

# Implementation

servicenow | Developer Program



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Need assistance?

[Get instant help or open support ticket!](#)

or



← → ↺ 🔒 https://dev256276.servicenow.com/now/nav/ui/classic/params/target/sc\_cat\_item\_list.do%3Fsysparm\_userpref\_module%3D

All

mainta

FAVORITES

No Results

ALL RESULTS

- Service Catalog
- Catalog Definitions
  - Maintain Catalogs
  - Maintain Categories
  - Maintain Dynamic Categories
  - Maintain Items
  - Maintain Cart Layouts
- Service Catalog Wizards
  - Maintain Wizards

Catalog Items Updated Search

Actions on selected rows... New

All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published Item is empty

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
wifi		true		Service Catalog	Services	\$0.00	Item	06-11-2024 12:26:26 AM
blackberry		true		Service Catalog	Mobiles	\$0.00	Item	06-06-2024 03:01:02 AM
viv 12 pro		true		cell phone	vivo	\$0.00	Item	06-05-2024 02:19:34 AM
Standard Laptop	Lenovo - Carbon x1	true		Service Catalog	Hardware	\$1,100.00	Item	06-05-2024 12:08:34 AM
car		true		playitems	toycars	\$0.00	Item	05-30-2024 04:09:08 AM
<input type="checkbox"/> teddy		true		playitems	soft toys	\$0.00	Item	05-30-2024 04:08:16 AM
sclbag		true		testcat	levi	\$0.00	Item	05-30-2024 04:06:14 AM
clgbag		true		testcat	skybag	\$0.00	Item	05-30-2024 04:04:29 AM

Activate Deactivate

1 to 20 of 198

All

maintain

FAVORITES

No Results

ALL RESULTS

Service Catalog

Catalog Definitions

Maintain Catalogs

Maintain Categories

Maintain Dynamic Categories

Maintain Items

Maintain Cart Layouts

Service Catalog Wizards

Maintain Wizards

Favorites

History

Workspaces

Admin

Catalog Item - New Re...

Search

Submit

Try It

Catalog Item

New record

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name

wifi

Application

Global

Active

☒

Fulfillment automation level

Unspecified

Catalogs

Service Catalog

Select target record

Category

Mobiles

State

None

Checked out

None

Owner

Akhila Kamandla

Item Details

Process Engine

Picture

Pricing

Portal Settings

Welcome

Welcome


Published

Checked Out

Help

New Workflow

There is a new way to Workflow!

  
Workflow Studio

Workflow Editor is a legacy product to maintain existing workflows already in production. For new use cases and workflows, use ServiceNow Workflow Studio. Workflow Studio is a low-code alternative to Workflow Editor. Workflow Studio is home to Flows, Processes, and many other low-code workflow solutions.

- Flows are low-code alternatives to script to create a workflow that performs a succinct outcome. Flows are fully automated, often short lived, and may be used to call integrations via IntegrationHub, pause wait for record operations or a duration of time, and include complex logic to orchestrate your process.
- Processes enable you to create cross-functional processes made up of multiple workflows. A Process combines multiple succinct outcomes into an end to end orchestrated process, and typically includes human and automated interactions, and is often long running over a period of time.

Workflows

Core

Filter workflows

- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal
- Change Request - Normal change tasks
- Change Request - Standard
- Change Request - Standard change tasks
- Comprehensive Change
- Contract Approval
- customworkflow
- Default SLA Repair workflow
- Default SLA workflow
- Delegate roles to group member
- dileepworkflow
- Emergency Change
- field updation
- Grant role\_delegator role to user in group
- Item Designer - Approvals
- Item Designer - Fulfillment
- Item Designer - generate approvals for current sequence
- Item Designer Workflow
- Knowledge - Approval Publish

Welcome

Workflow Canvas

New Workflow

Workflow Version

New record [New Workflow view]

Submit

\* Name

demo

\* Table

Requested Item [sc\_req\_item]

Description

Stages

When present, set the Stage field to display the workflow stage progress on the selected table. Optionally, select Stage rendering and Stage order schemes to customize the appearance of the stage field. The default values cover typical scenarios.

Stage rendering

Workflow driven

Stage order

Computed

Submit

Related Links

[Default view](#)  
[Diagrammer view](#)

Workflows

Core

Filter workflows

Change Request - Emergency

Change Request - Emergency change tasks

Change Request - Normal

Change Request - Normal change tasks

Change Request - Standard

Change Request - Standard change tasks

Comprehensive Change

Contract Approval

customworkflow

Default SLA Repair workflow

Default SLA workflow

Delegate roles to group member

dleepworkflow

Emergency Change

field updation

Grant role\_delegator role to user in group

Item Designer - Approvals

Item Designer - Fulfillment

Item Designer - generate approvals for current sequence

Item Designer Workflow

Knowledge - Approval Publish

Welcome

demo

demo

Checked out by me

Begin

Begin

Always

End

End

Workflows

Core

Filter workflows

Change Request - Emergency

Change Request - Emergency change tasks

Change Request - Normal

Change Request - Normal change tasks

Change Request - Standard

Change Request - Standard change tasks

Comprehensive Change

Contract Approval

customworkflow

Default SLA Repair workflow

Default SLA workflow

Delegate roles to group member

demo - Checked out

dleepworkflow

Emergency Change

field updation

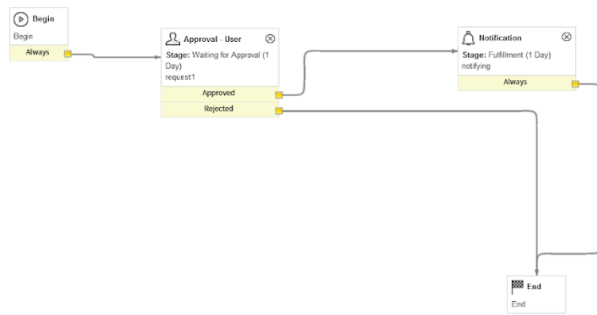
Grant role\_delegator role to user in group

Item Designer - Approvals

Item Designer - Fulfillment

Item Designer - generate approvals for current sequence

Item Designer Workflow



- ❏ Change Request - Emergency
- ❏ Change Request - Emergency change tasks
- ❏ Change Request - Normal
- ❏ Change Request - Normal change tasks
- ❏ Change Request - Standard
- ❏ Change Request - Standard change tasks
- ❏ Comprehensive Change
- ❏ Contract Approval
- ❏ customworkflow
- ❏ Default SLA Repair workflow
- ❏ Default SLA workflow
- ❏ Delegate roles to group member
- ❏ demo - Checked out
- ❏ sleepworkflow - Checked out
- ❏ Emergency Change
- ❏ field updation
- ❏ Grant role\_delegator role to user in group
- ❏ Item Designer - Approvals
- ❏ Item Designer - Fulfillment
- ❏ Item Designer - generate approvals for current sequence
- ❏ Item Designer Workflow

Item Details **Process Engine** Picture Pricing Portal Settings

Select the appropriate process engine for the catalog Item. Only one engine can be selected.

Flow

Workflow

[Execution Plan](#)

[Knowledge](#)
[Catalog](#)
[Requests](#)
[System Status](#)
[Cart](#)
[Tours](#)

Akhila Kamandla

# How can we help?

**Request Something**  
 Browse the catalog for services and items you need

**Knowledge Base**  
 Browse and search for articles, rate or submit feedback

**Get Help**  
 Contact support to make a request, or report a problem

**Current Status**  

No system is reporting an issue

[More Information...](#)


**My Assessments and Surveys**  
 No assessments or surveys for you at the moment

**My Approvals**  
 You have no pending approvals


**Announcements**

**My Open Incidents**

Submitted : 06-11-2024 02:04:37 AM  
Request Number : REQ0010022  
Estimated Delivery : 06-11-2024

Item	Delivery Date	Stage	Price (each)	Quantity	Total
wifi	06-11-2024	 Waiting for Approval	---	--	---

Submitted : 06-11-2024 02:04:37 AM  
Request Number : REQ0010022  
Estimated Delivery : 06-11-2024

Item	Delivery Date	Stage	Price (each)	Quantity	Total
wifi	06-11-2024	 Waiting for Approval	---	--	---

Total: \$0.00