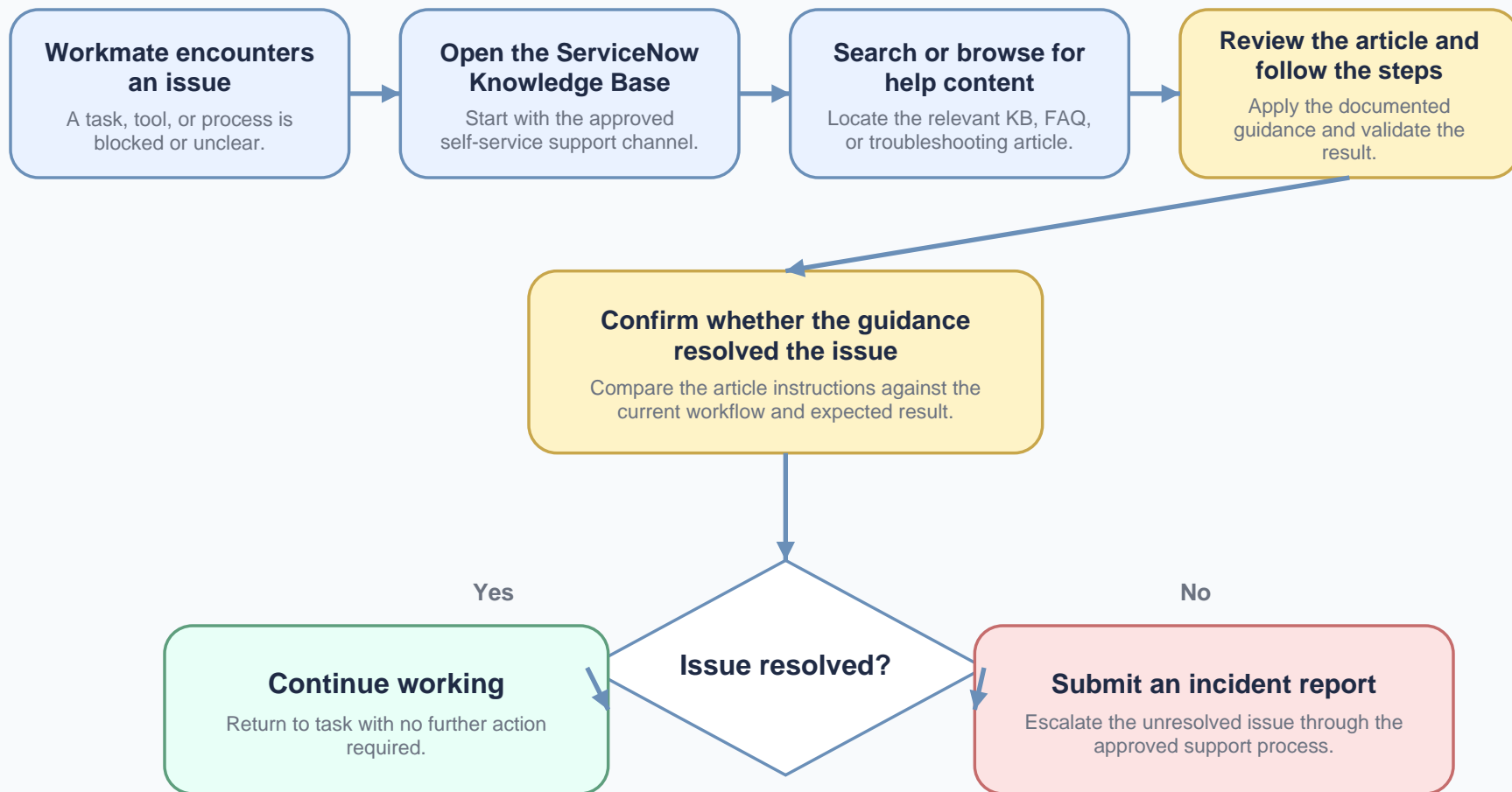


Workmate Self-Service Support Flow

Redesigned into a cleaner workflow diagram for knowledge base support and incident escalation.

Format	Audience	Purpose
Workflow diagram	Workmates using the ServiceNow KB	Guide self-service troubleshooting and escalation



Portfolio note: This version simplifies the original diagram into a cleaner support workflow with clearer labels, improved spacing, and a stronger visual hierarchy.