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

    o   Click on All → Search for "UI Actions."

    o   Under System Definition, select UI Actions.

3. Create a New UI Action

    o   Click on New to create a new UI Action record.

    o   Fill in the following details:

        ▪   Table: shopping cart (*sc_cart*)

        ▪   Order: 100

        ▪   Action Name: Reset Form

        ▪   Client: Checked (enabled)

4. Add the Script

    o   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: