**Educational Organisation Using Servicenow Team ID : NM2025TMID01772**

**Team Size : 4**

**Team Leader Babisha Princess P**

**Team member : Bivisha A R**

**Team member : Blessy Ani Mol V**

**Team member : Delshiny D**

**Objective:** To develop a ServiceNow solution that streamlines student services, automates administrative workflows, and provides dashboards for academic and operational insights.

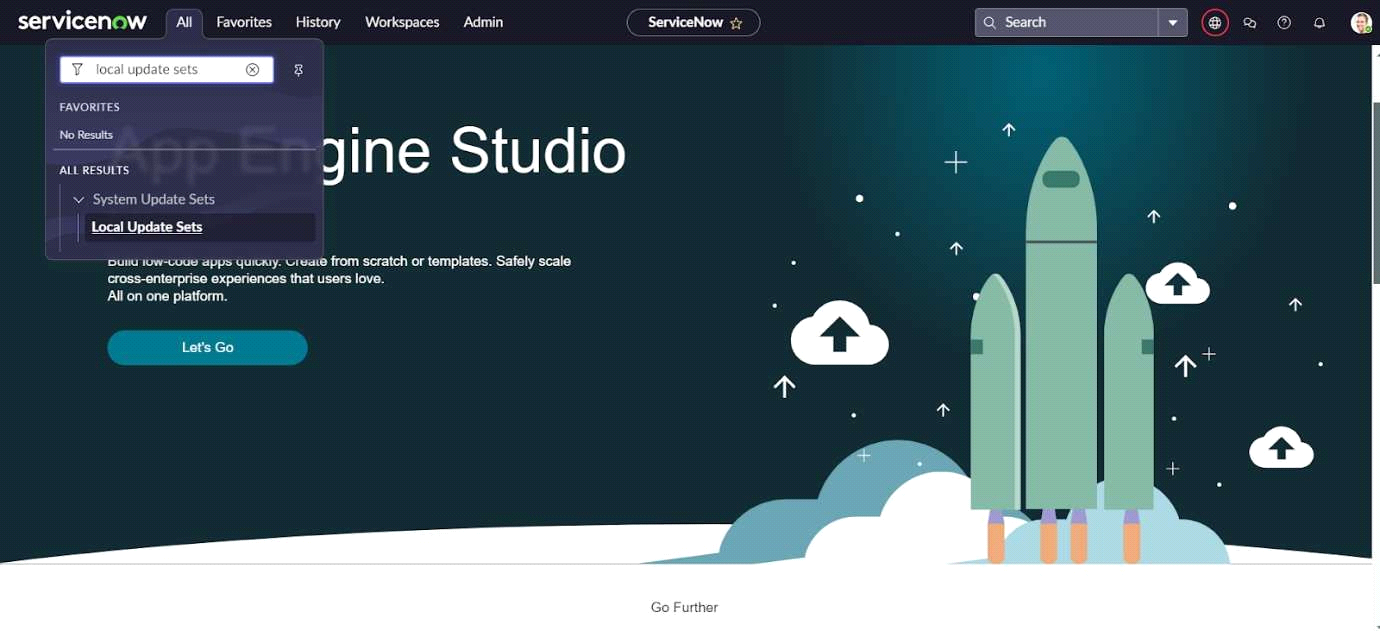
**Skills:** ServiceNow app development, Flow Designer, reporting & dashboards, JavaScript, database design, and workflow automation.

**TASK INITIATION**

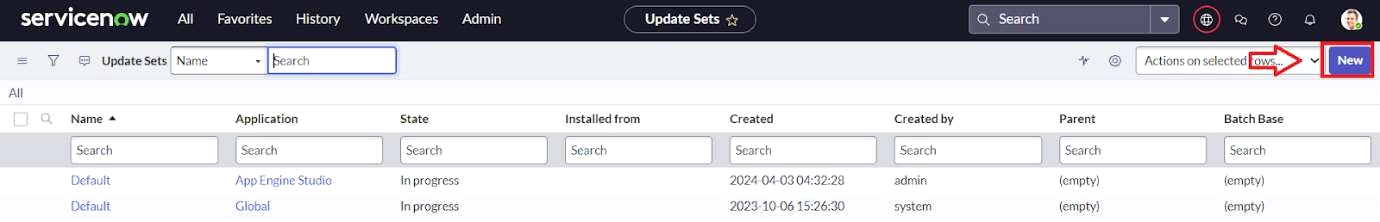
**Milestone 1 :User**

**Activity 1: Create Users Creating a Update Set**

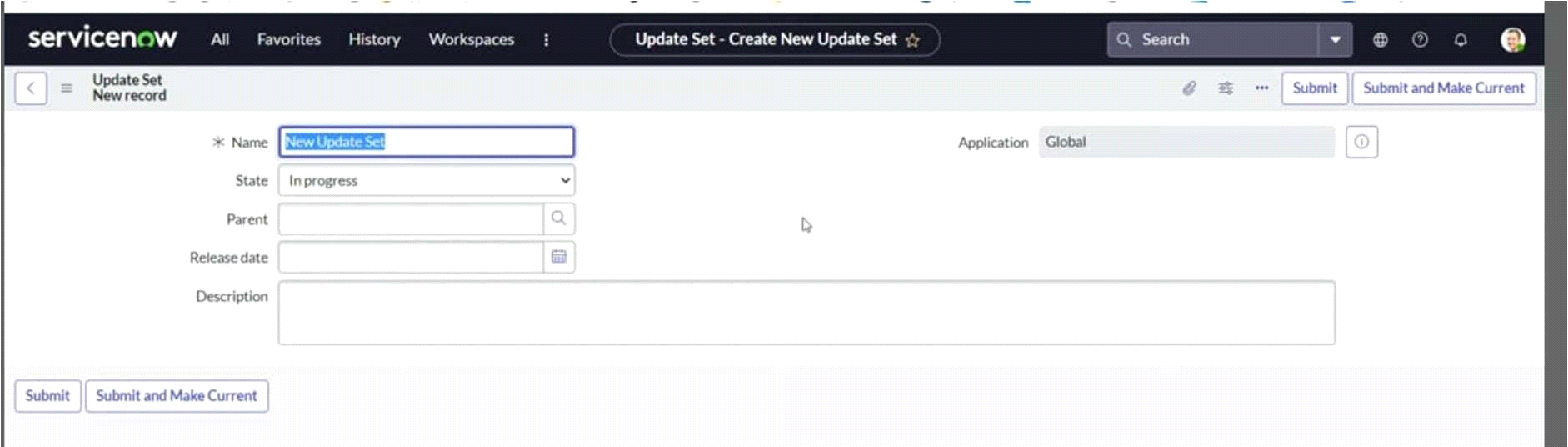
* Click on All >> Local update sets .



