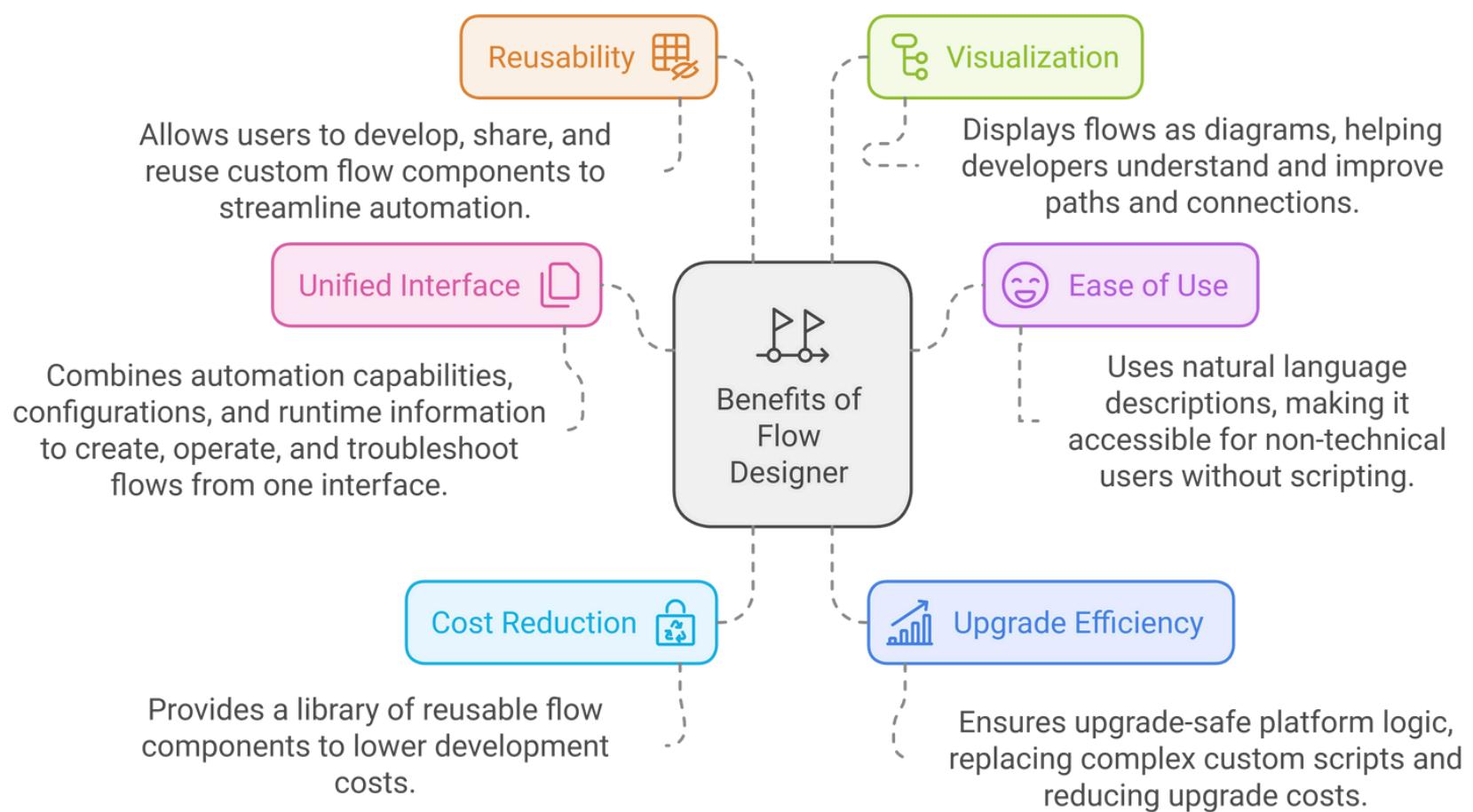
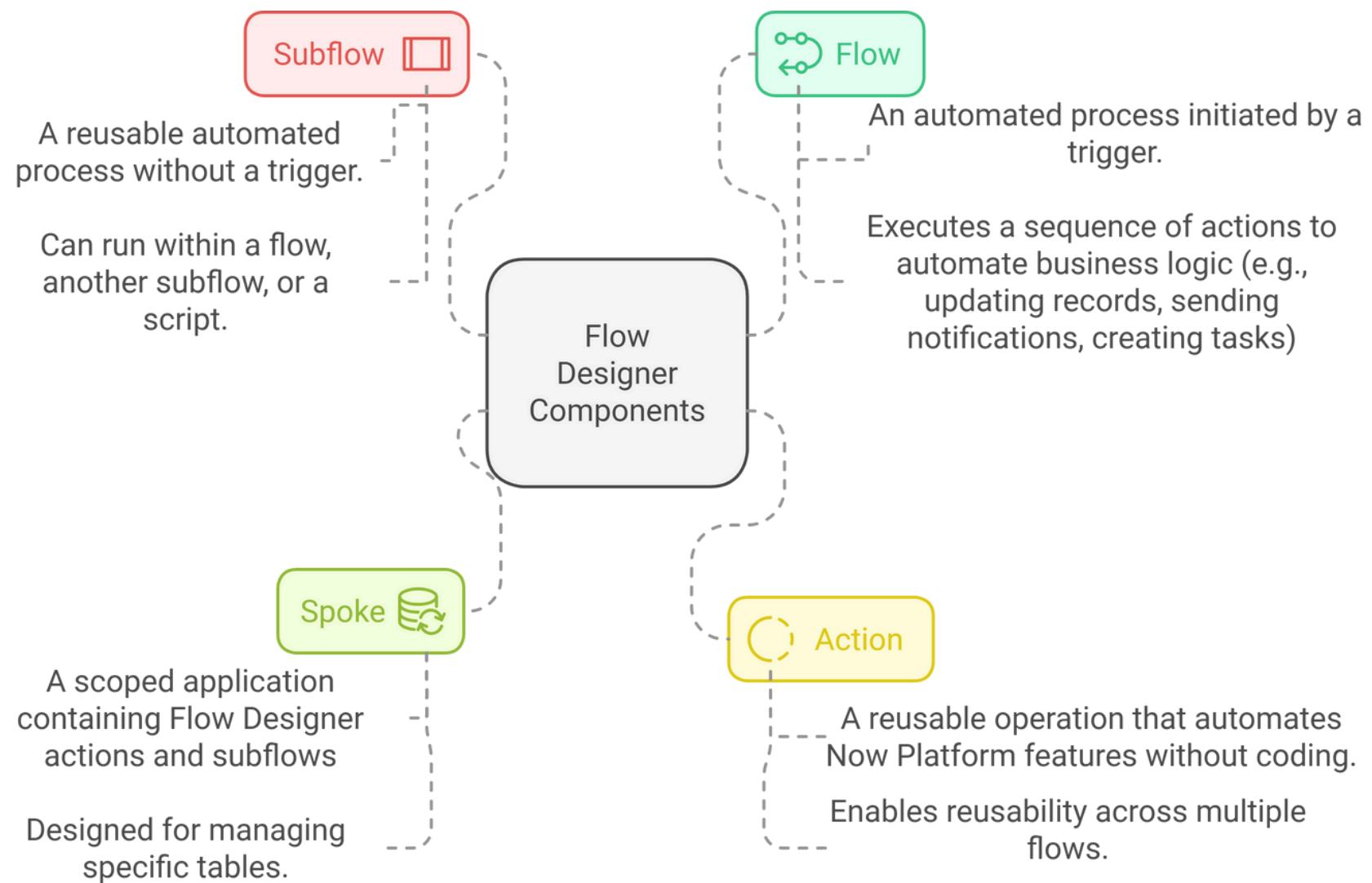


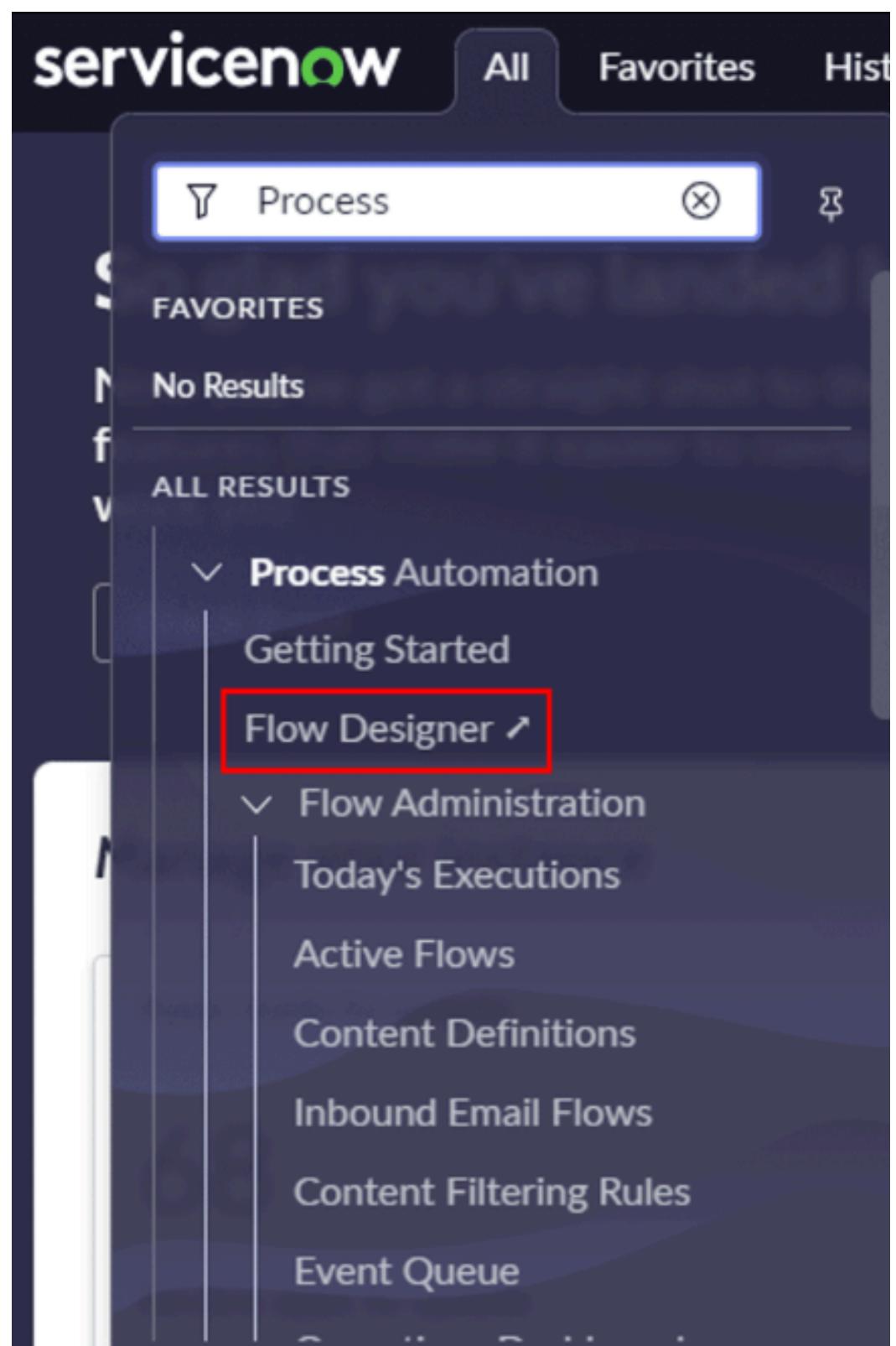
Flow designer use case

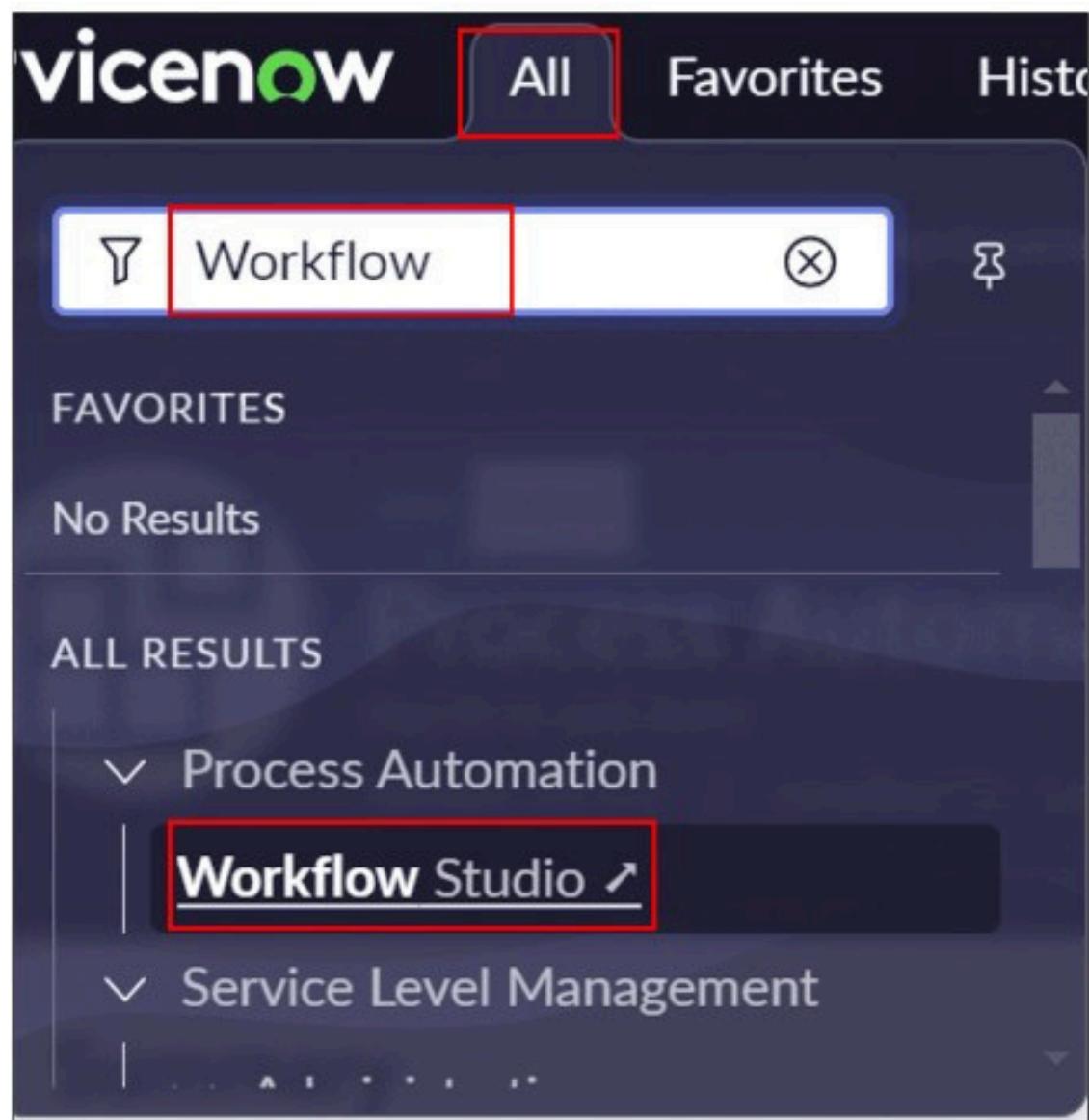
Flow designer

A feature of the Now Platform that allows users to automate processes using natural language in a code-free design environment.









All > Workflow Studio

Workflow Studio

Homepage Operations Integrations

Playbooks Flows Subflows Actions Decision tables

New ▾

Flows 87 Last refreshed just now

<input type="checkbox"/> Name ▾	Application	Status	Active	Updated	Updated by
Admin Deployment Approval Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:20:50	admin
Admin Install App to Production Environment Flow Error Notifier	App Engine Studio	Published	true	2020-07-28 13:37:16	admin
amina	Employee Center	Draft	false	2024-12-20 13:26:45	admin
amina test 2	Global	Draft	false	2024-12-23 04:13:43	admin
Amina's Incident	Global	Published	false	2024-12-20 15:41:51	admin
Apple iphone 13 pro	Global	Published	true	2024-12-22 05:03:34	admin
Application Intake Request Flow	Application Intake	Published	true	2024-10-23 04:18:13	system
Application Intake Request V2	Application Intake	Published	true	2024-10-23 04:18:04	system
Benchmark Recommendation Evaluator	Benchmarks Spoke	Published	true	2024-07-27 14:48:27	system
Business process approval flow	Global	Published	true	2020-09-27 22:06:13	admin
Campaign Approval	Content Experiences	Published	true	2019-02-13 15:08:43	system
Case Trigger Custom Condition	Human Resources: Core	Draft	false	2020-08-21 17:00:39	admin

Pick up where you left off

- Ebonding Flow Last updated: 9 d. ago by Amina EL HAKIK
- amina test 2 Last updated: 9 d. ago by Amina EL HAKIK
- Apple iphone 13 pro Last updated: 10 d. ago by Amina EL HAKIK

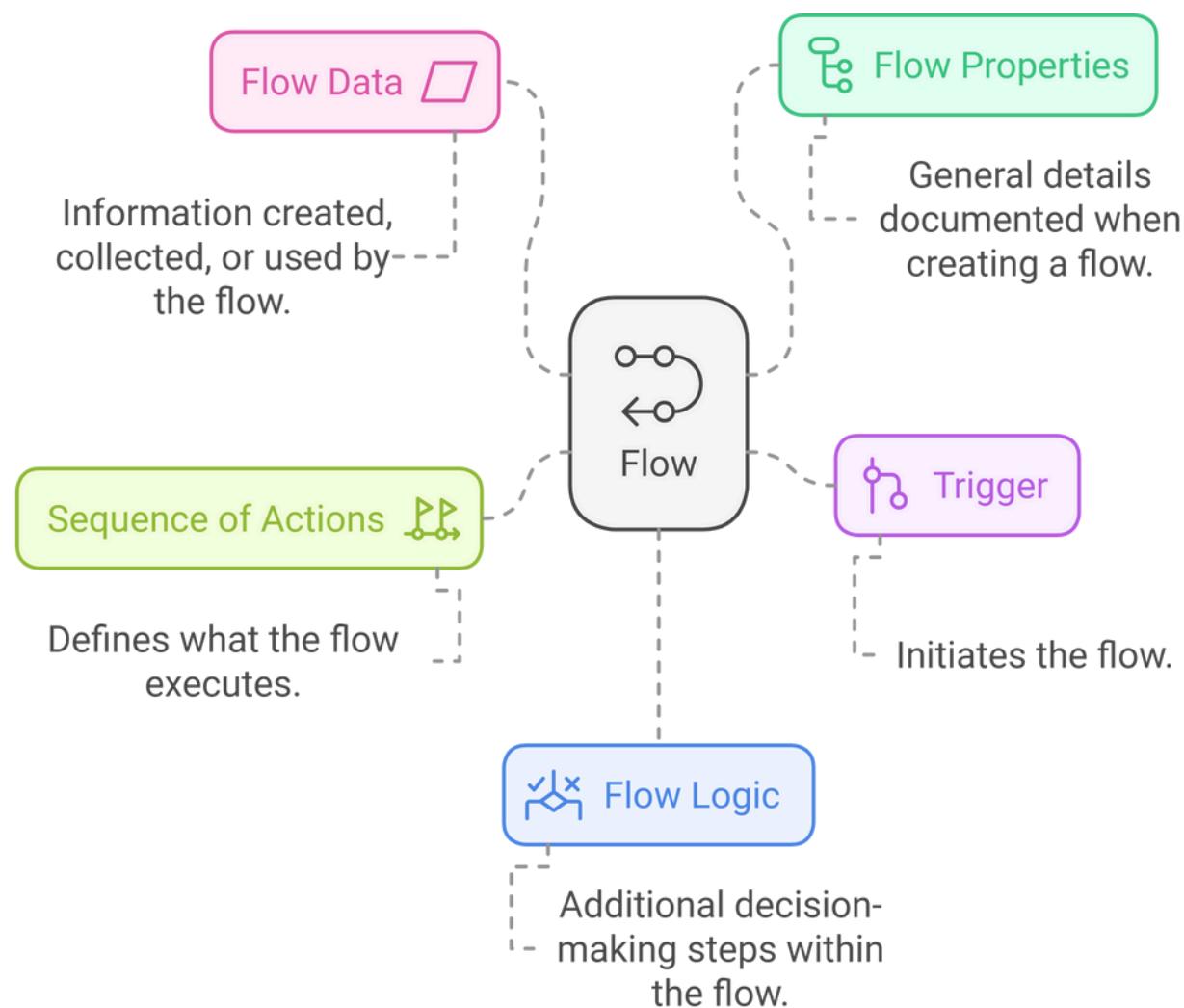
Latest updates

- Amina EL HAKIK modified Ebonding Flow 9 d. ago
- Amina EL HAKIK modified amina test 2 9 d. ago
- Amina EL HAKIK modified Apple iphone 13 pro 10 d. ago
- Amina EL HAKIK modified Standard Laptop Task 11 d. ago
- Amina EL HAKIK modified Sending Email 12 d. ago

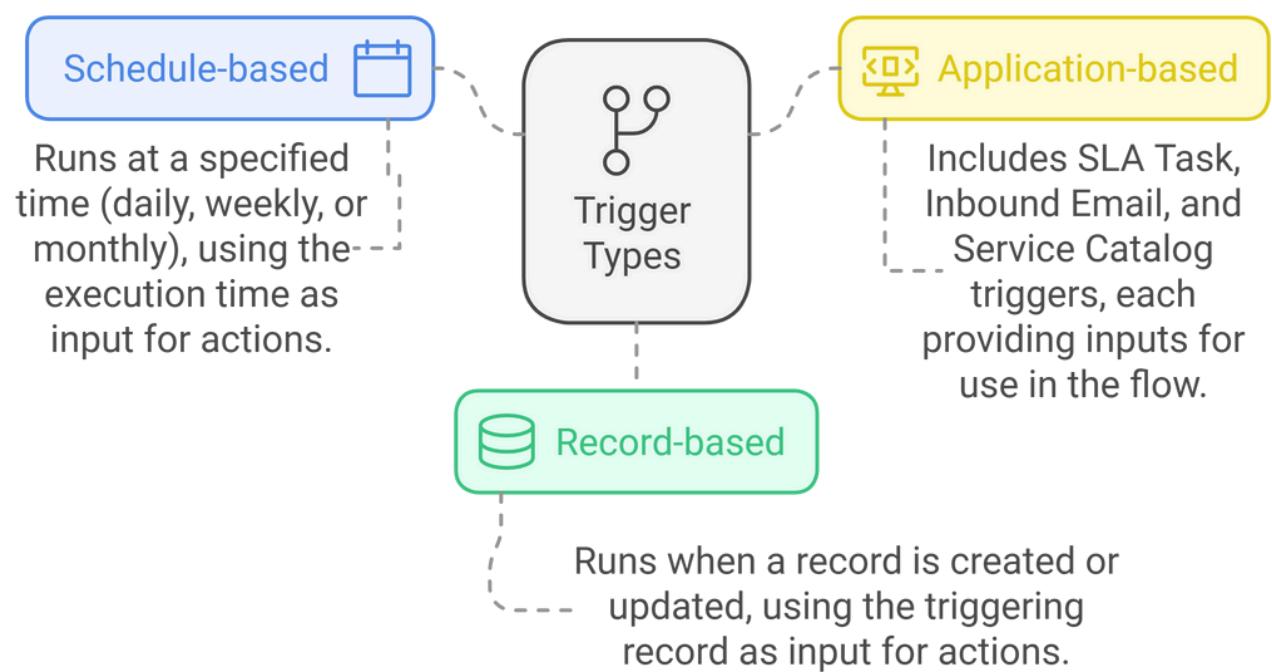
Flow

A flow is a repeatable automated sequence of actions that executes predefined business logic whenever specific conditions are met.

Anatomy of a Flow



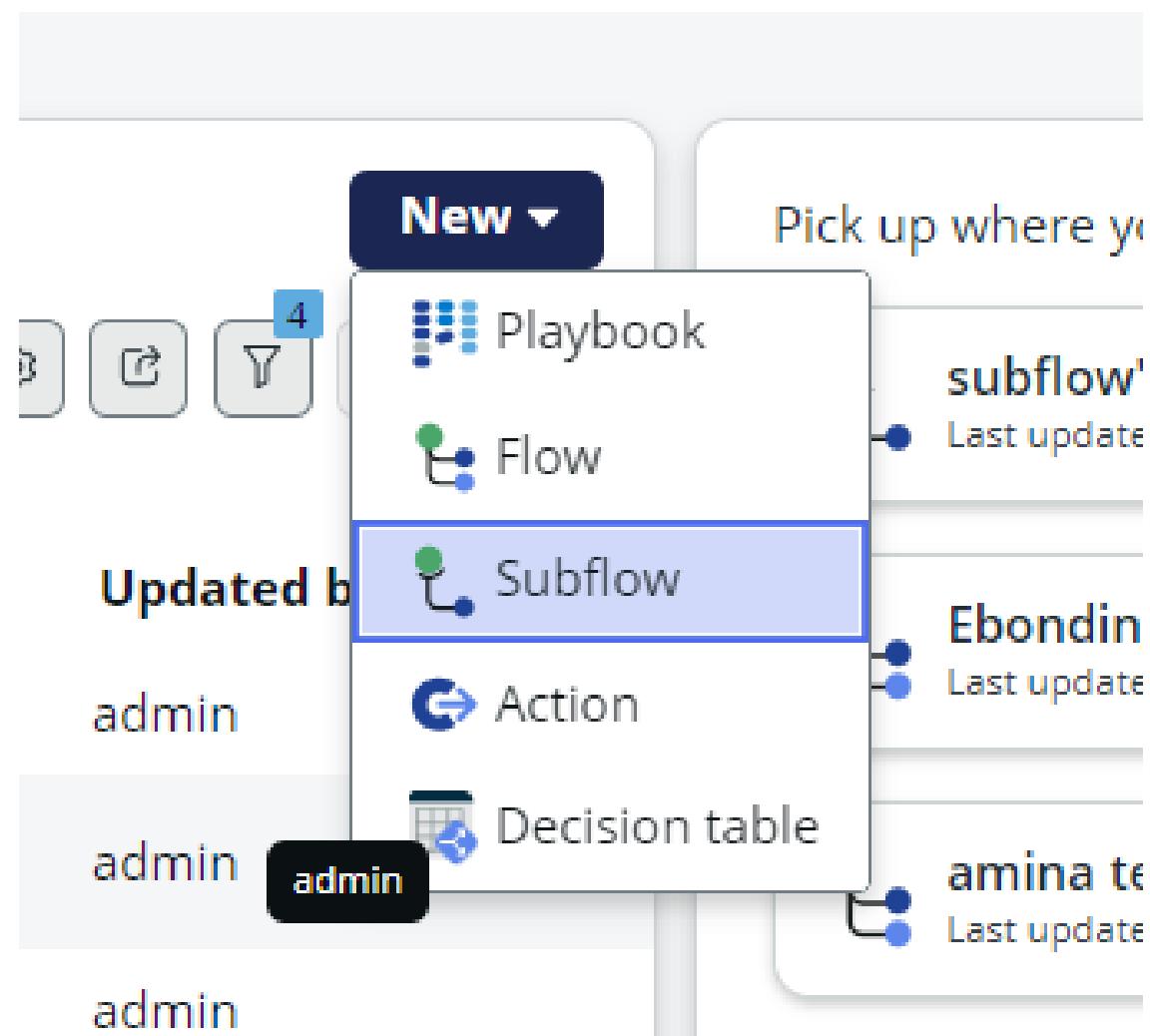
Trigger



Subflow

Reusable actions triggered by Flows or Scripts, with inputs and outputs for data usage

To create a subflow, first navigate to Workflow Studio. Select the New button to start. Then select Subflow.



Let's get the details for your subflow

Subflow name *

Description

Describe your subflow

Application *

Global

[> Show additional properties](#)

INPUTS & OUTPUTS



Select to create the inputs & outputs of your subflow

ACTIONS Select multiple



Add an Action, Flow Logic, or Subflow

INPUTS & OUTPUTS

(Subflow Inputs & Outputs

▼ Inputs

Label	Name	Type	Mandatory	
No inputs yet				

▼ Outputs

Label	Name	Type	
No outputs yet			

Done

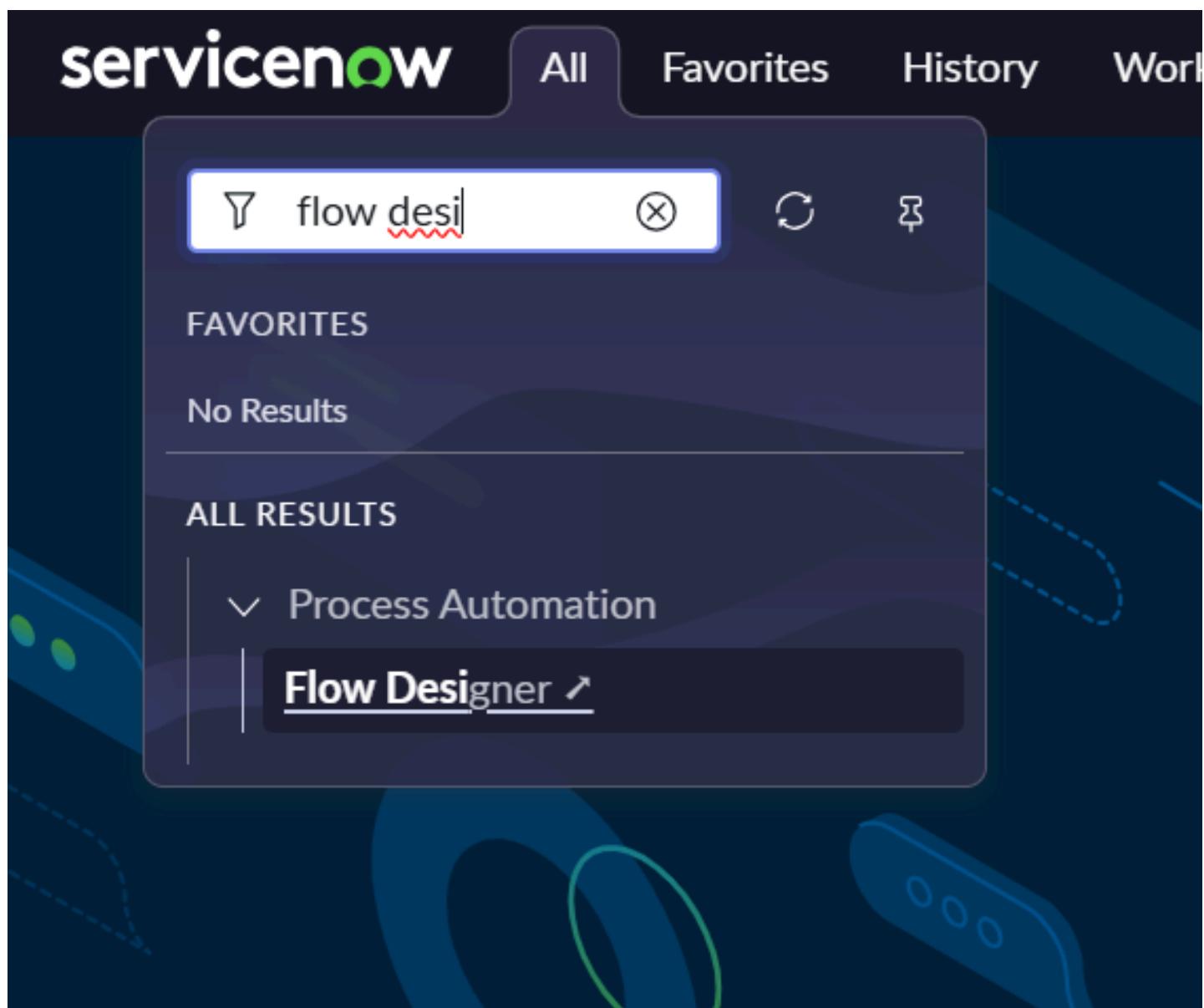
action

X

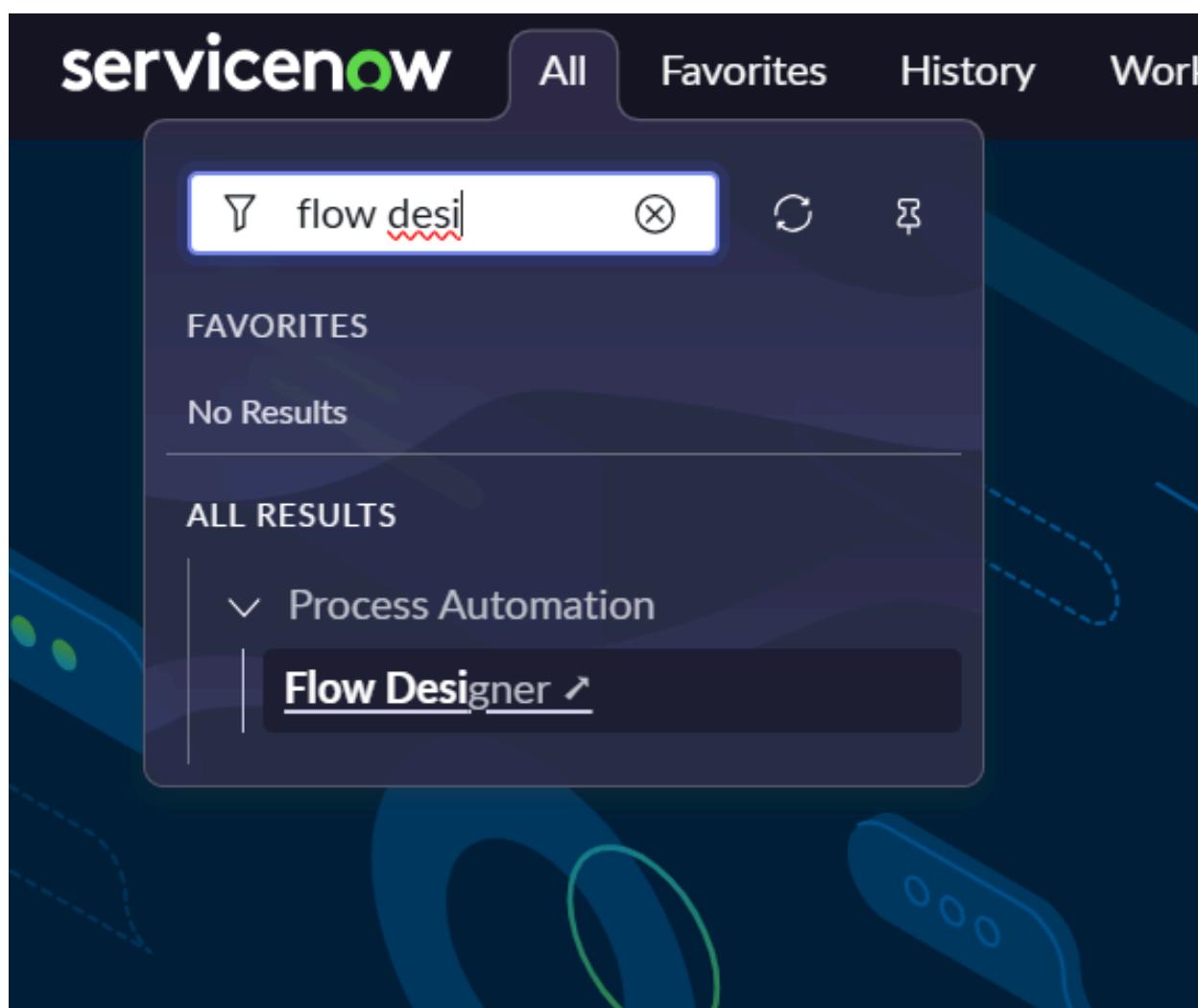
use case 1

If the short description contains the word 'AMINA', the ticket will be automatically assigned to the Abel Tuter team, with the assignment group set to 'HR Onboarding' and the category set to 'Inquiry/Help'.

use case 1



use case 1



use case 1

The screenshot shows a ServiceNow interface with a top navigation bar featuring a 'New' button and a 'Pick up where you left' link. Below the navigation are four icons: a refresh circle, a gear, a circular arrow, and a filter, with a '4' badge above the filter icon. A large 'Updated' label is displayed, followed by two timestamp entries: '2020-07-28 13:20:50' and '2020-07-28 13:37:16'. A timestamp '2024-12-20 13:26:45' is also present. On the right, a dropdown menu is open under the 'New' button, listing 'Playbook', 'Flow' (which is highlighted with a blue selection bar), 'Subflow', 'Action', and 'Decision table'. To the right of the menu, there are three items listed: 'VPN' (last updated 9 minutes ago), 'amina' (last updated 42 minutes ago), and 'Upload Source' (last updated a month ago). The bottom right corner shows the 'admin' user.

use case 1

Flow name *

Amina's Incident

Description

When an incident is created, and its short description contains the word "Amina", the flow will automatically execute certain actions, like assigning the incident to a specific group or user and setting the appropriate

Application *

Global

▼ Hide additional properties

Protection

-- None --

Run as

System user

Flow priority default

Medium (default)

use case 1



Amina's Incident

Inactive

TRIGGER



Add a trigger

use case 1



Amina's Incident

Inactive

TRIGGER



Add a trigger

use case 1

The screenshot shows the ServiceNow Trigger configuration interface for a trigger named "Amina's Incident". The trigger is set to "Inactive". The configuration details are as follows:

- Trigger:** Created
- Table:** Incident [incident]
- Condition:** All of these conditions must be met
 - Short description contains AMINA
- Advanced Options:** Available for further configuration.
- Buttons:** Delete, Cancel, Done

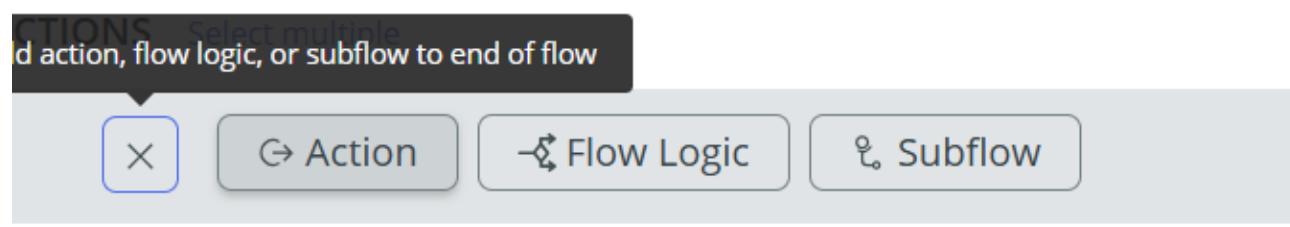
use case 1

ACTIONS Select multiple

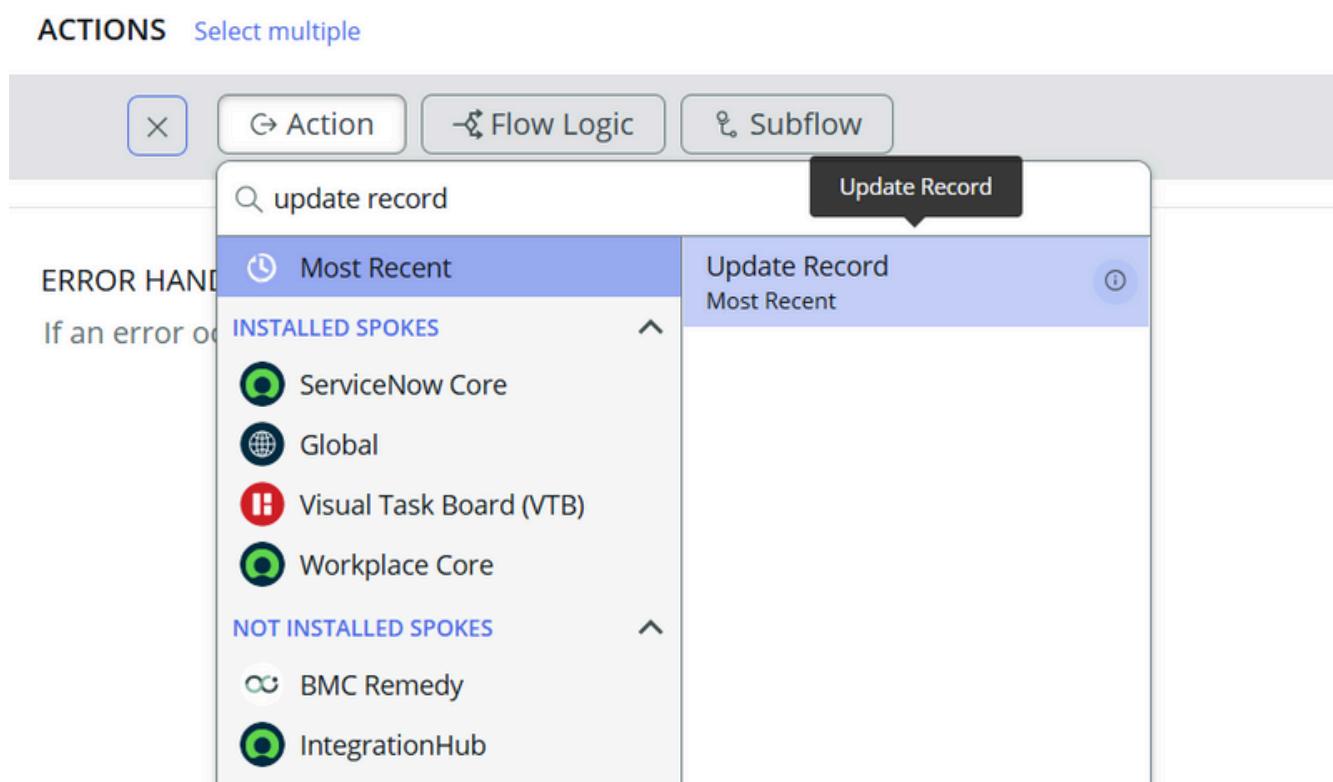


Add an Action, Flow Logic, or Subflow

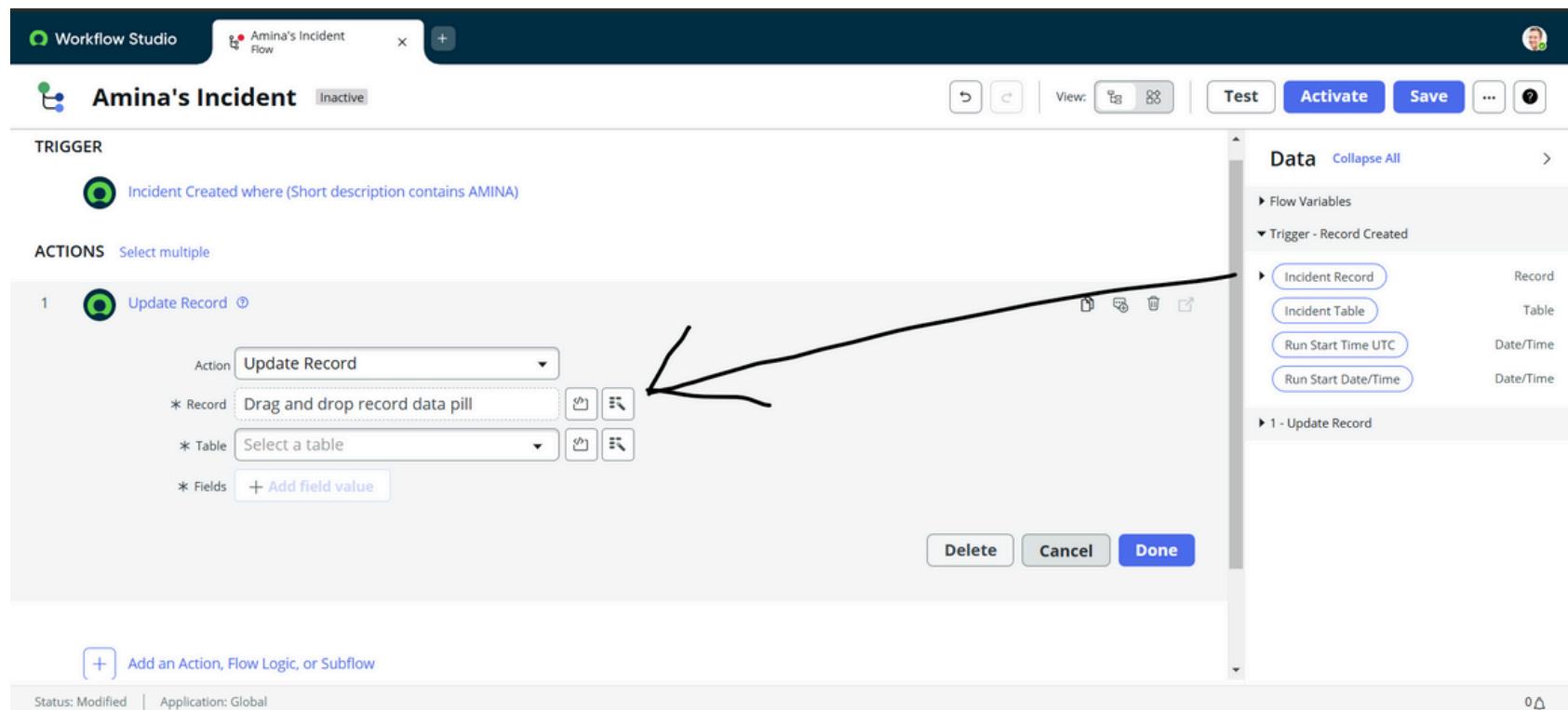
use case 1



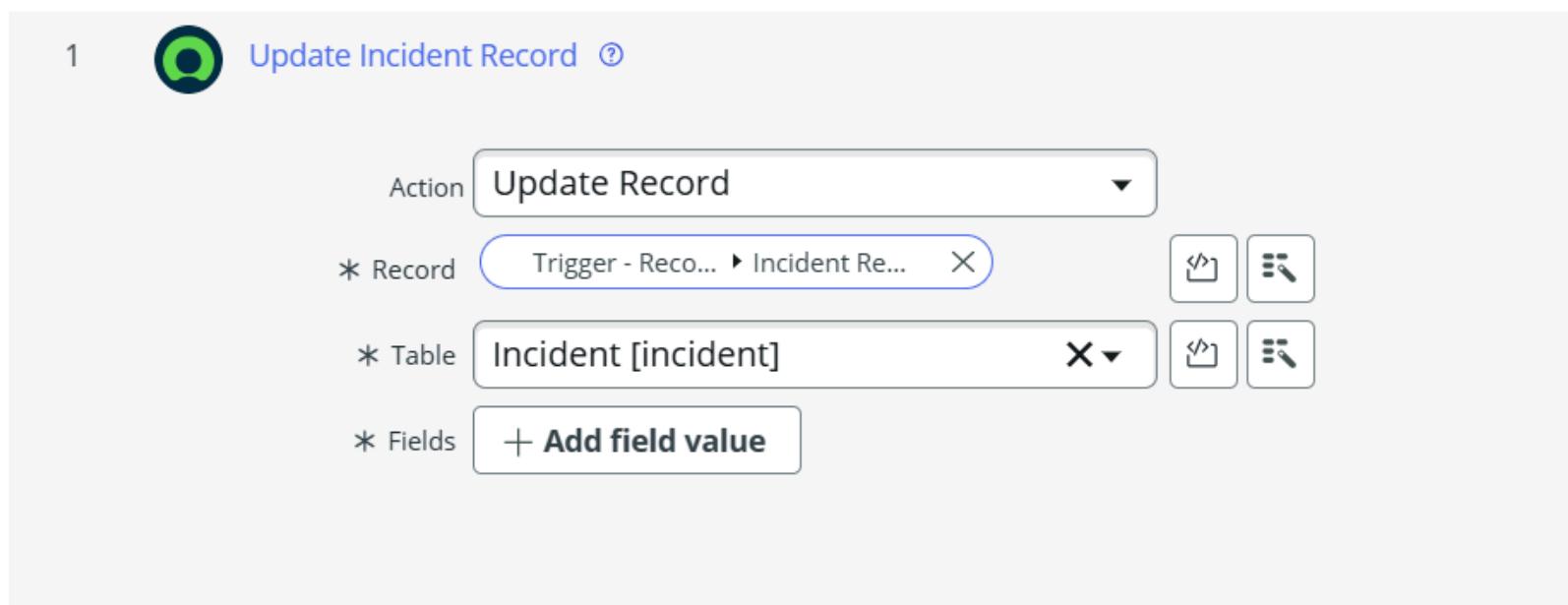
use case 1



use case 1



use case 1



use case 1

1  Update Incident Record ⓘ

Action **Update Record** ▾

* Record **Trigger - Reco... > Incident Re...** X  

* Table **Incident [incident]** X  

* Fields **Assignment group** X **HR Onboarding** X    

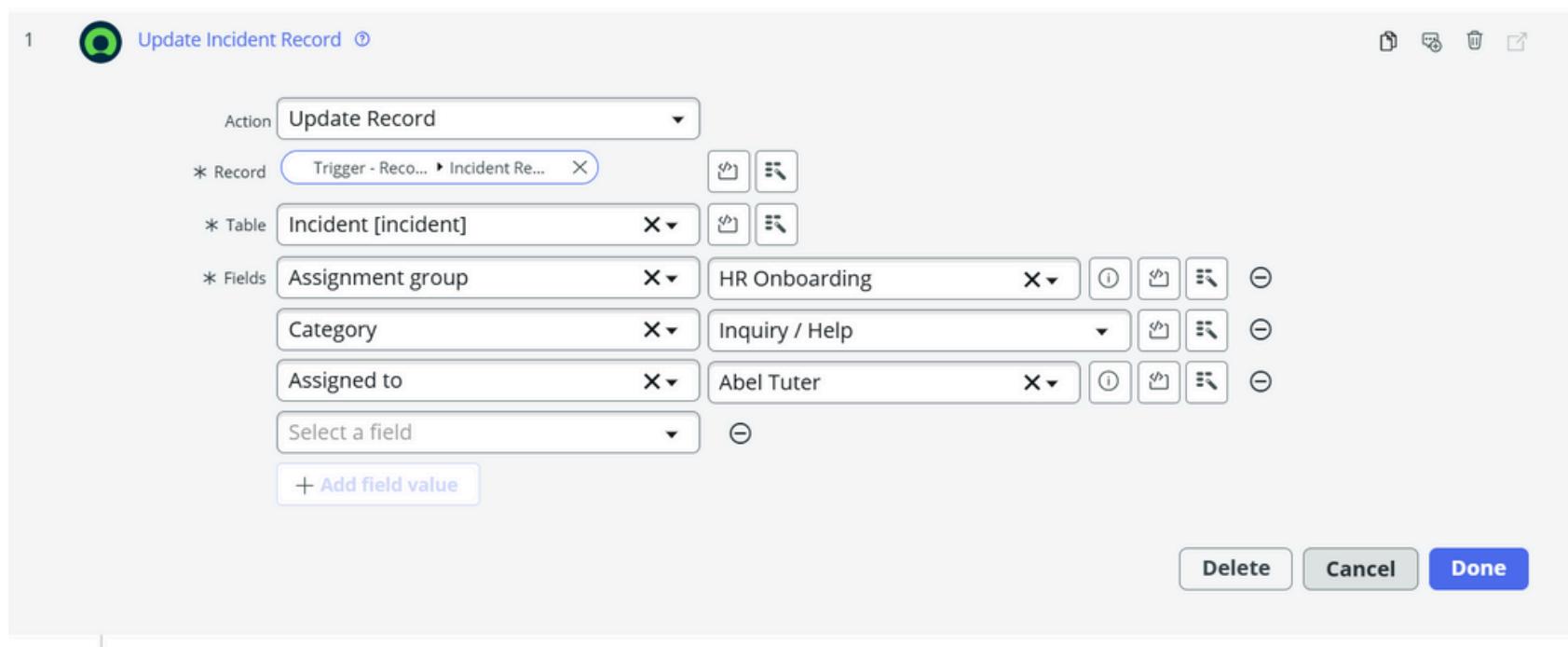
Category X **Inquiry / Help** ▾   

Assigned to X **Abel Tuter** X    

Select a field ▾ 

+ Add field value

Delete **Cancel** **Done**



use case 1

click save and then activate

use case 1

 Success:
Flow activated successfully



use case 1

Incident
New record

Number: INC0010006

* Caller: Abraham Lincoln

Category: Software

Subcategory: -- None --

Service:

Service offering:

Configuration item:

* Short description: Amina's device is showing an error message.

Description:

Channel: -- None --

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

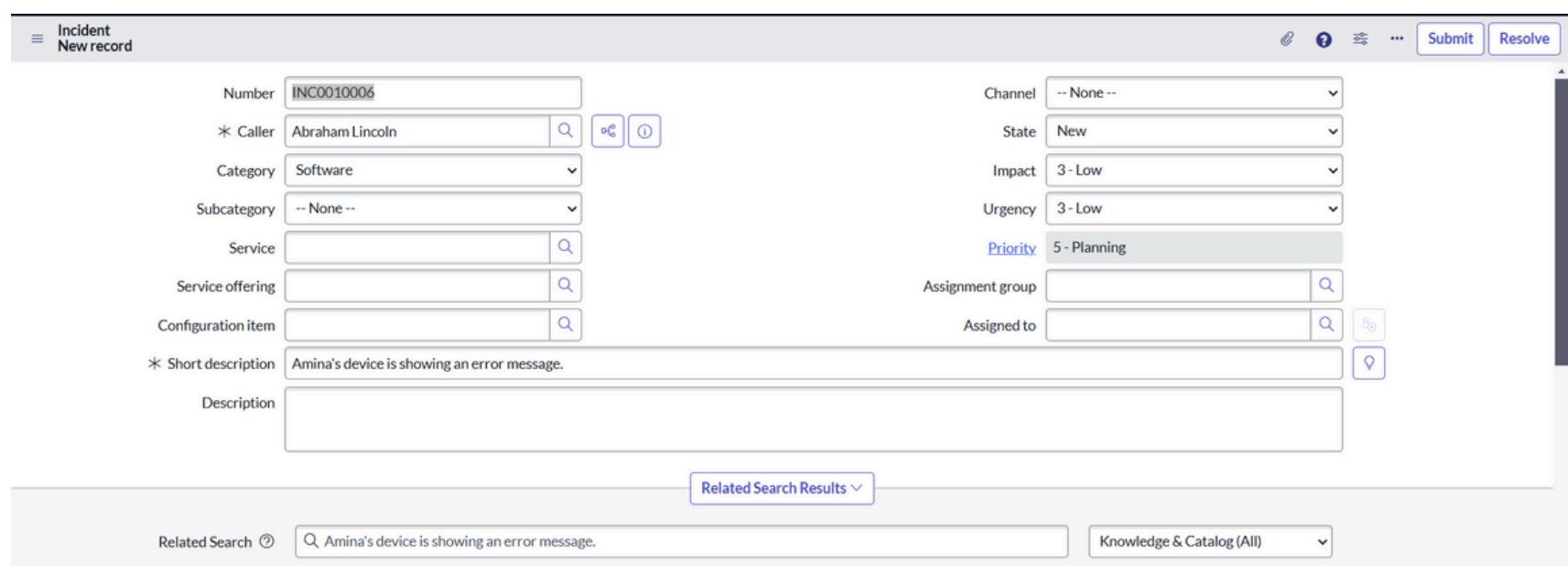
Assigned to:

Related Search Results

Related Search: Q Amina's device is showing an error message.

Knowledge & Catalog (All)

