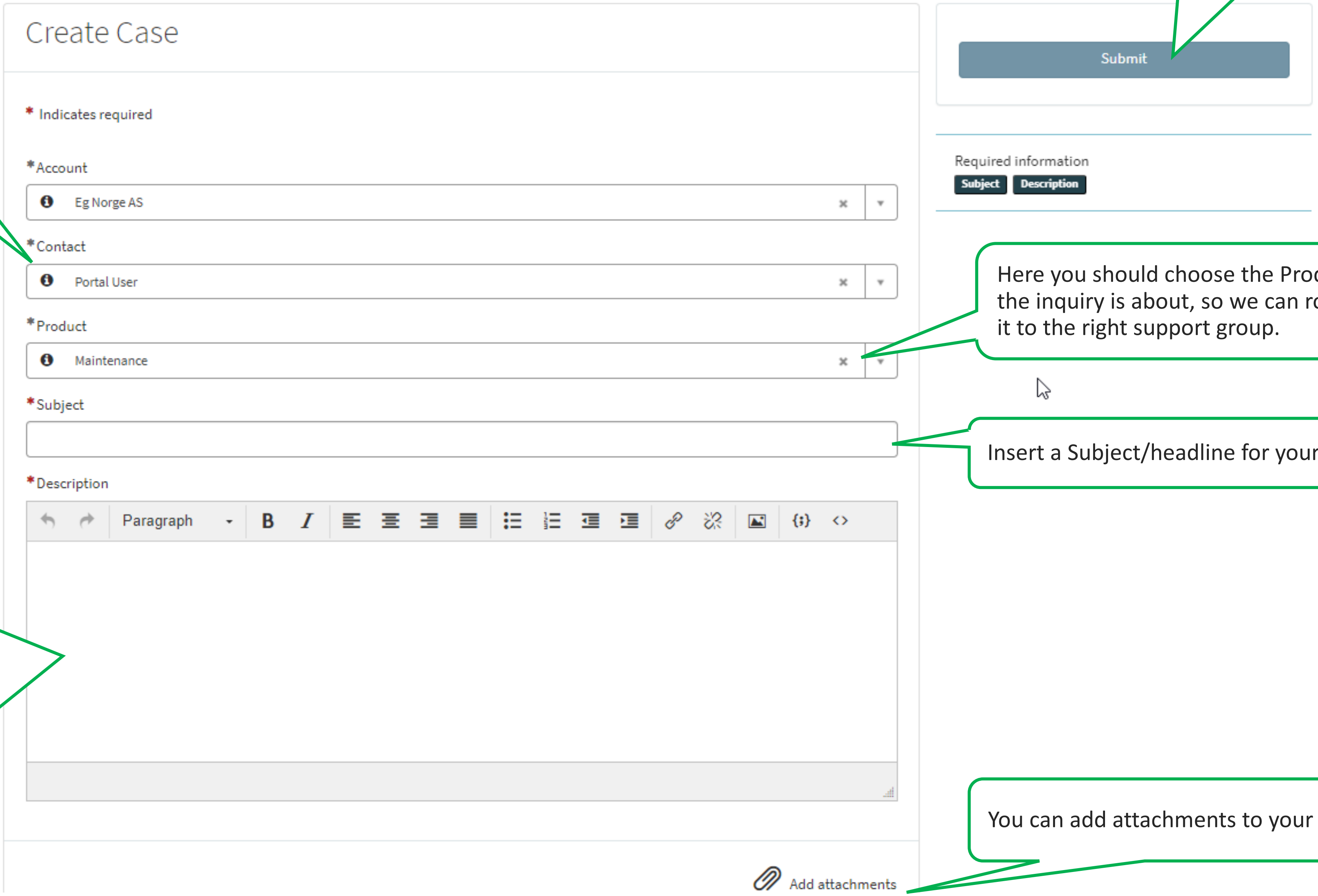
Creating a case (2):

When all fields are filled press Submit

This field will be filled out with your name, so we have a contact to the case.



In this field you should insert a detailed description of the error you are reporting or the question you want an answer to.

- A detailed description will help the supporter to understand and assist you.
- It is possible to insert screen shots directly in this section.

Here you should choose the Product, the inquiry is about, so we can route it to the right support group.

Insert a Subject/headline for your case

You can add attachments to your case

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