* Click on new

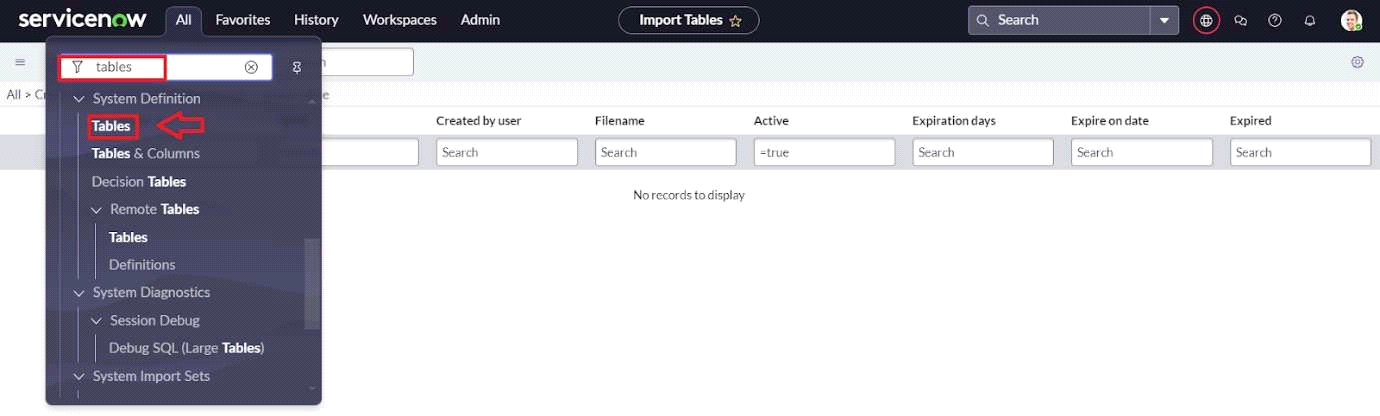


* Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

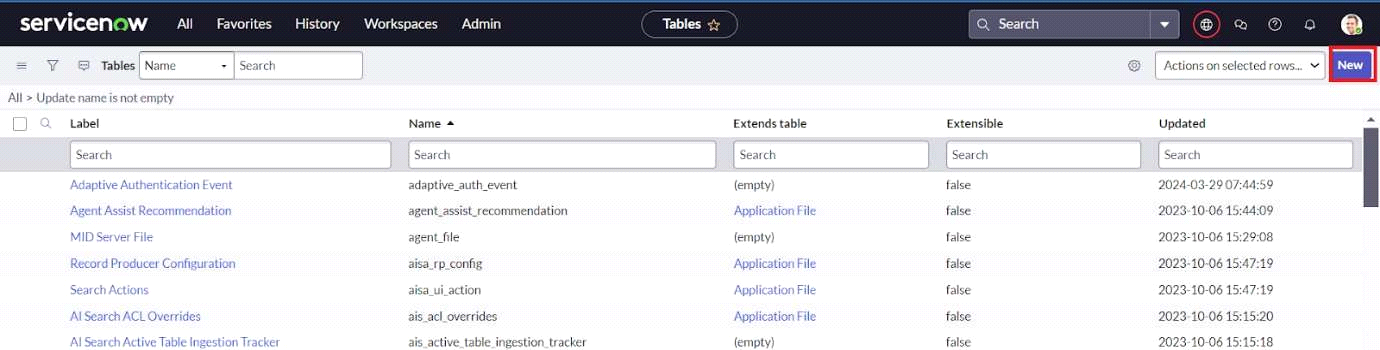


**Creating Salesforce Table.**

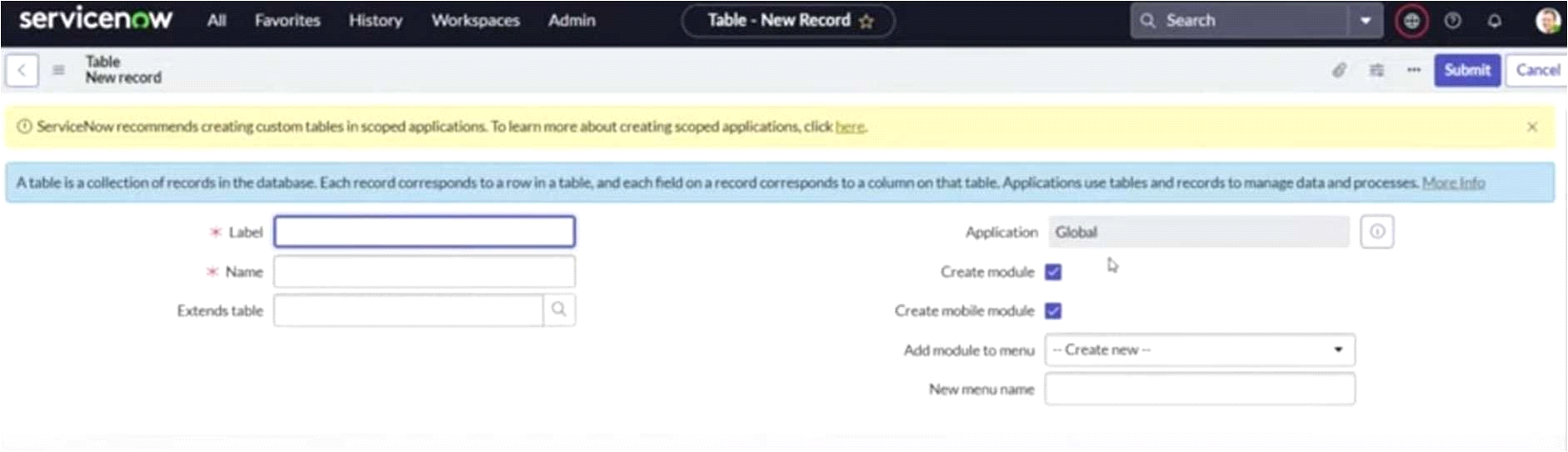
* All >> Tables.

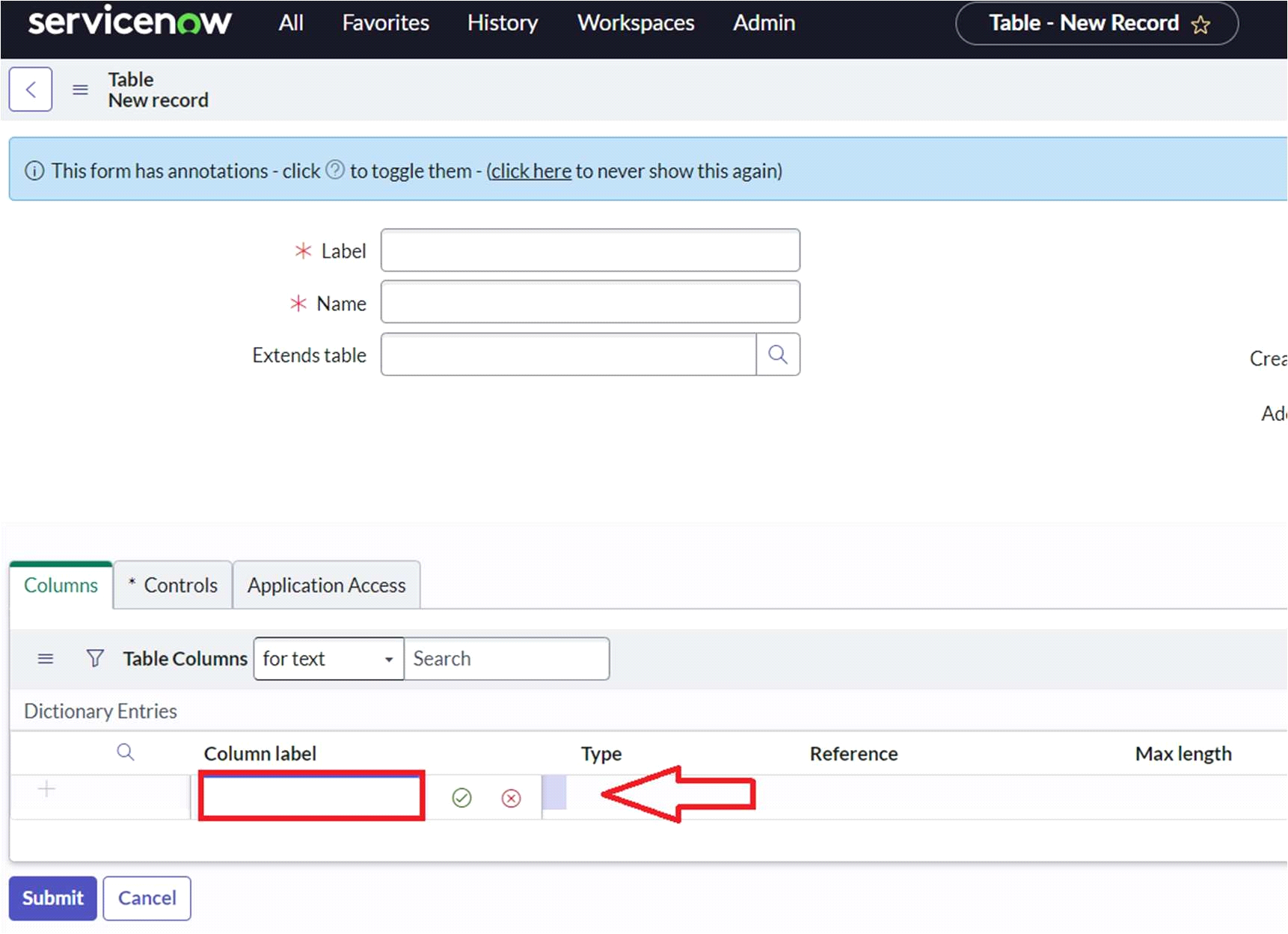


* Click on new



* Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

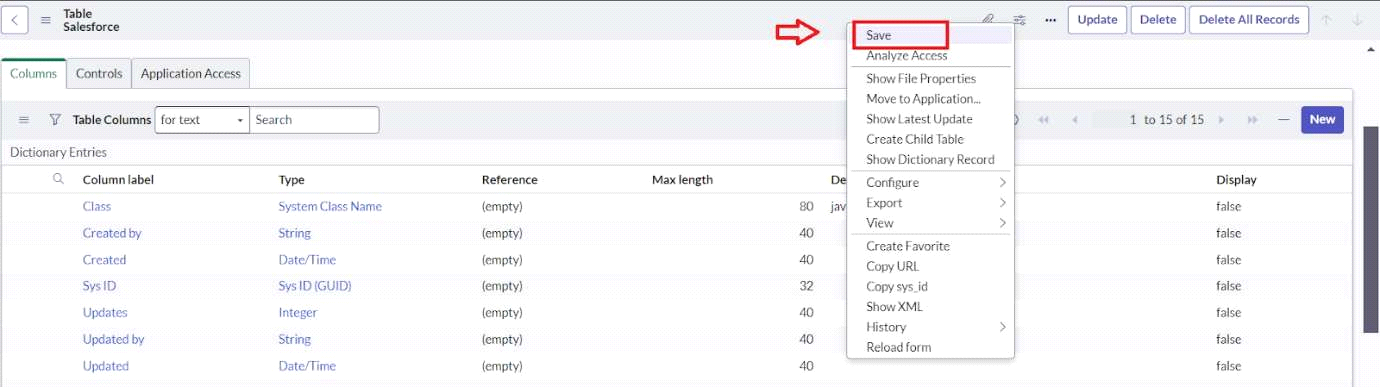


* Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

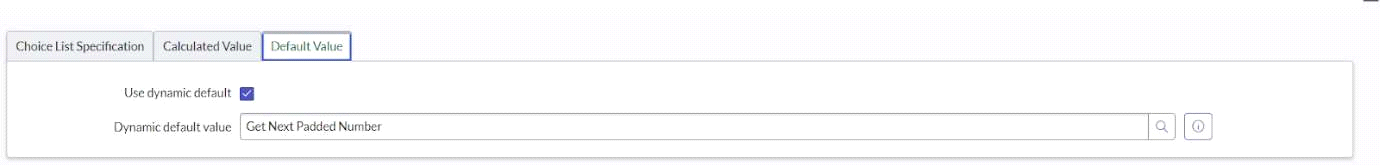
**x**



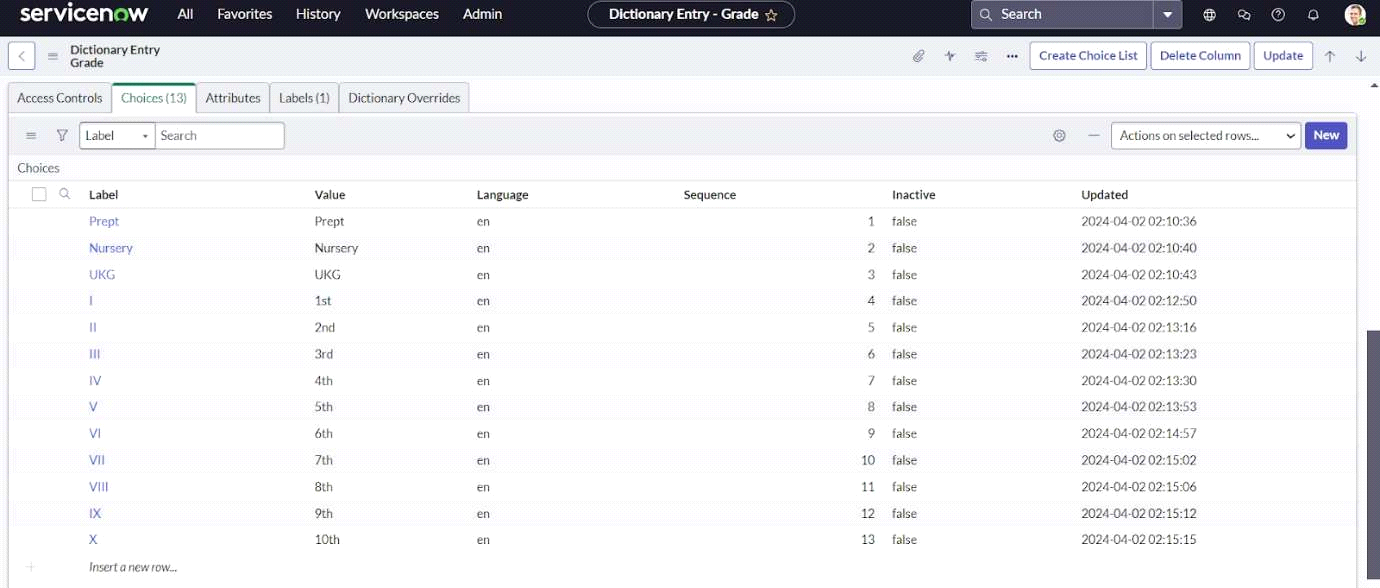
* For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



* Click on controls >> Enable Extensible.
* 
* Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

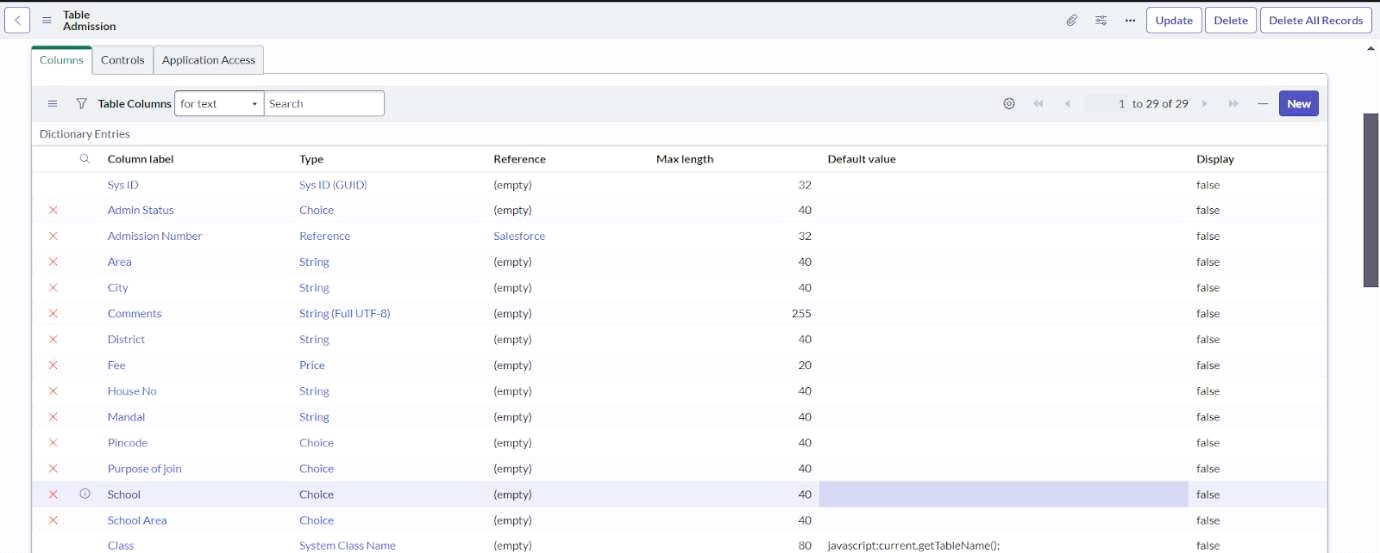
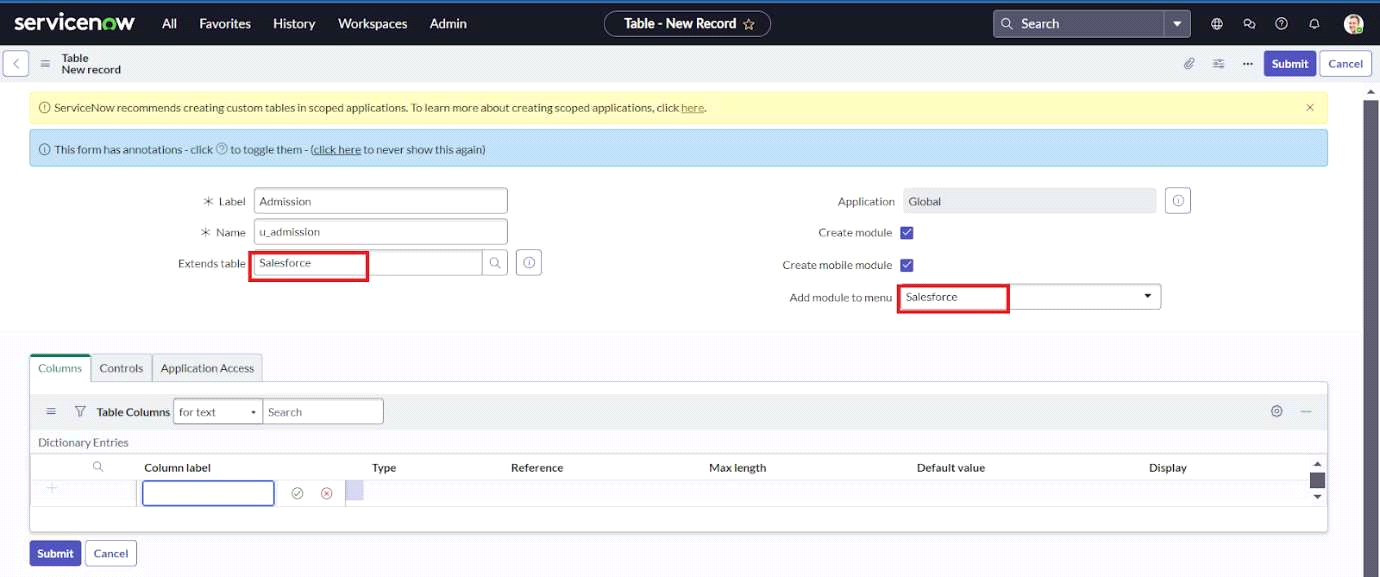


* Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

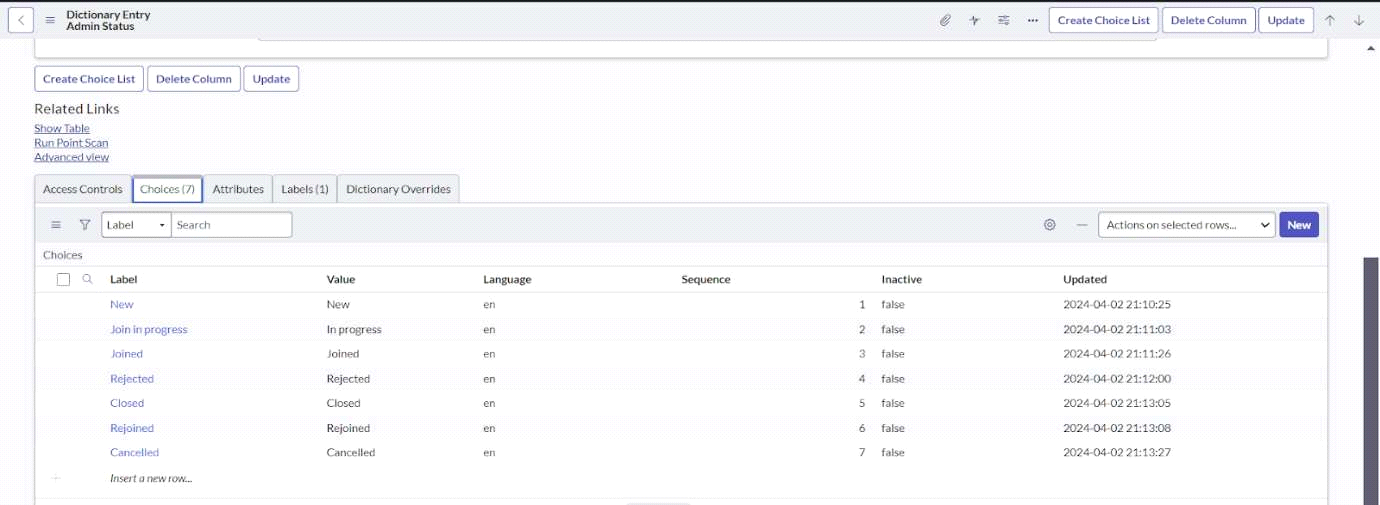


**Creating Admission Table**

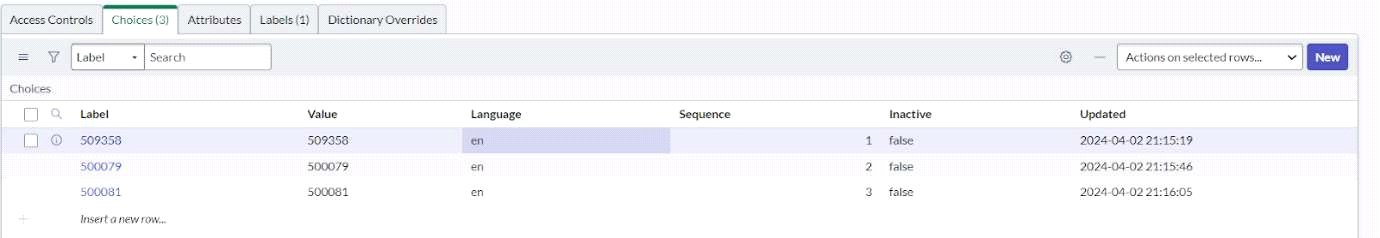
* Create an Admission Table with Columns given.
* Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
* Create Fields as shown



* Create choice for Admin Status as:



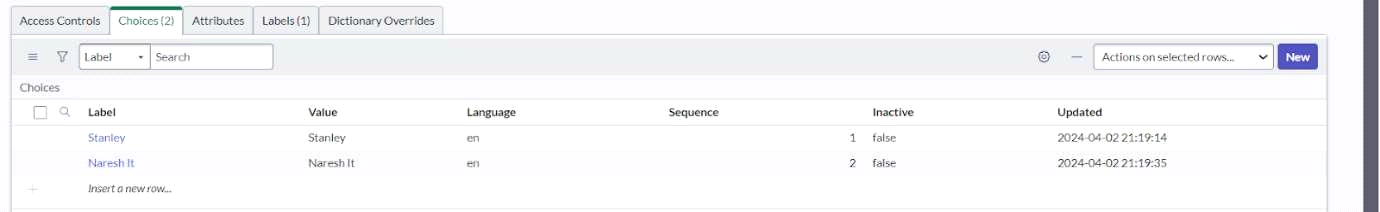
* Create choice for Pincode as:



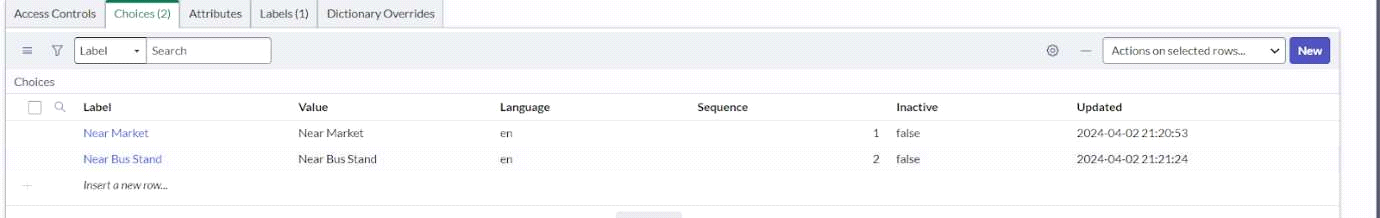
* Create choice for Purpose of Join as:



* Create choice for School as:



* Create choice for School Area as:



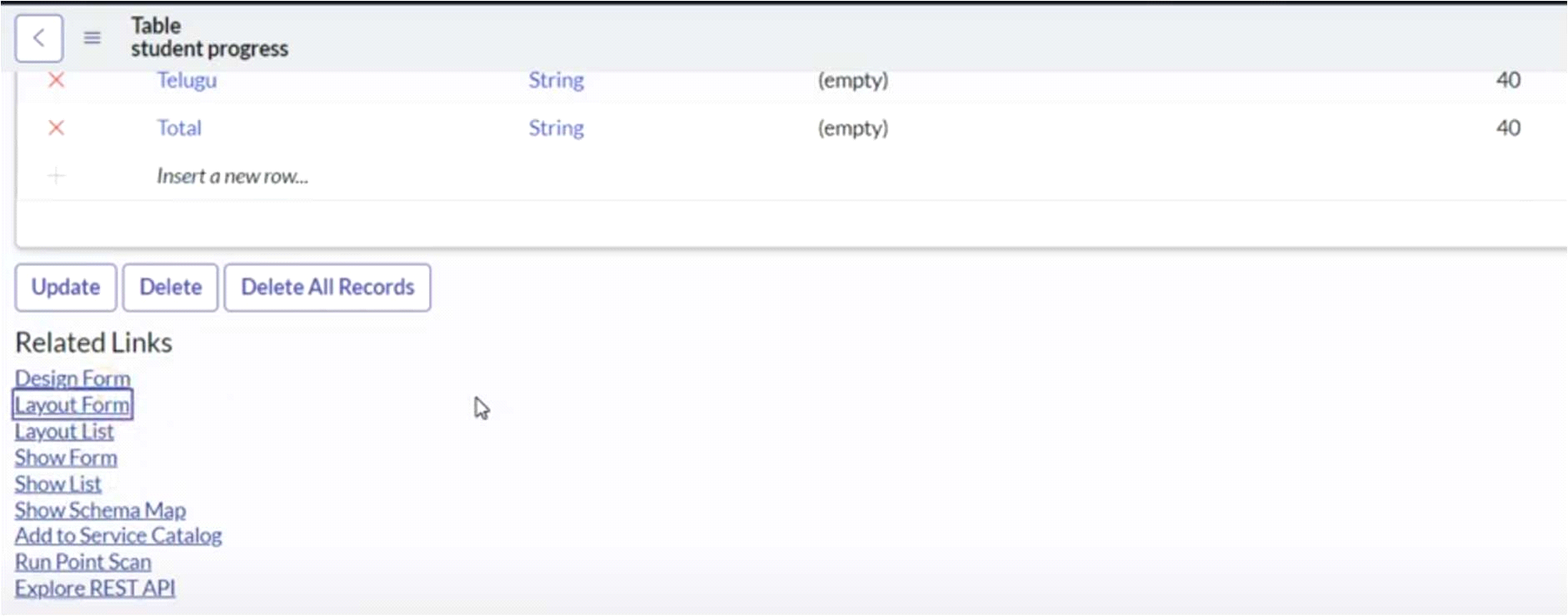
**Creating Student Progress Table**

* Create a Student Progress Table with Columns given.
* Select Add module to menu >> Salesforce.
* Create Fields as shown:

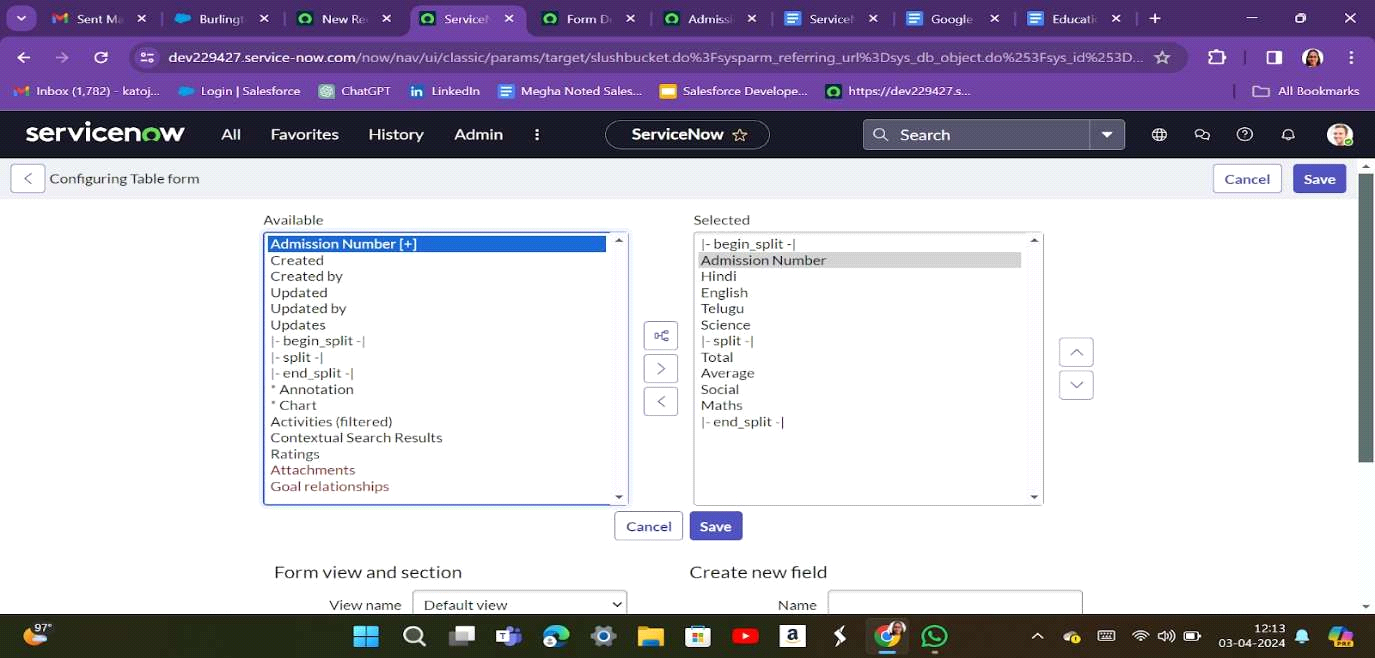


**Configuring Table form for Student Progress Table**

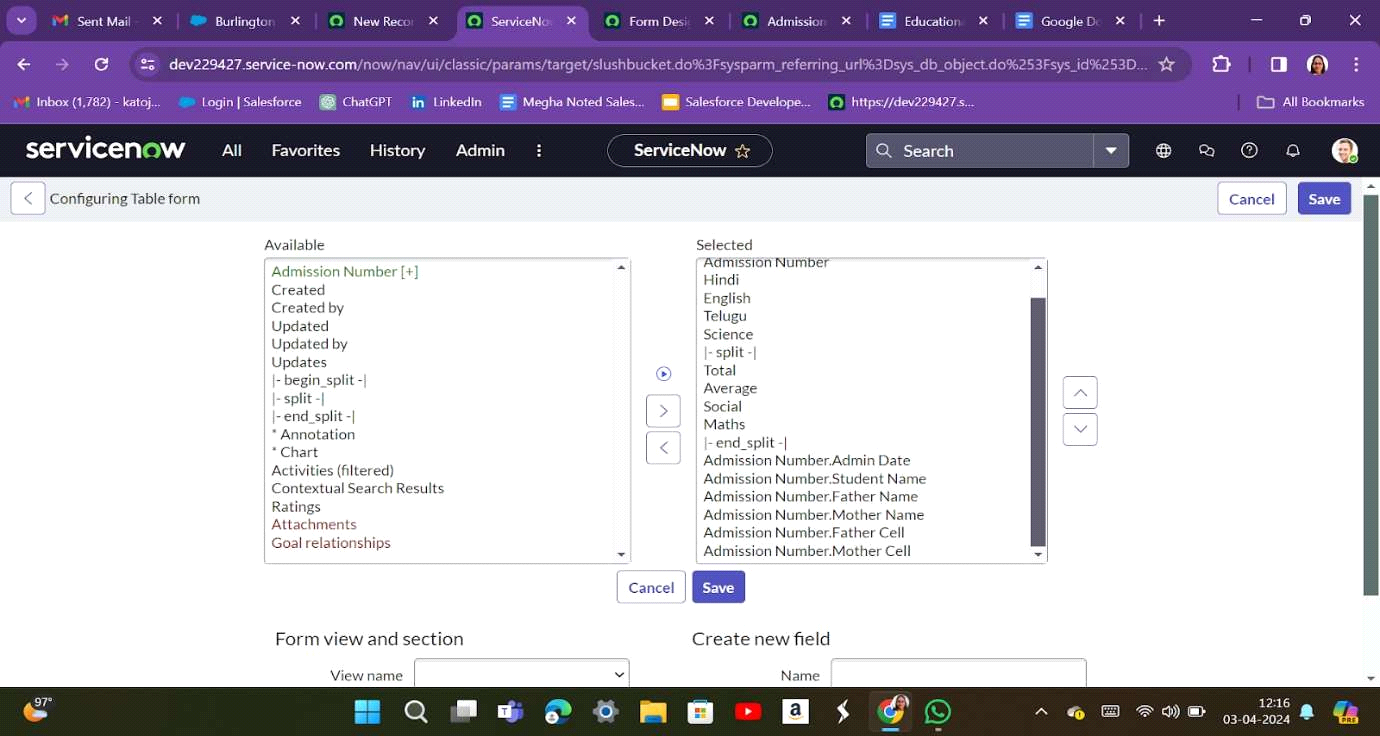
* In the Student Progress Table Page , Click on Layout form .



