

Create UI Action

Phase Overview:

In this phase, a UI Action is created to add a “Reset Form” button on the *Laptop Request* catalog form. UI Actions in ServiceNow allow developers to add custom buttons, links, or context menu items that perform specific actions. This button helps users clear all fields on the form and start over easily — improving usability and efficiency.

Steps to Create the UI Action:

1. Open ServiceNow

Log in to your ServiceNow instance.

2. Navigate to UI Actions

- Click on All → Search for “UI Actions.”
- Under System Definition, select UI Actions.

3. Create a New UI Action

- Click on New to create a new UI Action record.
- Fill in the following details:
 - Table: shopping cart (*sc_cart*)
 - Order: 100
 - Action Name: Reset Form
 - Client: Checked (enabled)

4. Add the Script

- In the Script field, enter the following JavaScript code:

javascript

```
function resetForm() {  
    g_form.clearForm(); // Clears all fields in the form  
    alert("The form has been reset.");  
}
```

Purpose:

The Reset Form UI Action enhances the form's interactivity and provides users with an easy way to start over if incorrect data is entered. It demonstrates how ServiceNow UI Actions can be used to trigger client-side scripts for improved user experience.

Expected Outcome:

By the end of this phase, a Reset Form button is successfully added to the *Laptop Request* catalog form. When clicked, the button clears all entered data and displays a message saying: "The form has been reset." This feature ensures better usability and a smoother catalog item submission process.

Outcome image:

The screenshot shows the 'UI Action - New Record' form in the ServiceNow interface. The form is titled 'UI Action - New Record' and includes a 'Submit' button. The form is divided into two main sections: 'Form' and 'List'.

Form Section:

- Name: Reset form
- Table: Shopping Cart [sc_cart]
- Order: 100
- Action name: Reset form
- Active: ☒
- Show insert: ☒
- Show update: ☒
- Client: ☒
- List v2 Compatible: ☒
- List v3 Compatible: ☐
- Overrides:
- Messages:
- Comments:
- Hint:

List Section:

- Application: Global
- Form button: ☐
- Form context menu: ☐
- Form link: ☐
- Form style: -- None --
- List banner button: ☐
- List bottom button: ☐
- List context menu: ☐
- List choice: ☐
- List link: ☐
- List style: -- None --

The bottom of the image shows the Windows taskbar with the Start button, Search bar, and various application icons. The system tray on the right indicates the language is English (IN), the time is 15:41, and the date is 02-11-2025.