Submit Resolve

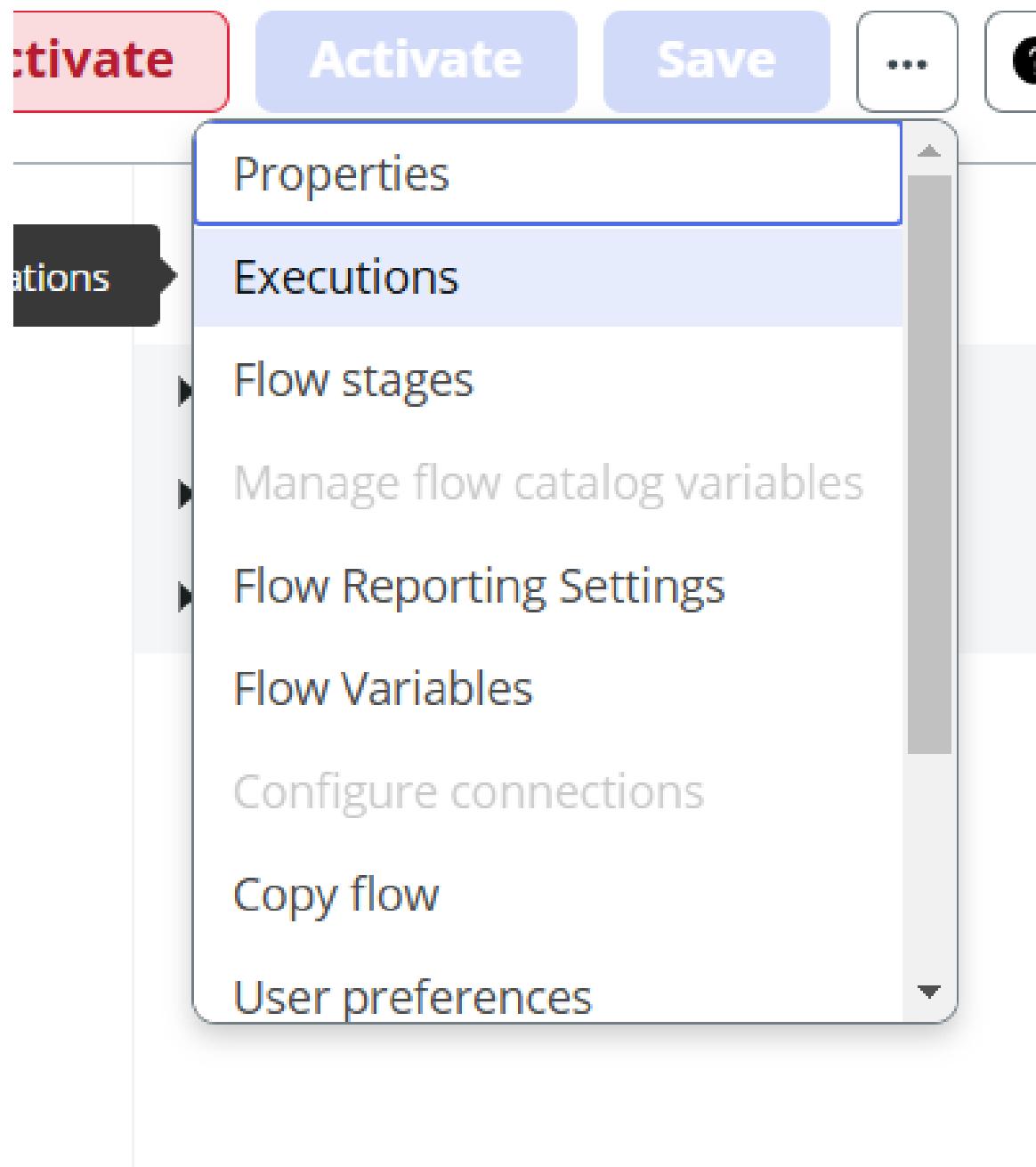


use case 1

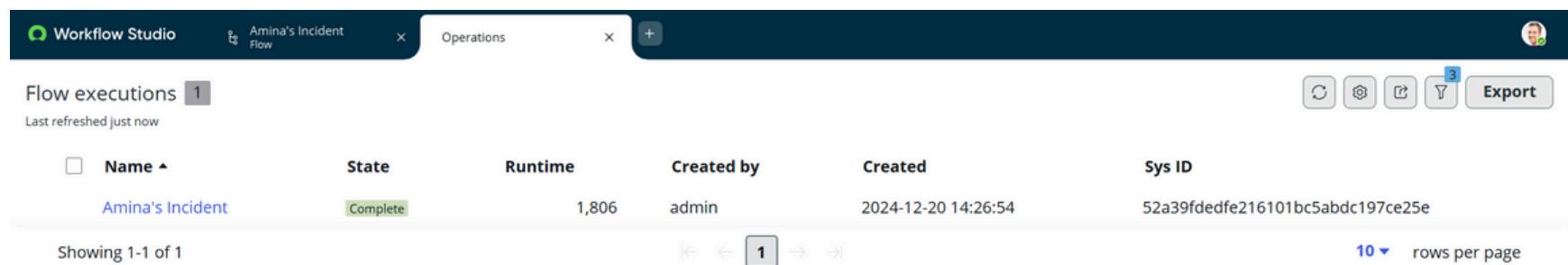
Incident INC0010006

Details		Actions	
Number	INC0010006	Channel	-- None --
* Caller	Abraham Lincoln	State	In Progress
Category	Inquiry / Help	Impact	3 - Low
Subcategory	-- None --	Urgency	3 - Low
Service		Priority	5 - Planning
Service offering		Assignment group	HR Onboarding
Configuration item		Assigned to	Abel Tuter
* Short description	Amina's device is showing an error message.		
Description			

use case 1



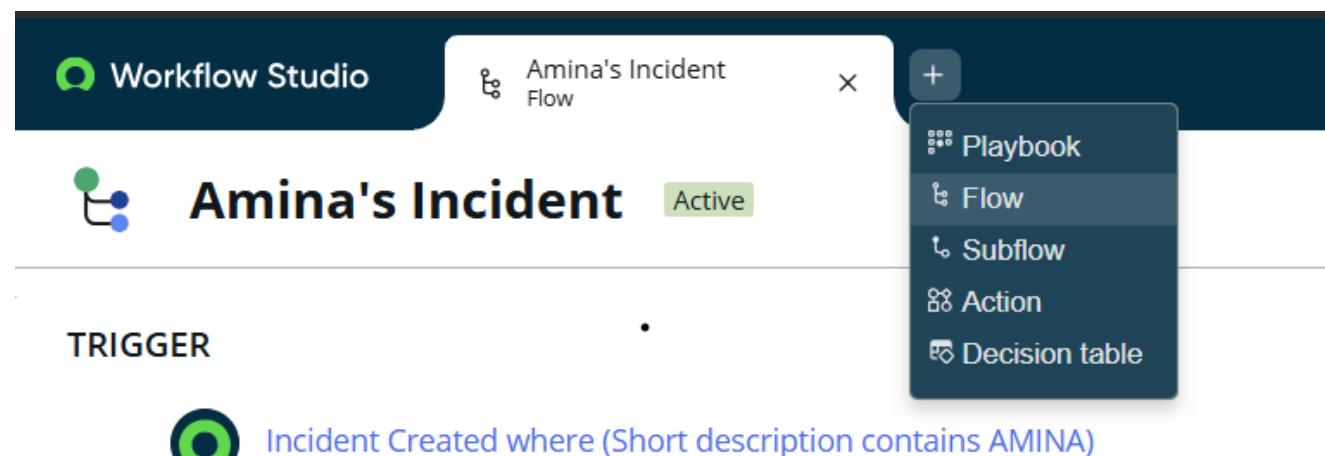
use case 1



The screenshot shows a ServiceNow interface for 'Workflow Studio' under the 'Operations' module. A single flow execution named 'Amina's Incident' is listed, which is 'Complete' with a runtime of 1,806 ms, created by 'admin' on 2024-12-20 at 14:26:54. The flow has a sys ID of 52a39fdedfe216101bc5abdc197ce25e. The interface includes standard navigation and export buttons.

Name	State	Runtime	Created by	Created	Sys ID
Amina's Incident	Complete	1,806	admin	2024-12-20 14:26:54	52a39fdedfe216101bc5abdc197ce25e

use case 2



use case 2

Flow name *

Sending Email

Description

if the ticket is a p1, an automatic email would be send to the user

Application *

Global

▼ Hide additional properties

Protection

-- None --

Run as

System user

Flow priority default

Medium (default)

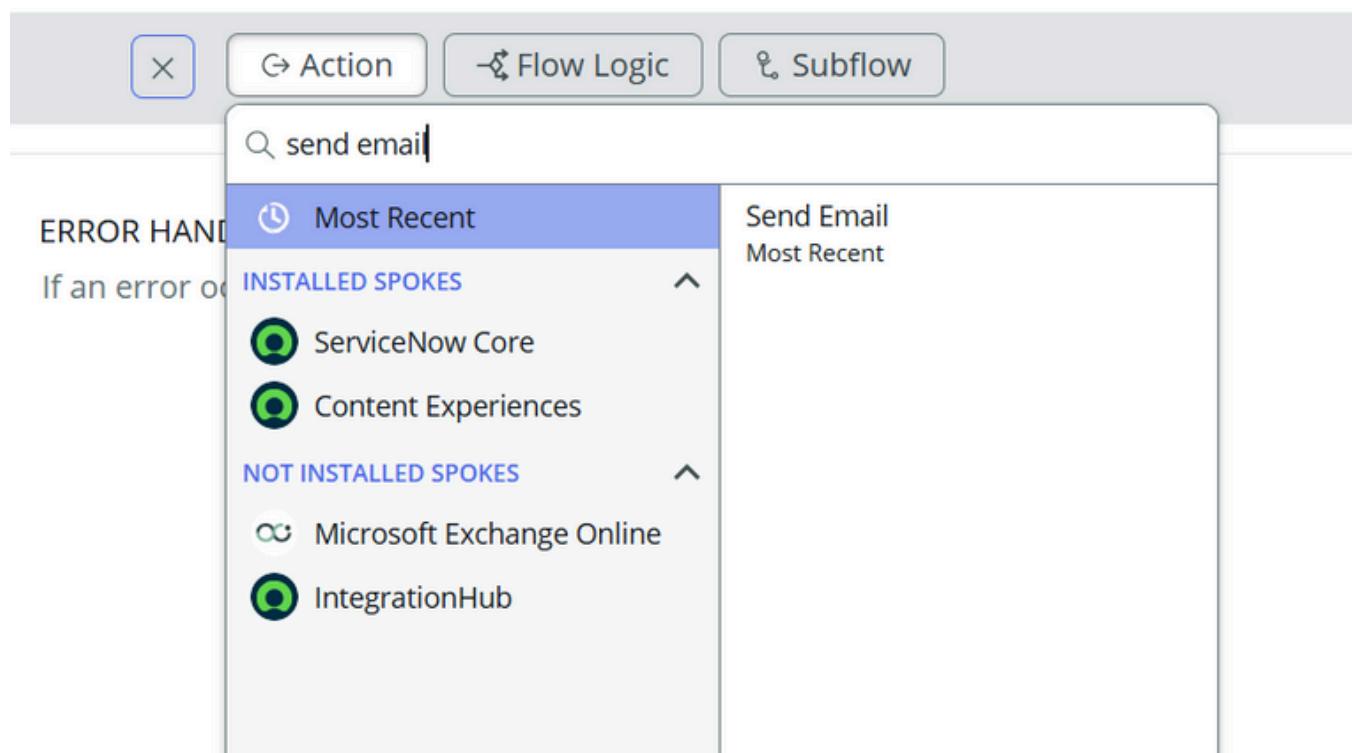
use case 2

TRIGGER

The screenshot shows the 'Trigger' configuration page in ServiceNow. The title bar indicates the trigger is for 'Incident Created where (Priority is 1 - Critical)'. The 'Trigger' dropdown is set to 'Created'. The 'Table' dropdown is set to 'Incident [incident]'. The 'Condition' section specifies 'All of these conditions must be met': 'Priority is 1 - Critical'. There is an 'OR' button and an 'AND' button. A 'New Criteria' button is available for adding more conditions. Below the condition section is an 'Advanced Options' dropdown. At the bottom are 'Delete', 'Cancel', and a blue 'Done' button.