* Click on Admission Number [+] .

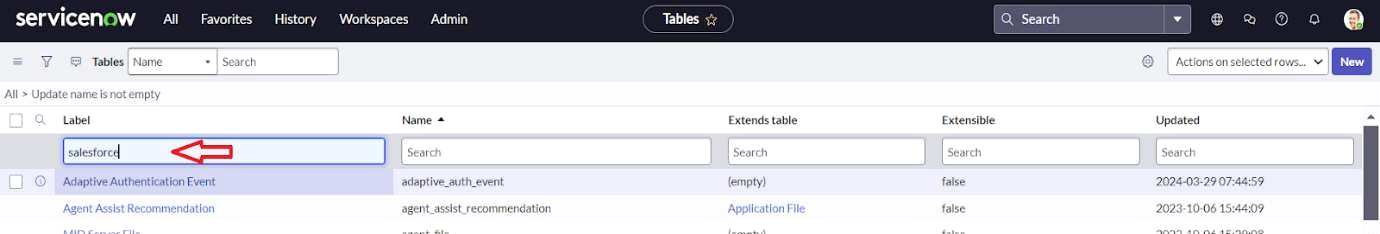


* Select below Admission Number fields in Available side and send it to selected side as below >> save.

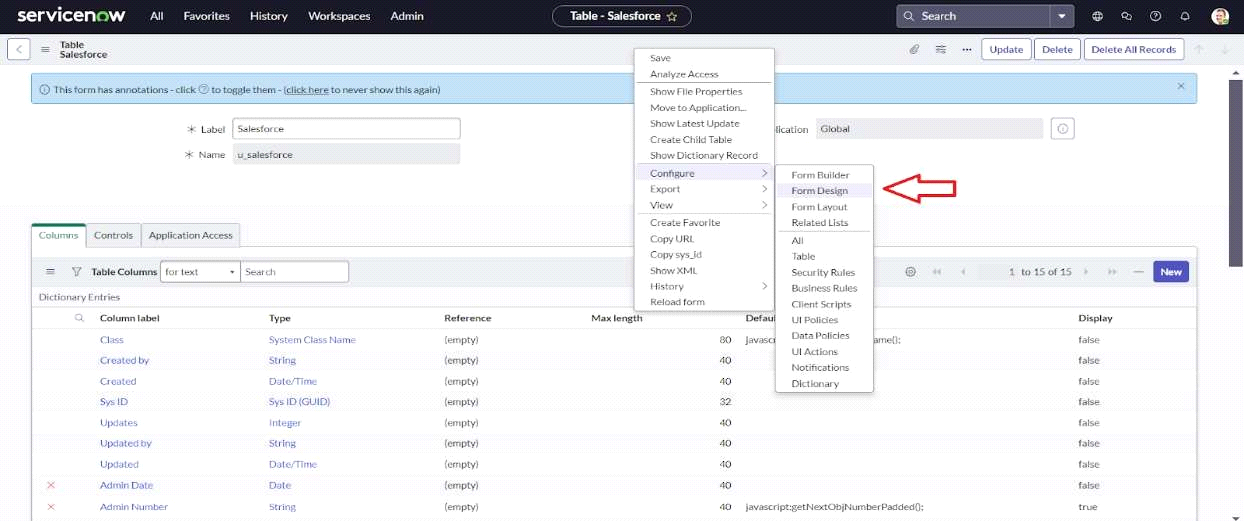


**Creating Form Design for Salesforce Table**

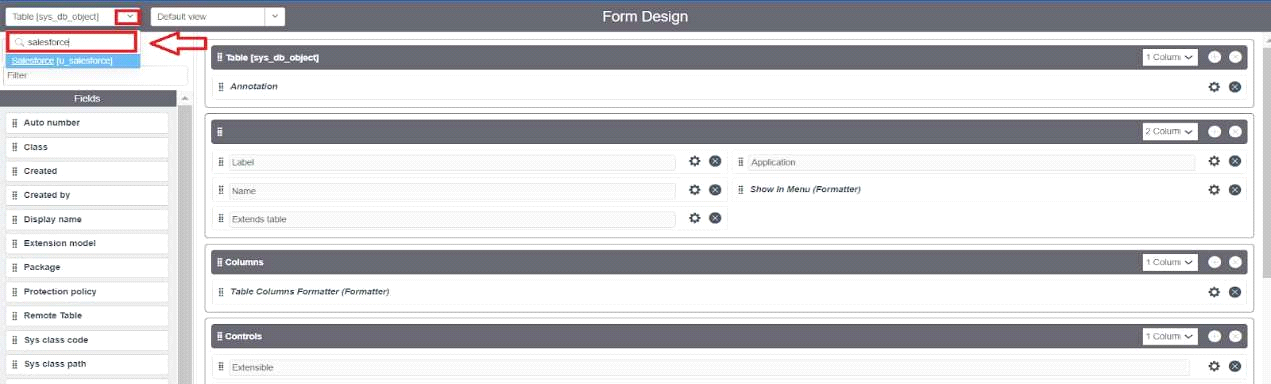
* All >> System Definition >> Tables .
* In Label Search for Salesforce and open .



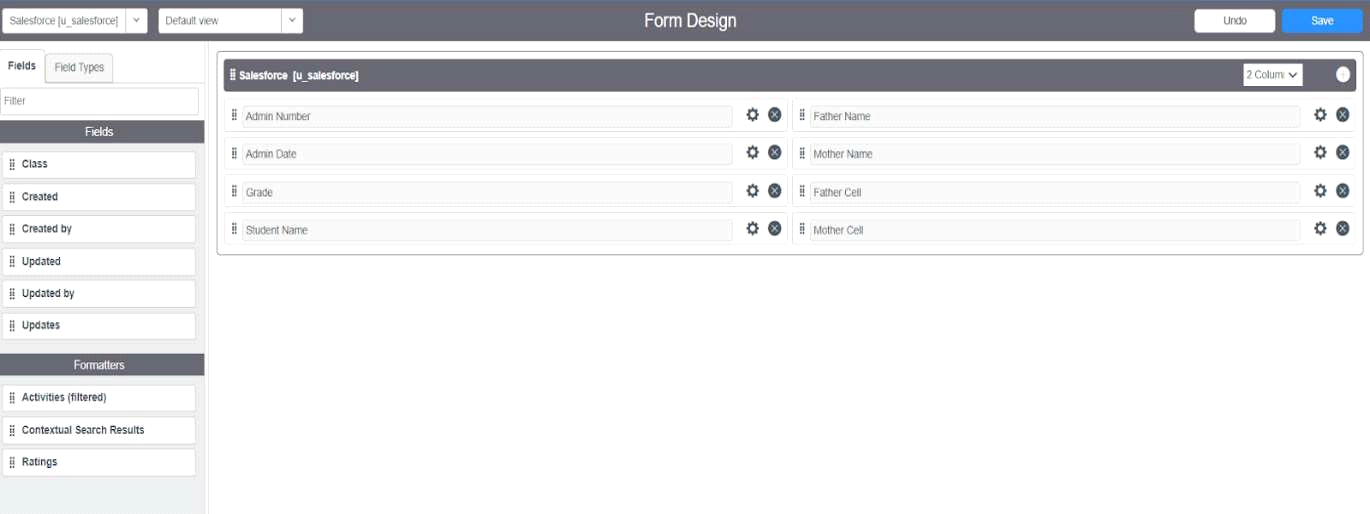
* Right Click on top Toggle >> Configure >> Form Design.



* In drop down select Salesforce(u\_salesforce).



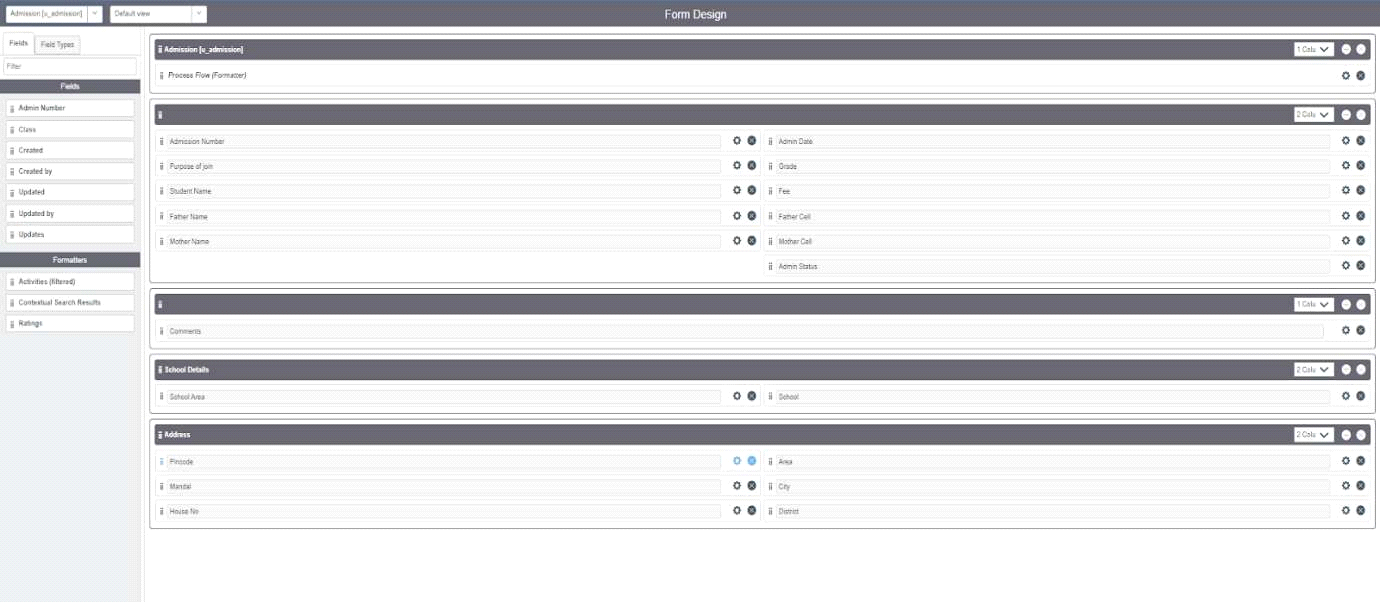
* Drag and drop the fields to the left side as below.



* Save.

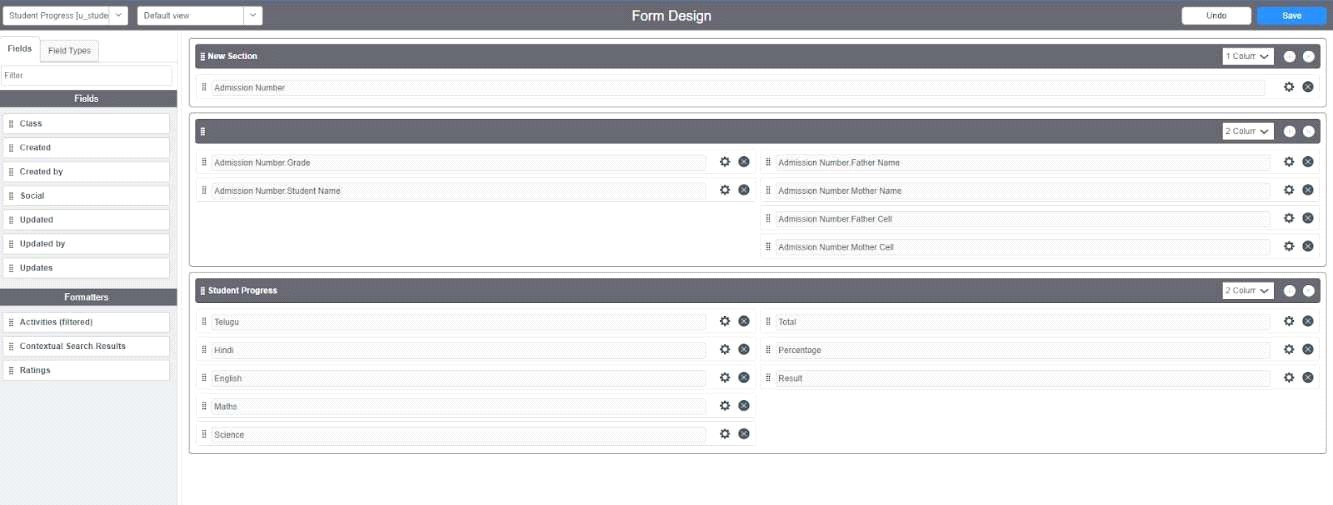
**Creating Form Design for Admission Table**

Follow the same steps as Activity1, Configure the fields as below and Save.



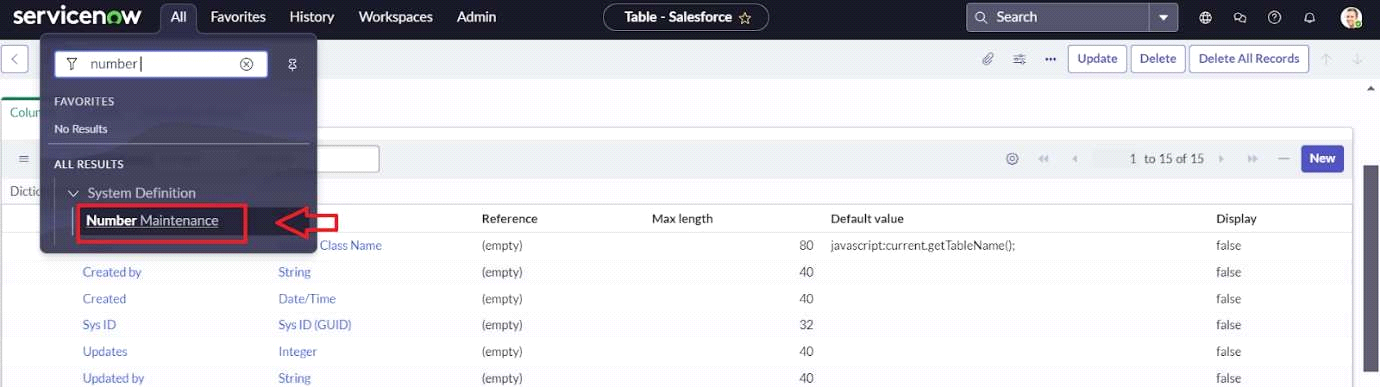
**Creating Form Design for Student progress Table**

Follow the same steps as Activity1, Configure the fields as below and Save.



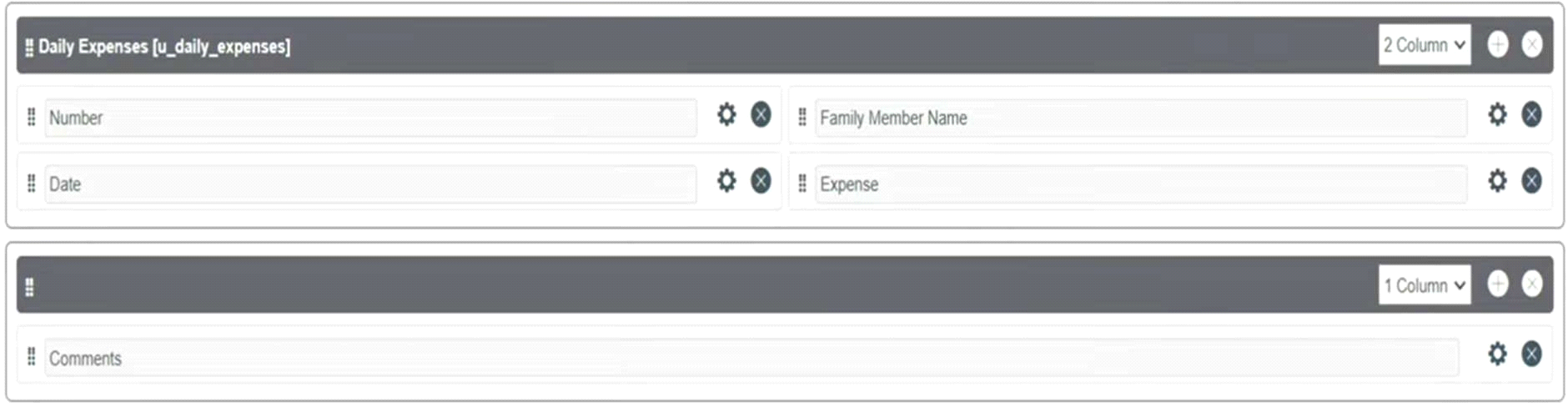
**Creating Number Maintenance for Admin Number**

* All >> Number Maintenance >> New



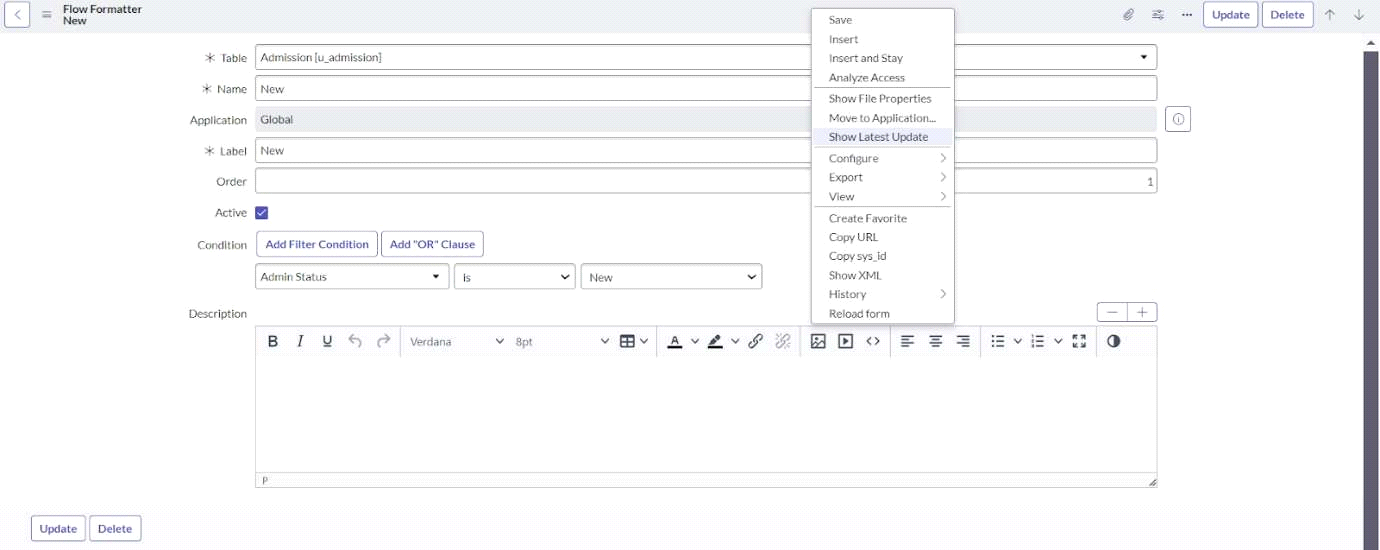
* Fill the details >> Submit.



