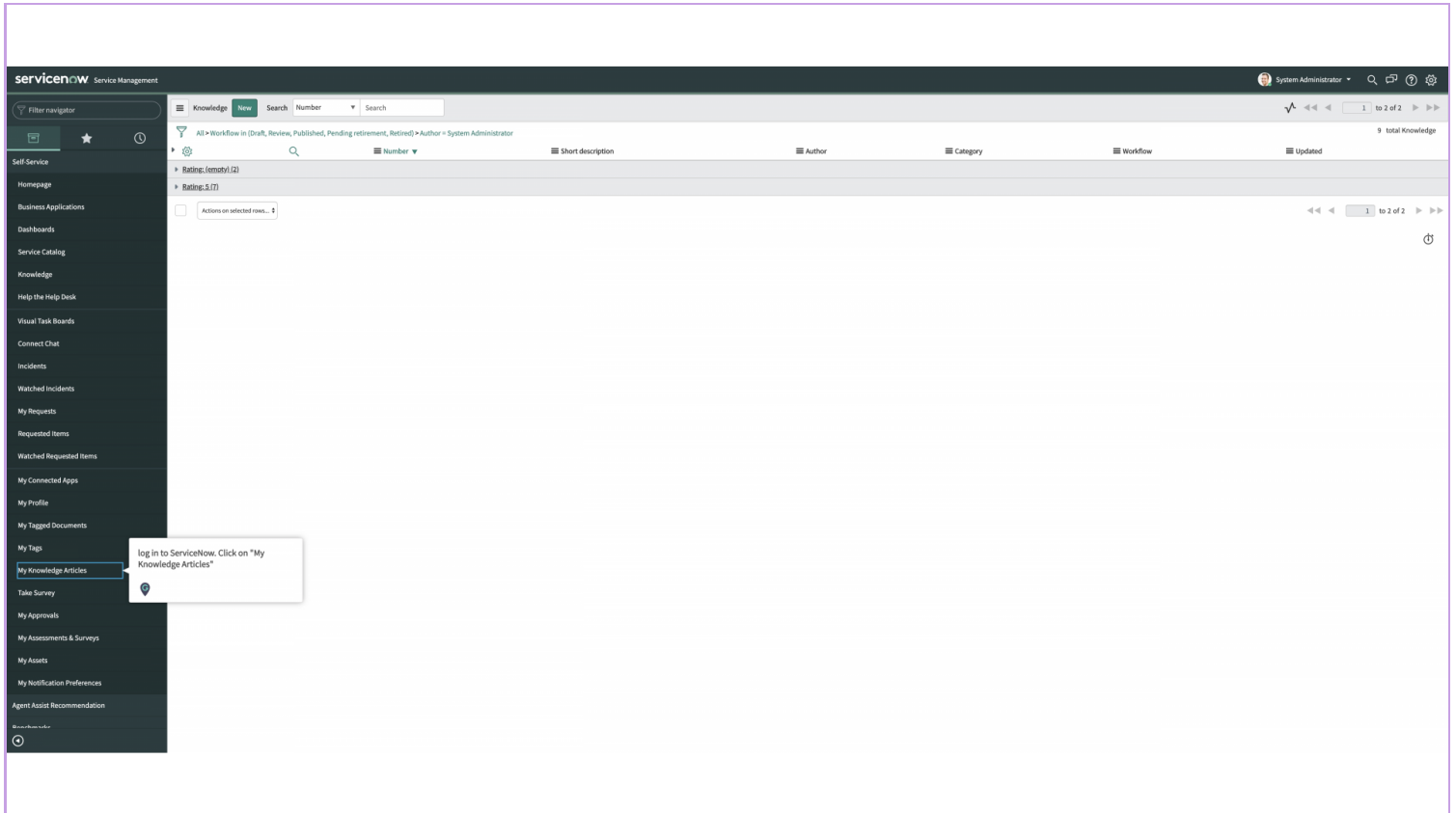




How to quickly group ServiceNow knowledge article by rating

Step: 01

log in to ServiceNow. Click on "My Knowledge Articles"



Step: 02

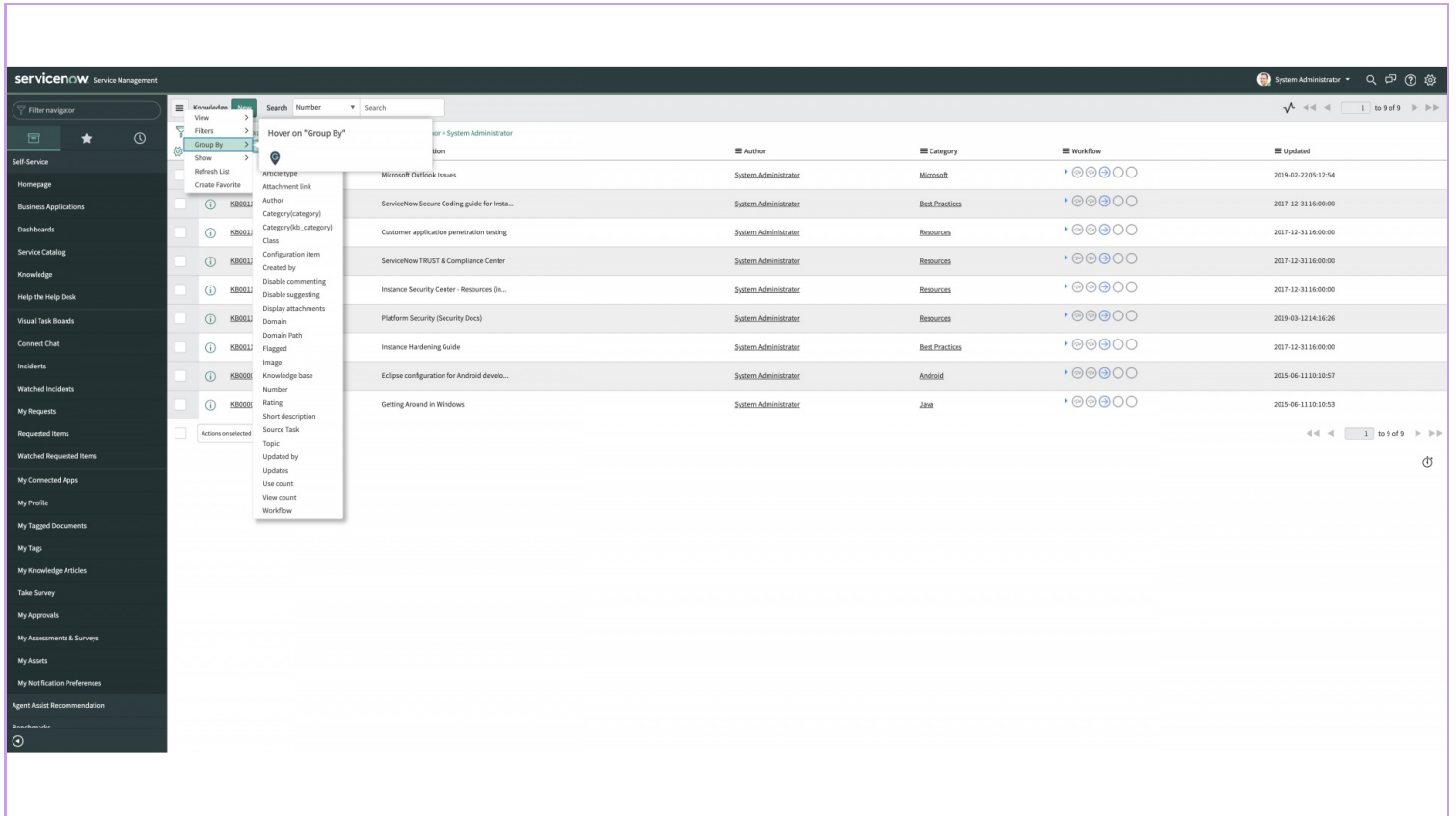
Click on "List controls", Hamburger like menu at top

The screenshot displays the ServiceNow Service Management interface. On the left is a dark navigation sidebar with various menu items. The main area shows a list of knowledge base articles. A callout box with a white background and black text points to a hamburger menu icon (three horizontal lines) located at the top left of the article list, with the text: "Click on 'List controls', Hamburger like menu at top".

