

Mobile Assist - Installation Guide

Release Family: Madrid or higher

Application Dependencies

Please ensure below plugins or apps are enabled in your instance.

1. Mobile Studio - com.glide.sg (Required)
2. Service Portal for Enterprise Service Management - com.glide.service-portal.esm (Required)

Admin Checklist

1. Install “Mobile Assist”

Make sure - “Mobile Assist” app is installed for your instance from ServiceNow Store

2. Install “ServiceNow Agent”

Users and Admin should download native mobile app “ServiceNow Agent” from [iOS Store](#) or [Google Play Store](#) on their phone.

3. Admin login for “ServiceNow Agent”

System admin should login to ServiceNow Agent after downloading from iOS Store or Google Play Store one time *from their mobile*. No action required by admin- just login. Only after admin logs in once, Notification Channel – “ServiceNow Mobile Application” will be available in notification preference for all users, As shown below:

The screenshot shows the 'System Settings' interface with the 'Notifications' section selected. On the left, a navigation menu includes 'General', 'Theme', 'Lists', 'Forms', 'Notifications' (highlighted), and 'Developer'. The main content area is titled 'Notifications' and includes a search bar, a toggle for 'Allow Notifications' (which is turned on), and a section for 'NOTIFICATION CHANNELS'. Under this section, there is a 'Create Channel' button and a list of channels. The 'ServiceNow Mobile Application' channel is highlighted with a red rectangular box. Below this, there is a section for 'NOTIFICATIONS BY CATEGORY' with a 'Create Personal Notification' button.

4. Assign Roles

Mobile Assist App admin should have "x_26961_mobile_a.admin" and users should have "x_26961_mobile_a.user role" assigned. Roles can be given to Group and users could be members of Group as a best practice.

***Please refer to Admin video(s) at <http://identitysol.com/mauser> or for updated documents <http://identitysol.com/ma-guide/>

Please email to support@identitysol.com for any questions or assistance. ***

5. Configure System Properties

Search for "Mobile Assist" in left navigation and click on "Configure Properties"

a. Task Assignment

Please add list of 'task extended' table names for which you want task assignment notification to trigger. (Example: problem,change_task)

Note:

- Table must be extended from "task"
- If you have **Customer Service Management** purchased from ServiceNow then you can provide Case table "sn_customerservice_case" (Optional)

b. Task Comments

Please add list of 'task extended' table names for which you want notification to trigger on adding comment.

Notes

- Table must be extended from "task"
- If you have **Customer Service Management** purchased from ServiceNow then you can provide Case table "sn_customerservice_case" (Optional)

c. Default Service Portal

Set portal name which should be open when app users tap on "Service Portal" in mobile app

d. Knowledge Base

Set link of knowledge base which should be open when app users tap on "Knowledge Base" in mobile app

6. Setup SLA Push Notifications

a. Add Push message to SLA notifications

1. Go to notification table “sysevent_email_action”
2. Open existing SLA notifications
3. Add push message “MA_SLA_Warning_or_Breached”

[Repeat above steps for all SLA notifications like SLA Warning, SLA Breached]

Whenever the email gets trigger, Mobile Assist App will also trigger mobile push notification.

Notification - SLA warning Parm [Advanced view]

You are editing a record in the Global application (cancel)

When to send | Who will receive | **What it will contain**

If using an Email Template then Subject and Message will be used from the template unless overridden with a Subject and Message on this form.

Content type: HTML and plain text

Importance: -- None --

Include attachments:

Omit watermark:

Push Message Only:

From:

Reply to:

Push Messages: SLA warning

ma

MA_SLA_Warning_or_Breached

Email template: Unsubscribe and Preferences

b. Add Push notification to Default Registration table

1. Search for “Push Application” in left Navigation
2. Select ServiceNow Mobile Application
3. Go to Push Default Registration Tab
4. Click New and enter exact name of notification for which we added Push message in above step

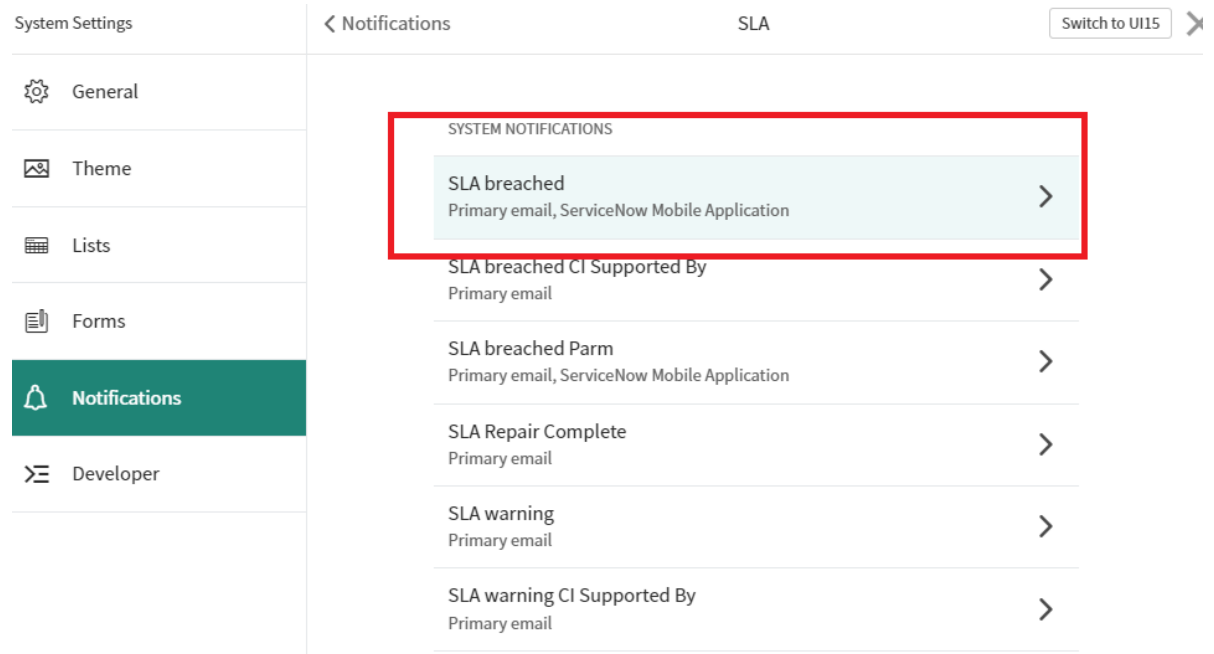
[Repeat above steps for all notifications]

