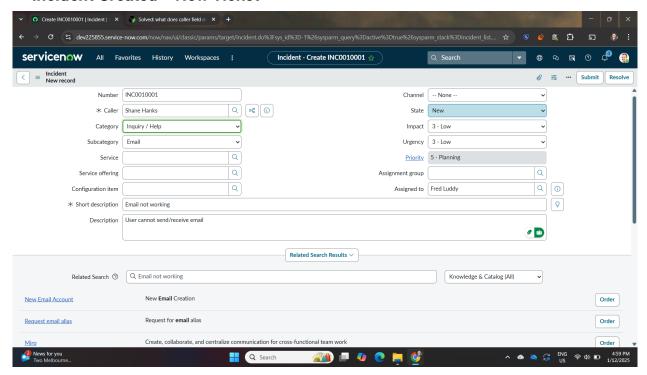
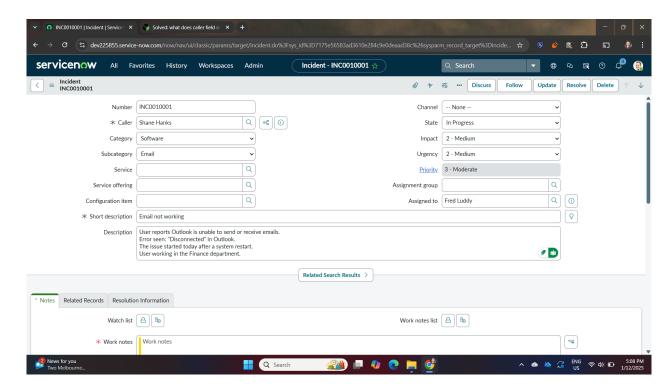
# Email Not Working – Full ServiceNow Incident Portfolio

#### Incident Created - New Ticket



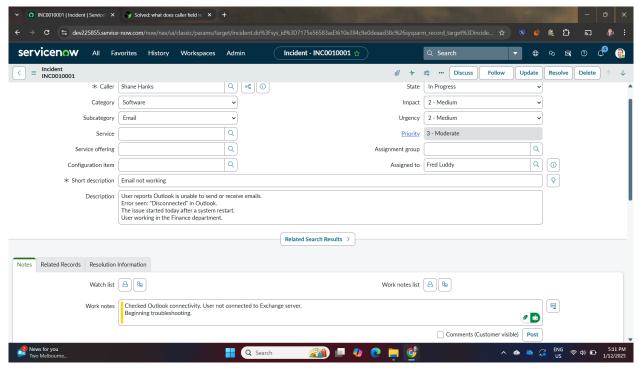
This screenshot shows the initial creation of the incident. Caller details, category, subcategory, short description, and priority are entered. This is the first step in logging an IT issue following ITIL best practices.

Incident In Progress - Updated Details



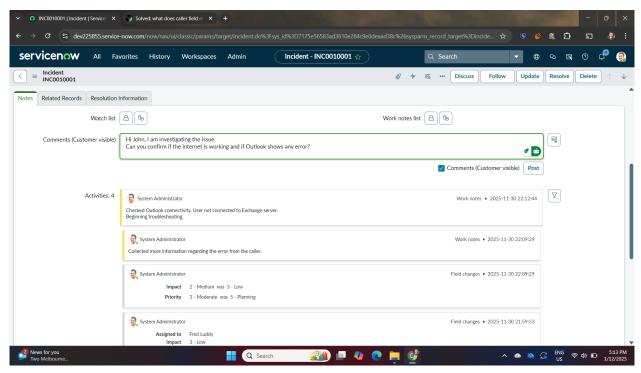
After reviewing the issue, the ticket state is updated to 'In Progress'. Impact and urgency were corrected to reflect business impact. Detailed description was added for clarity.

## Work Notes Added During Troubleshooting



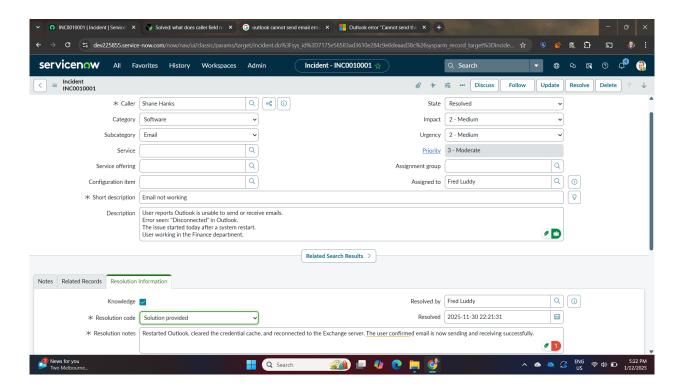
Work notes document internal technician actions. Here, initial troubleshooting started by checking Outlook connectivity and Exchange server status. These notes are visible only to IT staff.

#### **Customer Communication Added**



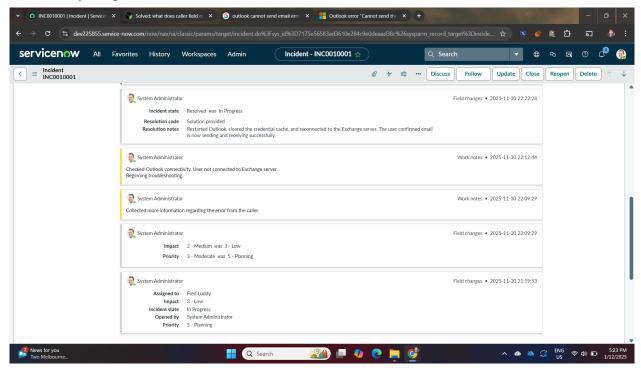
A customer-visible comment is added to request additional information. This demonstrates communication skills and proper use of ServiceNow's public comments for transparency.

Resolution Provided - Ticket Marked Resolved



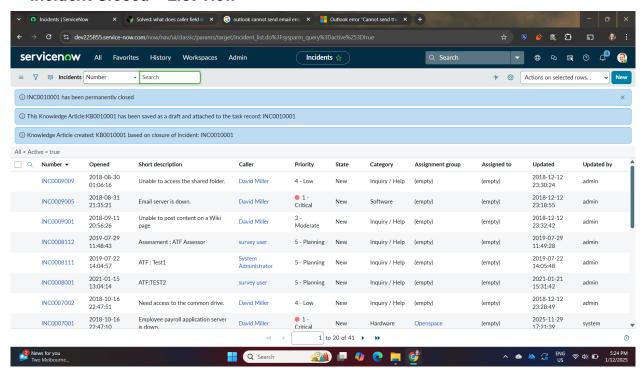
Screenshot shows the resolution stage. A resolution code is selected, and detailed resolution notes explain the exact fix performed. User confirmation is recorded before closing.

### Activity Log - Full Timeline of Work



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



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.