

Mobile Assist - Global

Q: What do I need to get started with Mobile Assist app?

A: Please ensure your ServiceNow family release is Madrid or higher.

1. Mobile Assist app should be downloaded from ServiceNow Store
2. User should have x_26961_mobile_a.user role to use "Mobile Assist" functionality and respective OOB functionality roles like CSM agent
3. User should have download ServiceNow Agent app from Apple App Store or Google Play Store

Q: How to login from my Mobile?

A: Open ServiceNow Agent App.

- Provide instance name .
- Login with your credentials . Please do read IP restrictions in next question.

Q: Will I be able to use ServiceNow Agent and Mobile Assist App if there are IP restrictions?

A: Your Mobile IP must be within range or specifically mentioned if your company has Security IP restrictions to access ServiceNow Instance. You may contact system admin if you have this issue.

Please see details below (Courtesy : docs.servicenow.com):

https://docs.servicenow.com/bundle/madrid-platform-administration/page/administer/login/task/t_AccessControl.html

Q: Where do I enable Push (mobile) notifications in ServiceNow Agent App?

A: Please refer to steps below (Courtesy : docs.servicenow.com):

<https://docs.servicenow.com/bundle/madrid-it-service-management/page/product/incident-management/task/view-notifications.html>

Q: What can I do with all Tasks assigned to me or my Group?

A: You can see all your tasks or your group's tasks organized in one central place, Reassign to a Group or to a person or to yourself. You can bookmark tasks to work later from the web.

For suggestions and feedback please email to: support@identitysol.com

Q: What type of push(mobile) notifications can I get on my mobile ?

A: You can get push(mobile) notifications from any task extended table like problem, change,chg_task etc. Your company Admin must configure needed table names under 'Configure Properties'.

Q: Can I get push (mobile) notifications when someone adds comments to my tasks?

A: Yes , You can get push(mobile) notifications from any task extended table like problem, change,chg_task etc. Your app admin must configure those table names under 'Configure Properties'.

Q: Can I submit Service Requests through Mobile Assist app?

A: Yes. Please go o to **Mobile Assist- Global < Self- Service< Service Portal**. Mobile Assist will automatically route you to default Service Portal page where you can submit Service Request s. Your company admin may overwrite your default portal under 'Configure Properties'.

Q:Can I track my submitted Service Requests through Mobile Assist app?

A: Through app, you can access Service Portal and if that portal has functionality to access "Service Request" then you can.

Q: Can I access Knowledge Base through Mobile Assist app?

A: Yes. Mobile Assist will automatically route you to your default Knowledge Base . You can go to **Mobile Assist- Global <Self- Service < Knowledge Base**. Your app admin may overwrite your Knowledge Base under 'Configure Properties'

Q: What is "Open Task" option in SLA (breached)?

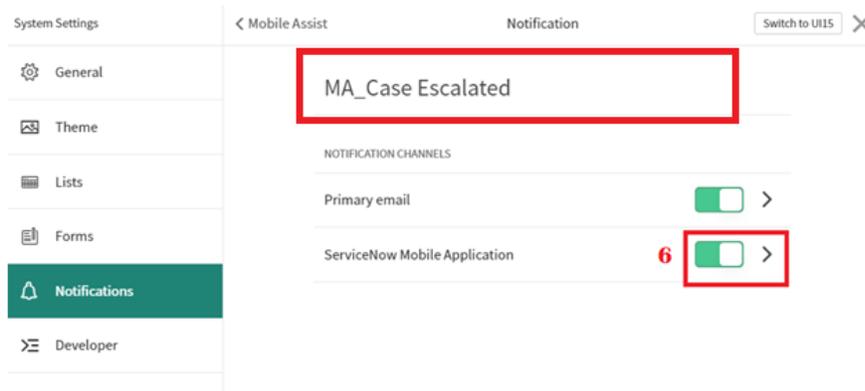
A: 'Open Task' will take you from SLA record to Task record for permitted operations.

Q: I need only few types of push(mobile) (mobile) notifications, what to do?

A: Please go to your web instance :

Settings< Notification < Notification by category < Mobile Assist and adjust the notifications you need or do not need.

For SLA notification, please select "SLA" under Notification by category



Q: Why does everybody is getting Push (mobile) notification in my Group?

A: If there is no individual assignee assigned for a task all group members (with their enabled notifications) get notified. When there is individual assignee notification goes to assigned person only.

Q: When do I get push (mobile) notification for SLAs?