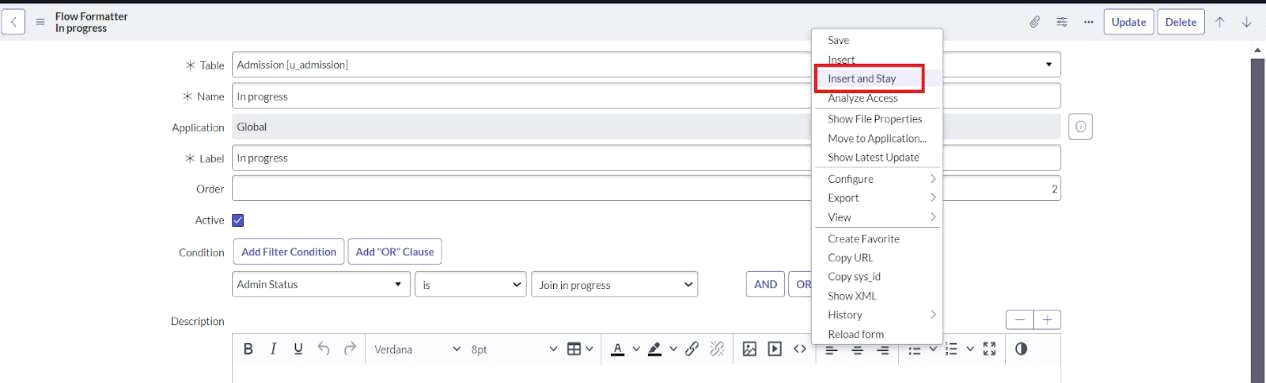


**Creating Process Flow for Admission Table**

* All >> Process Flow>> New.
* Fill the Details as given Below



* Right Click on toggle and click on the save .
* Replace the Name and Label as below and click on Insert on stay.

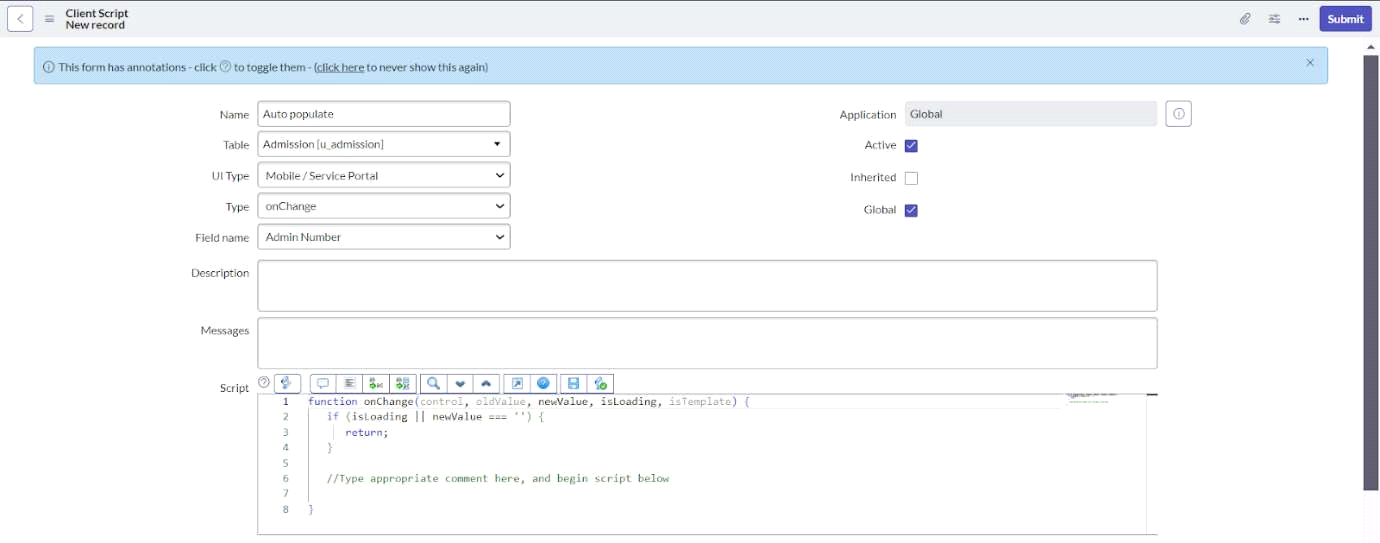


* Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

* Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

**Creating “Auto populate” Client Scripts for Admission Table**

* All >> Client Scripts >> New.
* Fill the Details as given.
* 
* Write the Code as below, Enable Isolate script and Save.
* function onChange(control, oldValue, newValue, isLoading, isTemplate) {
* if (isLoading || newValue === '') {
* return;

8. }

* //Type appropriate comment here, and begin script below
* var a = g\_form.getReference('u\_admission\_number');
* g\_form.setValue('u\_admin\_date',a.u\_admin\_date);
* g\_form.setValue('u\_grade',a.u\_grade);
* g\_form.setValue('u\_student\_name',a.u\_student\_na me);
* g\_form.setValue('u\_father\_name',a.u\_father\_name

);

* g\_form.setValue('u\_mother\_name',a.u\_mother\_na me);
* g\_form.setValue('u\_father\_cell',a.u\_father\_cell);
* g\_form.setValue('u\_mother\_cell',a.u\_mother\_cell)

;

* g\_form.setDisabled('u\_admin\_date',a.u\_admin\_da te);
* g\_form.setDisabled('u\_grade',a.u\_grade);
* g\_form.setDisabled('u\_student\_name',a.u\_student

\_name);

* g\_form.setDisabled('u\_father\_name',a.u\_father\_na me);
* g\_form.setDisabled('u\_mother\_name',a.u\_mother

\_name);

* g\_form.setDisabled('u\_father\_cell',a.u\_father\_cell

);

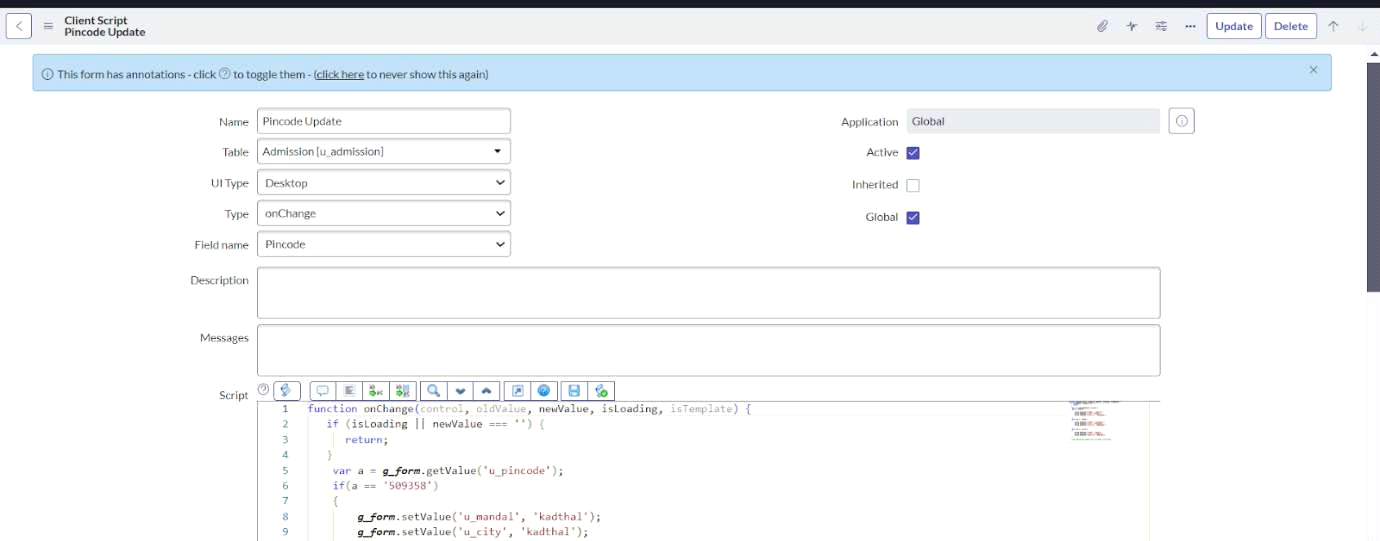
* g\_form.setDisabled('u\_mother\_cell',a.u\_mother\_c ell);

25. }

* Note: Make sure the Field names should be the same as you created .

**Creating “Pincode Update” Client Scripts for Admission Table**

* Fill the Details as given.



* Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

var a = g\_form.getValue('u\_pincode'); if(a == '509358')

{

g\_form.setValue('u\_mandal', 'kadthal'); g\_form.setValue('u\_city', 'kadthal'); g\_form.setValue('u\_district', 'RangaReddy');

}

else if(a == '500081')

{

g\_form.setValue('u\_mandal', 'karmanghat'); g\_form.setValue('u\_city', 'karmanghat'); g\_form.setValue('u\_district', 'RangaReddy');

}

else if(a == '500079')

{

g\_form.setValue('u\_mandal', 'Abids'); g\_form.setValue('u\_city', 'AsifNagar'); g\_form.setValue('u\_district', 'Hyderabad');

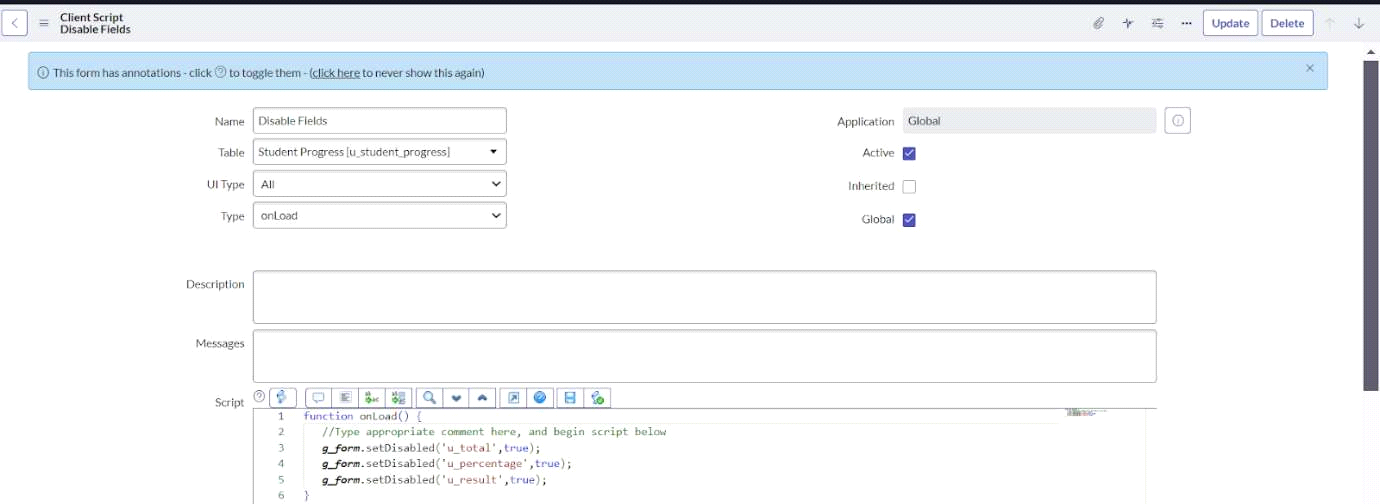
}

//Type appropriate comment here, and begin script below

}

**Creating “Disable Fields” Client Scripts for Student progress Table**

* Fill the Details as given.