	Number	Short description	Author	Category	Workflow	Updated
<input type="checkbox"/>	KB99999992	Microsoft Outlook Issues	System Administrator	Microsoft	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2019-02-22 05:12:54
<input type="checkbox"/>	KB0011110	ServiceNow Secure Coding guide for Insta...	System Administrator	Best Practices	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2017-12-31 16:00:00
<input type="checkbox"/>	KB0011109	Customer application penetration testing	System Administrator	Resources	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2017-12-31 16:00:00
<input type="checkbox"/>	KB0011108	ServiceNow TRUST & Compliance Center	System Administrator	Resources	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2017-12-31 16:00:00
<input type="checkbox"/>	KB0011105	Instance Security Center - Resources (In...	System Administrator	Resources	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2017-12-31 16:00:00
<input type="checkbox"/>	KB0011105	Platform Security (Security Docs)	System Administrator	Resources	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2019-03-12 14:16:26
<input type="checkbox"/>	KB0011104	Instance Hardening Guide	System Administrator	Best Practices	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2017-12-31 16:00:00
<input type="checkbox"/>	KB0000033	Eclipse configuration for Android develo...	System Administrator	Android	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2015-06-11 10:10:57
<input type="checkbox"/>	KB0000032	Getting Around in Windows	System Administrator	Java	<input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	2015-06-11 10:10:53

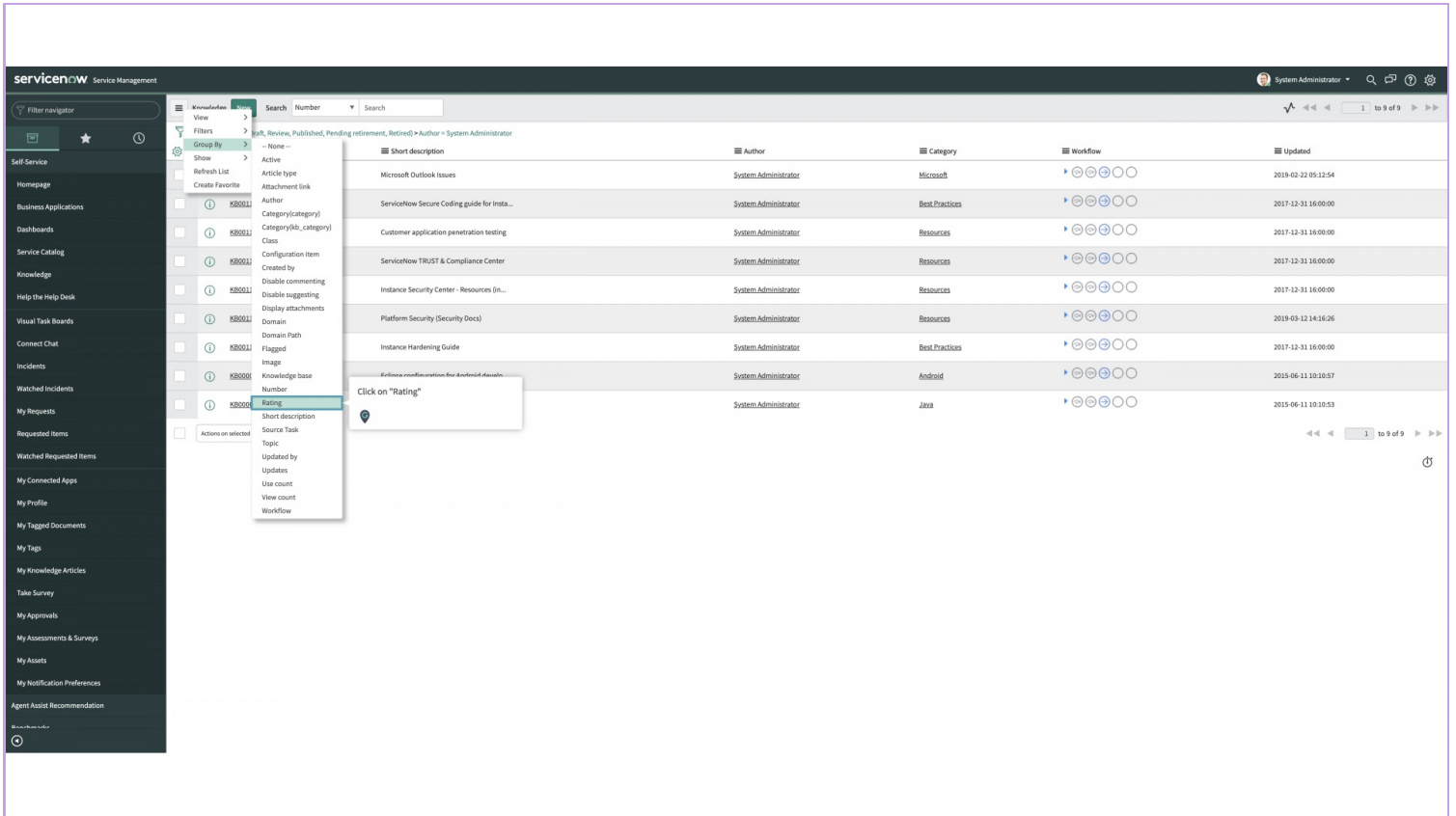
Step: 03

Hover on "Group By"



