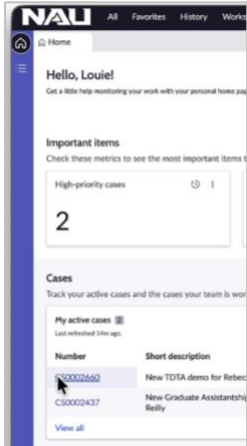


# Parts of a Case in ServiceNow



It is important to note that each Case may look slightly different depending on the service or request. This guide provides a general overview of the main fields and features within a Case.

First, open a Case assigned to you or your team. Under **Details**, you will find the Case information. Fields that appear gray cannot be edited. These include the **Case number**, **Requested by**, **Category**, and **Description** fields.

Use the **Priority** drop-down menu to select the appropriate priority level for the Case. The Channel field identifies how the Case was submitted.

**Case Details**

Number: CS0002660

State: Open

Requested by: Rebecca Snowbowl

Opened: 2026-08-26 11:01:25 AM

Priority: 3 - Moderate

Approval: Not Yet Requested

Channel: Web

Needs attention: ☒

Category: Student and Academic Services

Assignment group: Training Development and Technology Adoption (TDTA)

Assigned to: Louie Lumberjack

Service:

Product: (Empty)

Watch list:

Work notes list:

Short description: New TDTA demo for Rebecca Snowbowl

Description: The following fields have been provided:  
Submitter: Rebecca Snowbowl  
This is a demo: Test  
I acknowledge this is a demo: Yes

**Compose**

Comments:

Work notes:

Email:

Reply to: IT Service Desk <naudemo@service-now.com>

To: RebeccaSnowbowl@nau.edu

Cc:

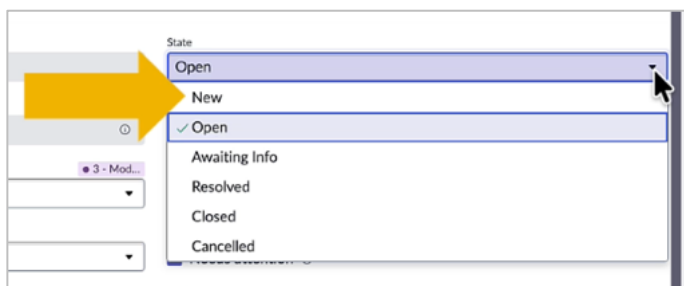
Bcc:

Subject: CS0002660 - New TDTA demo for Rebecca Snowbowl

Compose your email here

The **State** field identifies the status of the Case:

- **New** means the Case has not been assigned.
- **Open** means the Case has been assigned and is being worked on.
- **Awaiting Info** means additional information is needed from the requester.
- **Resolved** means the work is complete, but the Case has not been closed.
- **Closed** means the Case has been resolved and completed.
- **Canceled** means the Case has been canceled.

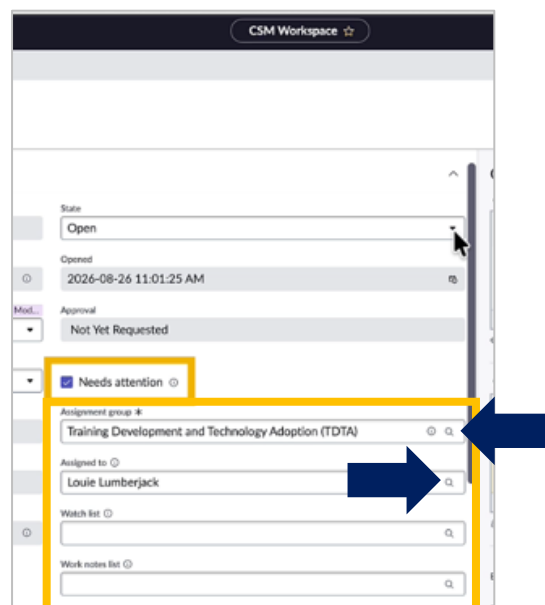


A screenshot of a dropdown menu for the 'State' field. The menu is open, showing options: Open (highlighted with a blue bar and a yellow arrow pointing to it), New, ✓ Open, Awaiting Info, Resolved, Closed, and Canceled. A mouse cursor is visible at the top right of the menu.

The **Needs attention** box indicates that the Case contains an update that may require review.

The **Assignment group** field identifies the group responsible for the Case. The **Assigned to** field identifies the individual working on the Case. Both fields can be changed if the Case needs to be assigned to another group or individual. To change an assignment, select the **magnifying-glass icon** next to the appropriate field. Search for and select the group or individual to whom you want to assign the Case.

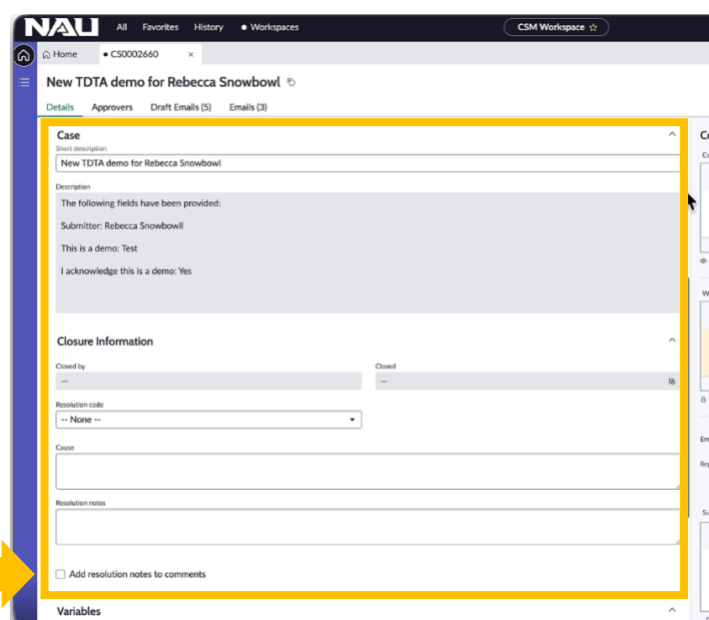
Use the **Watch list** to add anyone who should receive customer-facing updates about the Case, such as the requester's supervisor. Use the **Work notes list** to add internal participants who should be notified when new work notes are added, such as a trainee or colleague.



A screenshot of a 'CSM Workspace' form. The 'State' field is set to 'Open'. Below it, the 'Opened' date is '2026-08-26 11:01:25 AM'. The 'Approval' status is 'Not Yet Requested'. A yellow box highlights the 'Needs attention' checkbox, which is checked. Below this, the 'Assignment group' is 'Training Development and Technology Adoption (TDTA)' and the 'Assigned to' is 'Louie Lumberjack'. Both fields have magnifying-glass icons. The 'Watch list' and 'Work notes list' are also visible at the bottom of the highlighted area. A blue arrow points to the magnifying-glass icon next to the 'Assigned to' field.

Next, scroll down to review the **Short description** and the complete **Description** provided by the requester.

Under **Closure Information**, enter information about the Case's resolution. Select a **Resolution code** from the drop-down menu, enter applicable information in the **Cause** field, and add details to **Resolution notes**. Check the **Add resolution notes to comments** checkbox if you want the requester to receive the resolution notes.



A screenshot of the 'New TDTA demo for Rebecca Snowbowl' case details page. The 'Case' section shows the 'Short description' and 'Description'. The 'Closure Information' section is highlighted with a yellow box and contains fields for 'Closed by', 'Closed', 'Resolution code' (set to 'None'), 'Cause', and 'Resolution notes'. At the bottom of this section is a checkbox labeled 'Add resolution notes to comments'. A yellow arrow points to this checkbox. The 'Variables' section is visible at the bottom.

Scroll down to the **Variables** section. This section displays the information the requester submitted on the original request form.

Variables

Submitter

Rebecca Snowbowl

This is a demo: \*

Test

☒ I acknowledge this is a demo \*

In the **Notes** section, enter information in **Additional comments** when the message should be visible to the customer. Enter information in **Work notes** when the message should remain private to the individuals working on the Case or following its work notes.

Notes

Additional comments (Customer visible)

B I U Verdana

Work notes (Private)

B I U Verdana

On the right side of the page, you can also enter **Comments** or **Work notes** without scrolling to the bottom of the Case. You can also send an **Email** to the requester with updates or questions. Using comments, work notes, and email within the Case keeps the communication documented in ServiceNow for future reference.

Compose

Comments

B I U Verdana

Everyone can see this comment

Post Comments

Work notes

B I U Verdana

Only internal users can see work notes

Post Work notes

Email

Reply to IT Service Desk <naudemo@service-now.com>

\*To RebeccaSnowbowl@nau.edu

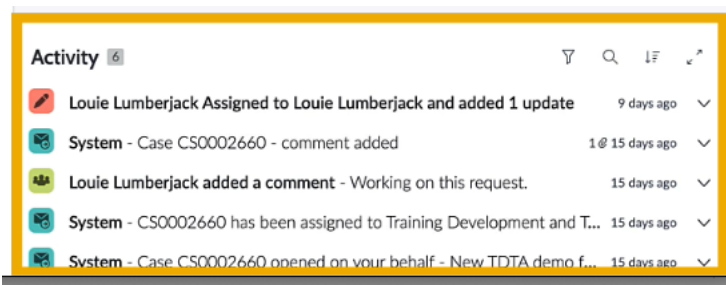
Cc Bcc

Subject CS0002660 - New TDTA demo for Rebecca Snowbowl

B I U ↶ ↷ Verdana 10pt

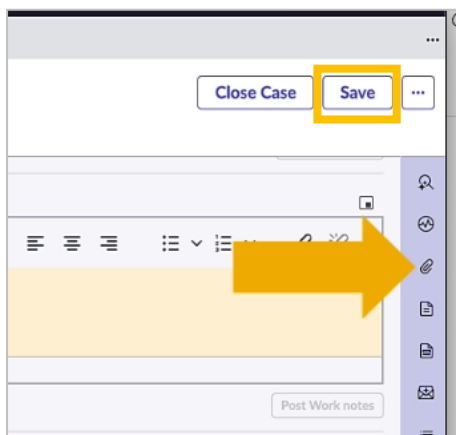
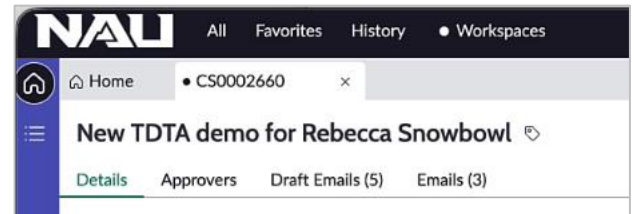
Compose your email here

Scroll down on the right side of the page to the **Activity** section. This section displays the activity recorded within the Case, including comments, work notes, and emails.



Return to the tabs next to **Details**:

- **Approvers** displays approvals associated with the Case.
- **Draft Emails** displays emails that have not been sent.
- **Emails** displays emails associated with the Case.



To view attachments, select the **paperclip icon** on the toolbar on the far-right side of the page. This area displays the files uploaded to the Case.

Any time you make changes or updates to a Case, select **Save** in the upper-right corner of the screen.

You are now familiar with the main fields and features within a Case and are ready to begin working on your Cases in ServiceNow.

For additional assistance, contact the ITS Service Desk at 928-523-3335.