* Write the Code as below, Enable Isolate script and Save.

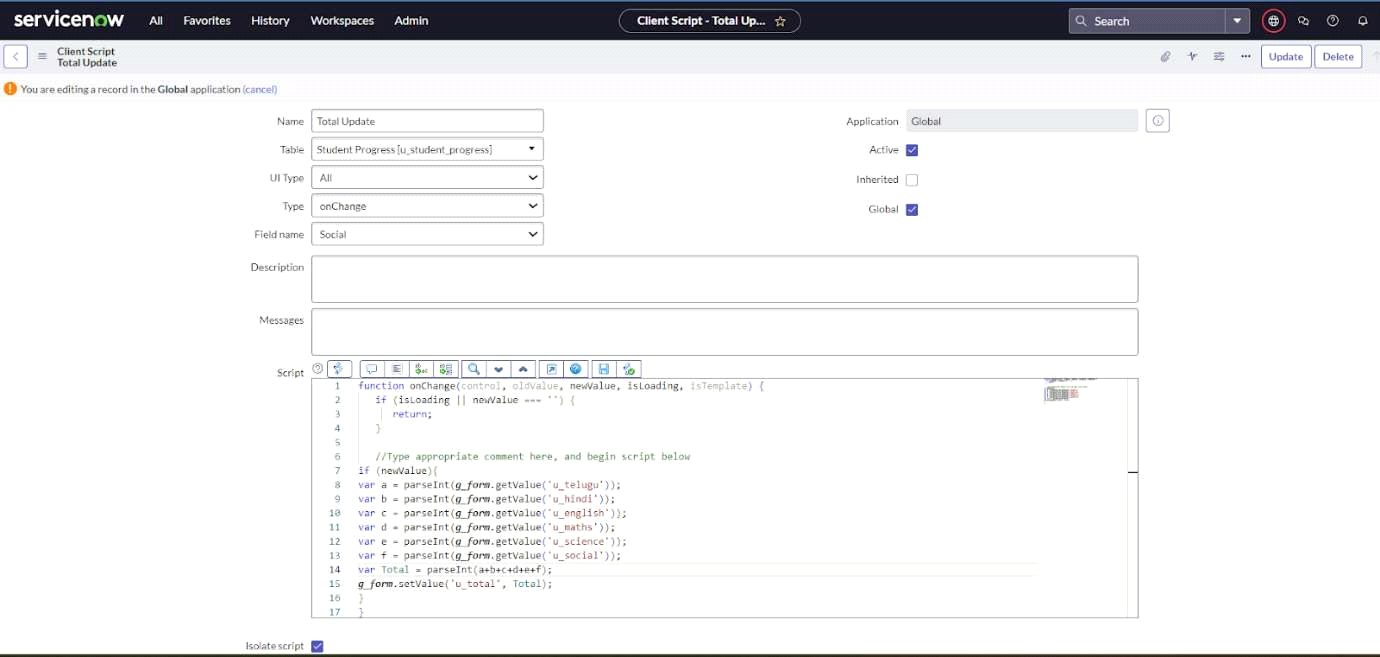
function onLoad() {

//Type appropriate comment here, and begin script below g\_form.setDisabled('u\_total',true); g\_form.setDisabled('u\_percentage',true); g\_form.setDisabled('u\_result',true);

}

**Creating “Total Update” Client Scripts for Student progress Table**

* Fill the Details as given.



* Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below if (newValue){

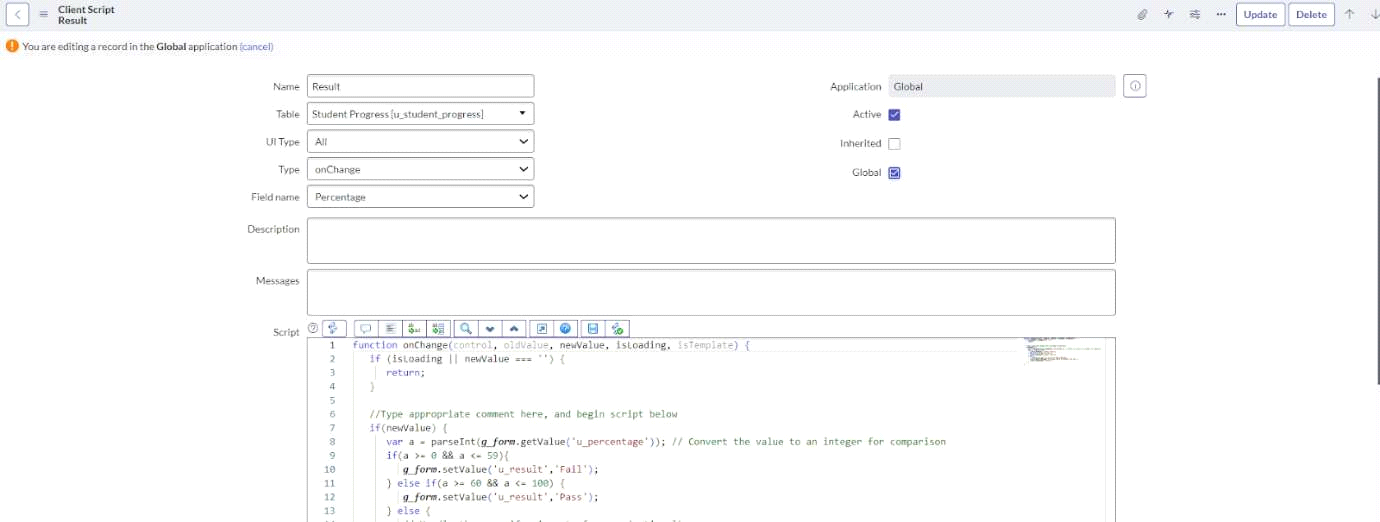
var a = parseInt(g\_form.getValue('u\_telugu')); var b = parseInt(g\_form.getValue('u\_hindi')); var c = parseInt(g\_form.getValue('u\_english')); var d = parseInt(g\_form.getValue('u\_maths')); var e = parseInt(g\_form.getValue('u\_science')); var f = parseInt(g\_form.getValue('u\_social')); var Total = parseInt(a+b+c+d+e+f); g\_form.setValue('u\_total', Total);

}

}

**Creating “Result” Client Scripts for Student progress Table**

* Fill the Details as given.



* Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below if(newValue) {

var a = parseInt(g\_form.getValue('u\_percentage')); // Convert the value to an integer for comparison

if(a >= 0 && a <= 59){ g\_form.setValue('u\_result','Fail');

} else if(a >= 60 && a <= 100) {

g\_form.setValue('u\_result','Pass');

} else {

// Handle the case if a is out of range (optional) g\_form.addErrorMessage('Percentage should be

between 0 and 100.'); g\_form.clearValue('u\_result');

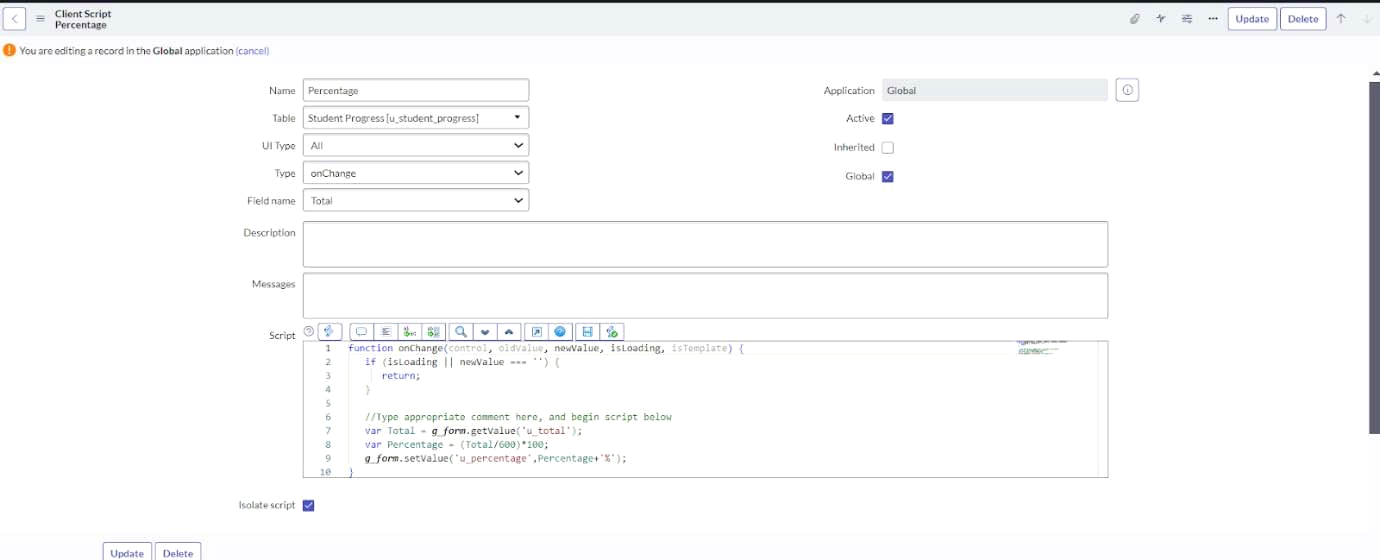
}

}

}

**Creating “Percentage” Client Scripts for Student progress Table**

* Fill the Details as given.



* Write the Code as below, Enable Isolate script and Save.

function onChange (control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below var Total = g\_form.getValue('u\_total');

var Percentage = (Total/600)\*100; g\_form.setValue('u\_percentage',Percentage+'%');

}

**Conclusion :** Whether for business or personal use, servicenow proves to be powerful tool for structured expense management.