More step details can be found [here](#)

Note: If the notification is not added to default registration table then it will be disabled by default for all users/agents and each user/agent has to enable it manually.

c. Enable Push Notification

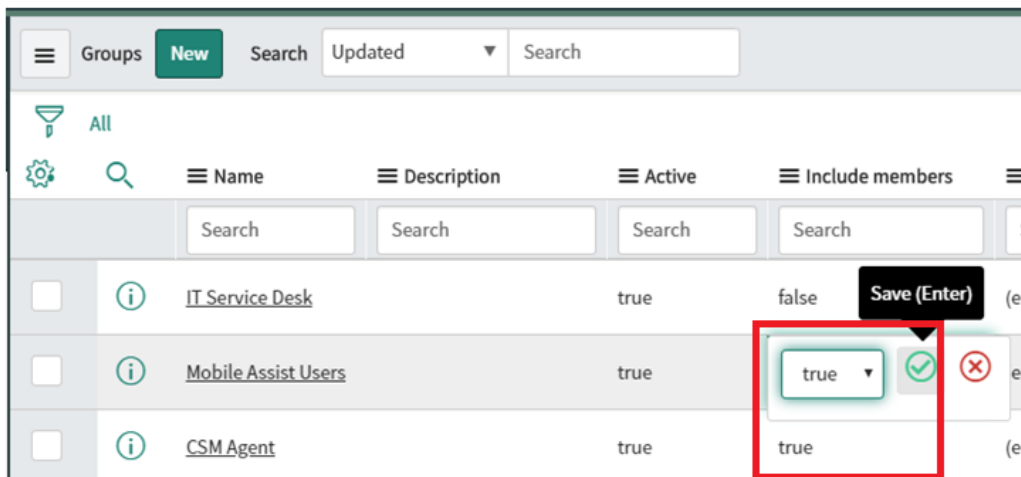
Enable push notification preference for all SLAs notifications (all notifications which are added in above step a) by navigating to Settings < Notifications < SLA



7. Ensure "Include members" for group

Group should have "include members" field set to **true** in sys_user_group table

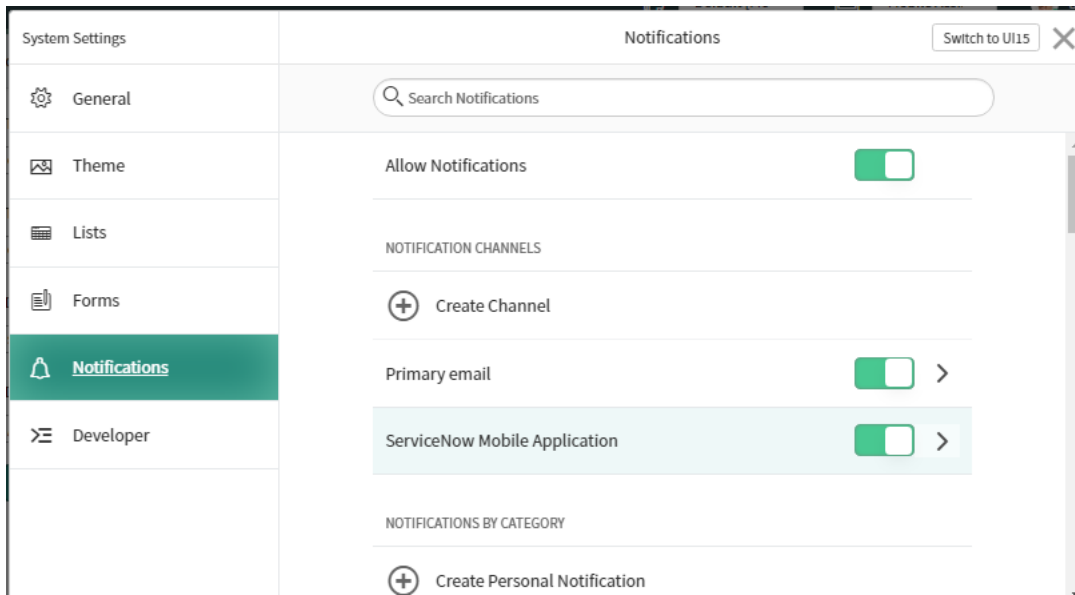
*In order to receive push notifications to the Group members this field should be checked for all needed Groups or new Groups created



Debugging

1. Ensure Notification Channel (Please login as ServiceNow Admin)

- Go to Settings (top right corner) of your instance.
- Select “Notifications” .
- Ensure “ServiceNow Mobile Application” is enabled.



2. Is Notification Enabled?

You can impersonate a user and see his/her notification preference:

- Go to – Settings
- Open “Mobile Assist” or SLA notification category
- Check all notifications are enabled or not