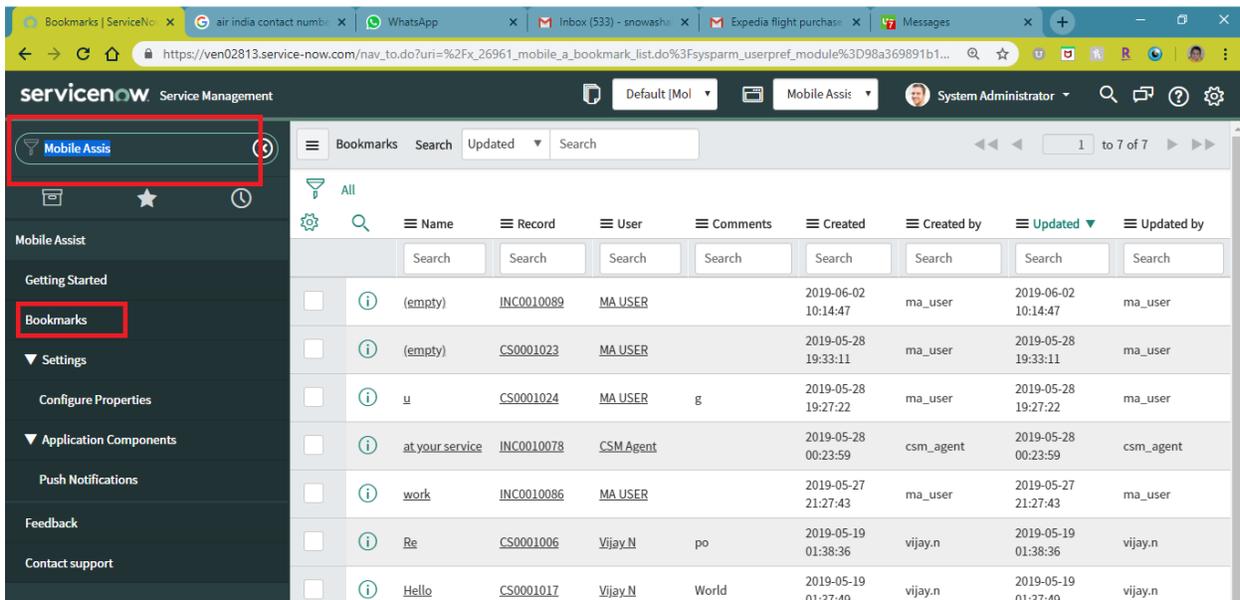
A: After your app admin does initial configuration steps provided by us – you will get push(mobile) notifications on warnings and breaches according to your regular SLA email alerts configured for ServiceNow web.

Q: Will my manager get push(mobile) notifications as well for SLA?

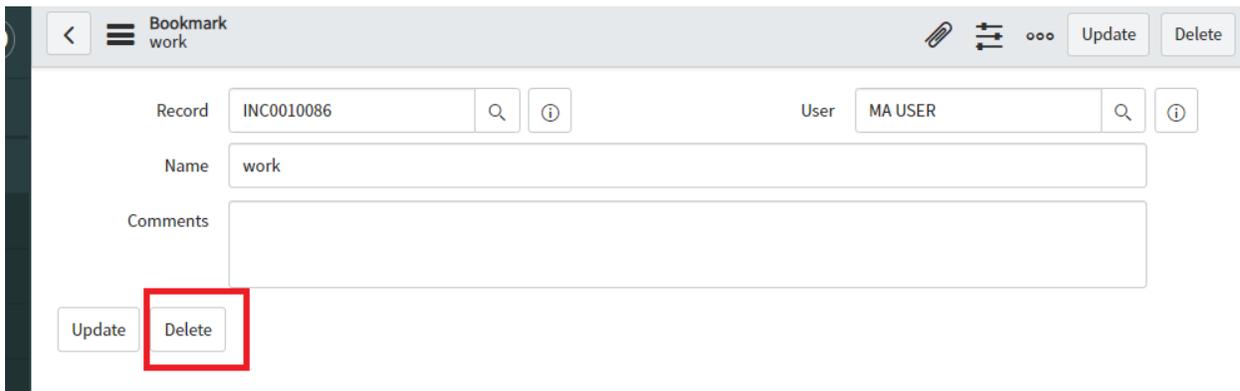
A: After your admin does initial configuration steps for provided by us – managers will get push(mobile) notifications according to your regular email alerts configured for ServiceNow web.

Q: How can I Remove bookmark?

A: You can remove Books Mark from Mobile App as shown below or From Web Instance as well.



	Name	Record	User	Comments	Created	Created by	Updated	Updated by
<input type="checkbox"/>	(empty)	INC0010089	MA USER		2019-06-02 10:14:47	ma_user	2019-06-02 10:14:47	ma_user
<input type="checkbox"/>	(empty)	CS0001023	MA USER		2019-05-28 19:33:11	ma_user	2019-05-28 19:33:11	ma_user
<input type="checkbox"/>	u	CS0001024	MA USER	g	2019-05-28 19:27:22	ma_user	2019-05-28 19:27:22	ma_user
<input type="checkbox"/>	at your service	INC0010078	CSM Agent		2019-05-28 00:23:59	csm_agent	2019-05-28 00:23:59	csm_agent
<input type="checkbox"/>	work	INC0010086	MA USER		2019-05-27 21:27:43	ma_user	2019-05-27 21:27:43	ma_user
<input type="checkbox"/>	Re	CS0001006	Vijay.N	po	2019-05-19 01:38:36	vijay.n	2019-05-19 01:38:36	vijay.n
<input type="checkbox"/>	Hello	CS0001017	Vijay.N	World	2019-05-19 01:37:49	vijay.n	2019-05-19 01:37:49	vijay.n



Bookmark work

Record: INC0010086 User: MA USER

Name: work

Comments:

Update Delete

Q: Why can't I complete or resolve my Tasks in Mobile Assist – Global?

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A: Currently due to some system limitations, this functionality is not provided.

Q: Why my colleague sees more type of task than me?

A: It depends on your ServiceNow permissions.

Mobile Assist – Dashboards

Q: What dashboard and reports I can see?

A: You can see Dashboards and Reports available to you from Web. We also have added few more Dashboards and working on adding more.

Customer Service Management

Mobile Assist - Cases

Q: What can I do in Mobile Assist – Cases?

A: You can see all cases assigned to you or your group and you can reassign to a Group or to a person or to yourself. You can bookmark Cases to work later from the web. You also get push(mobile) notifications on escalations and you can also close Cases or propose solution.

Q: Why am I not getting push(mobile) notifications for Cases?

A: Your admin must configure properties in order to enable notification for cases (task assigned or for comments).

Q: Why can't I change many fields in cases or see related lists?

A: We are developing on further updates. Please stay tuned.