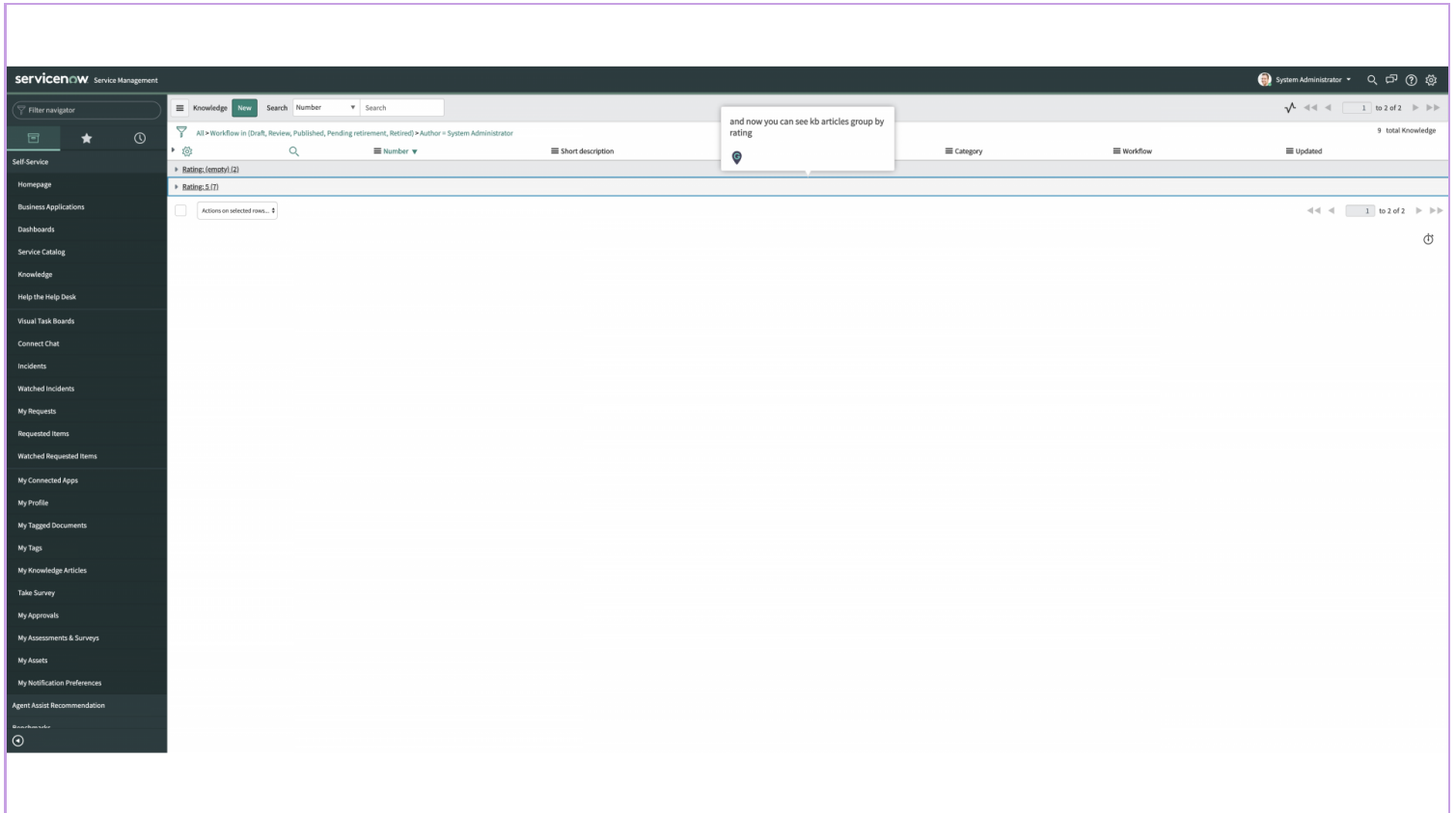
Step: 04

Click on "Rating"



Step: 05

and now you can see kb articles group by rating



Thank You!

myguide.org