

Email Not Working – Full ServiceNow Incident Portfolio

Incident Created – New Ticket

ServiceNow Incident - Create INC0010001

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

Related Search Results

Related Search: Email not working

Knowledge & Catalog (All)

New Email Account

New Email Creation

Request email alias

Request for email alias

Miro

Create, collaborate, and centralize communication for cross-functional team work

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

INC0010001 | Incident | ServiceNow

dev225855.service-now.com/how/nav/ui/classic/params/target/incident.do%3Fsys_id%3D7175e56583ad3610e284c9e0deaad38c%26sysparm_record_target%3Dincident...

servicenow All Favorites History Workspaces Admin Incident - INC0010001

Number: 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.

Channel: -- None --

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 Work notes

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

dev225855.service-now.com/how/nav/ui/classic/params/target/incident.do%3Fsys_id%3D7175e56583ad3610e284c9e0deaad38c%26sysparm_record_target%3Dincident...

servicenow All Favorites History Workspaces Admin 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 displays the ServiceNow incident management interface for incident INC0010001. The top navigation bar includes the ServiceNow logo, navigation links (All, Favorites, History, Workspaces, Admin), and a search bar. The incident title "Incident - INC0010001" is prominently displayed. Below the navigation bar, the "Notes" tab is active, showing a "Comments (Customer visible)" section with a text input field containing the message: "Hi John, I am investigating the issue. Can you confirm if the internet is working and if Outlook shows any error?". To the right of the input field are icons for "Watch list" and "Work notes list". Below the comment input, there are buttons for "Comments (Customer visible)" and "Post". The "Activities" section on the left lists four activities performed by a "System Administrator":

- Activity 1: "Checked Outlook connectivity. User not connected to Exchange server. Beginning troubleshooting." (Work notes • 2025-11-30 22:12:44)
- Activity 2: "Collected more information regarding the error from the caller." (Work notes • 2025-11-30 22:09:29)
- Activity 3: "Field changes" (Field changes • 2025-11-30 22:09:29)
 - Impact: 2 - Medium was 3 - Low
 - Priority: 3 - Moderate was 5 - Planning
- Activity 4: "Field changes" (Field changes • 2025-11-30 21:59:53)
 - Assigned to: Fred Luddy
 - Impact: 3 - Low

The bottom of the screen shows a Windows taskbar with the Start button, search bar, and various application icons. The system clock indicates 5:13 PM on 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

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: Resolved

Impact: 2 - Medium

Urgency: 2 - Medium

Priority: 3 - Moderate

Assignment group:

Assigned to: Fred Luddy

Resolution Information

Knowledge: ☒

* 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.

Resolved by: Fred Luddy

Resolved: 2025-11-30 22:21:31

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

Incident - INC0010001

Activity Log

- System Administrator** (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.
- System Administrator** (Work notes • 2025-11-30 22:12:44)
 - Checked Outlook connectivity. User not connected to Exchange server. Beginning troubleshooting.
- System Administrator** (Work notes • 2025-11-30 22:09:29)
 - Collected more information regarding the error from the caller.
- System Administrator** (Field changes • 2025-11-30 22:09:29)
 - Impact: 2 - Medium was 3 - Low
 - Priority: 3 - Moderate was 5 - Planning
- System Administrator** (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 displays the ServiceNow Incidents List View. The interface includes a top navigation bar with the ServiceNow logo and tabs for All, Favorites, History, Workspaces, and Admin. A search bar is present, and a filter dropdown is set to 'Incidents'. Below the navigation bar, there are three informational messages: '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 table lists incidents with columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The incident INC0007001 is highlighted, showing it is in the 'Closed' state. The bottom of the screen shows a Windows taskbar with the date and time as 5:24 PM on 1/12/2025.

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.