use case 2

ACTIONS Select multiple



use case 2

drag incident record to “target record”

drag Email from incident record/caller
to “To”

drag “short description ” to “subject”

drag “firstname” from incident
record/caller to mention the name in
the body

do the same with the incident number

use case 2

use case 2

save and activate

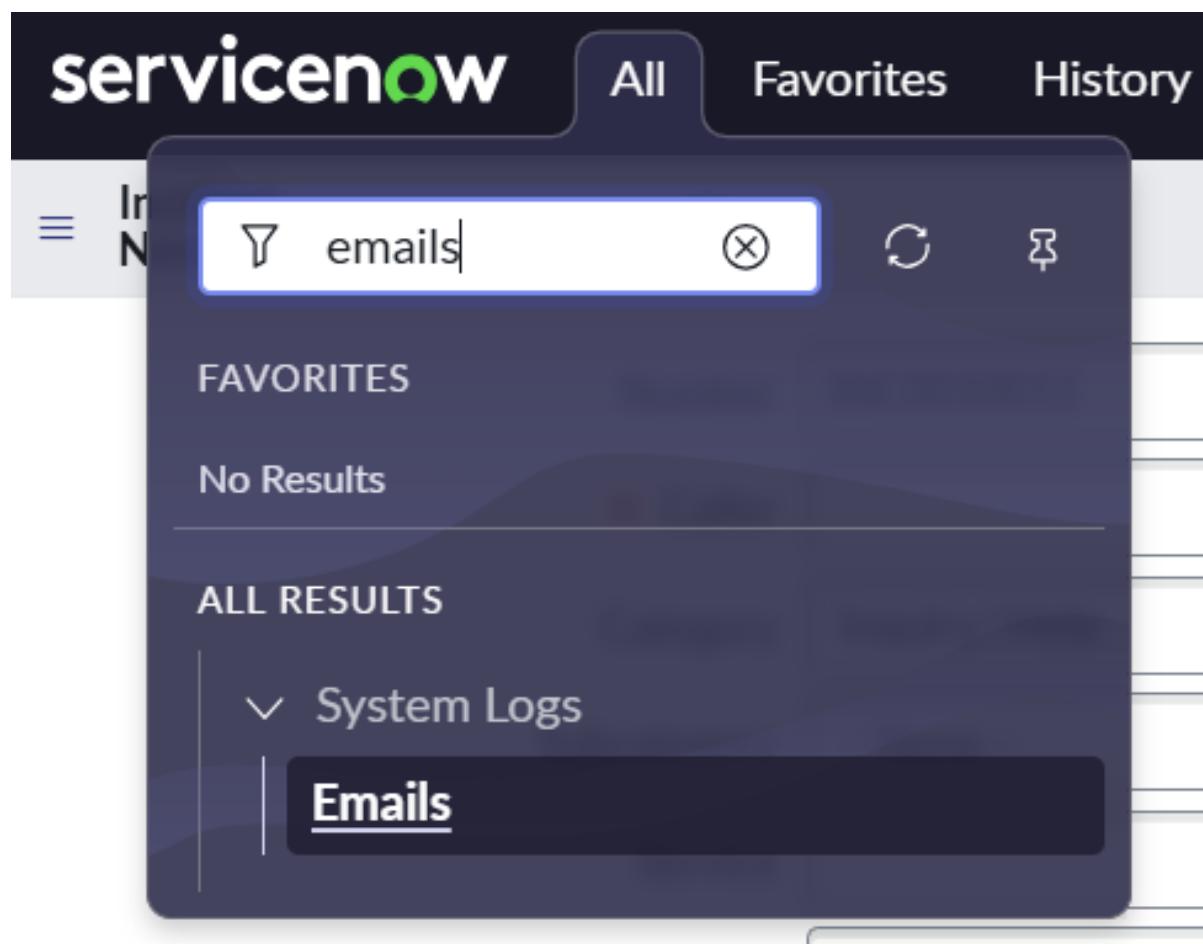


use case 2

Incident
New record

Number	INC0010010	Channel	-- None --
* Caller	Abel Tuter	State	New
Category	Inquiry / Help	Impact	1 - High
Subcategory	-- None --	Urgency	1 - High
Service		Priority	1 - Critical
Service offering		Assignment group	
Configuration item		Assigned to	
* Short description	Amina's Computer Crashing on Startup		
Description			

use case 2



use case 2

Emails						Created	Search	Actions on selected rows...	New
						All > Created on Today > Subject starts with Amina's Computer Crashing on Startup			
<input type="checkbox"/>	<input type="checkbox"/>	Created	Recipients	Subject	Body	Type	User ID		
		2024-12-20 15:29:28	abel.tuter@example.com	Amina's Computer Crashing on Startup	<html><head></head><body><p></p><p data-...</p>	send-ready	(empty)		

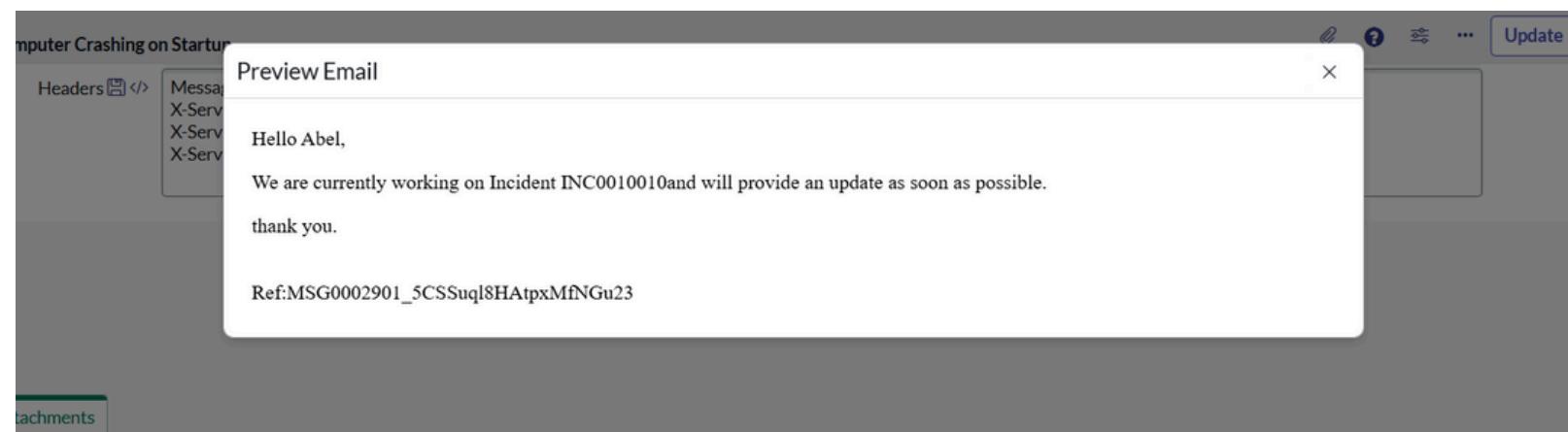
use case 2

Subject: Amina's Computer Crashing on Startup

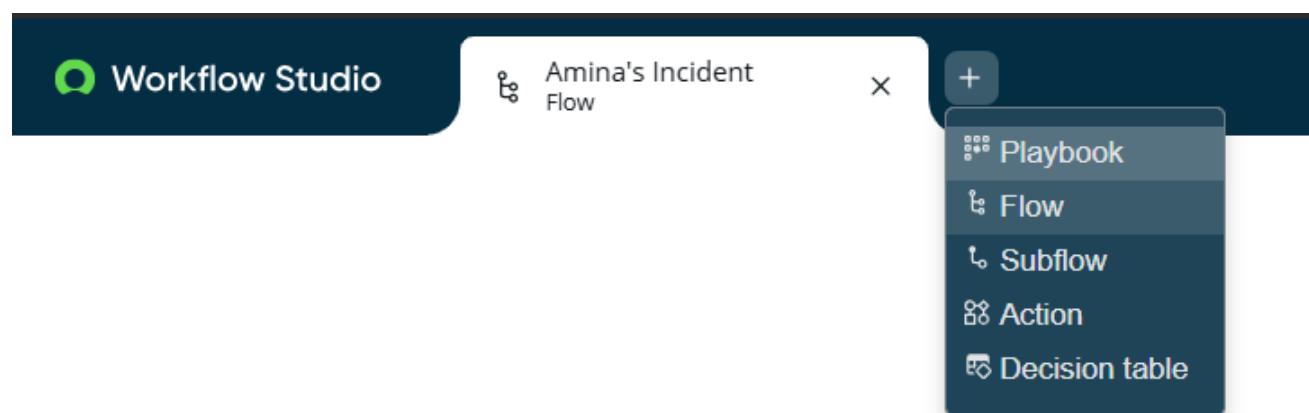
Recipients: abel.tuter@example.com

Body:

```
<html><head></head><body><p></p><p data-tinymce-rootblock="">Hello&nbsp;Abel.</p>
<p data-tinymce-rootblock="">We are currently working on Incident INC0010010and will provide an update as soon as possible.</p>
<p data-tinymce-rootblock="">thank you.</p><p></p><div>&nbsp;</div><div style="display:inline">Ref:MSG0002901_5CSSuql8HAtpxMfNGu23</div></body>
</html>
```



use case 3



use case 3

Flow name *

Standard Laptop Task

Description

Describe your flow.

Application *

Global

▼ Hide additional properties

Protection

-- None --

Run as

System user

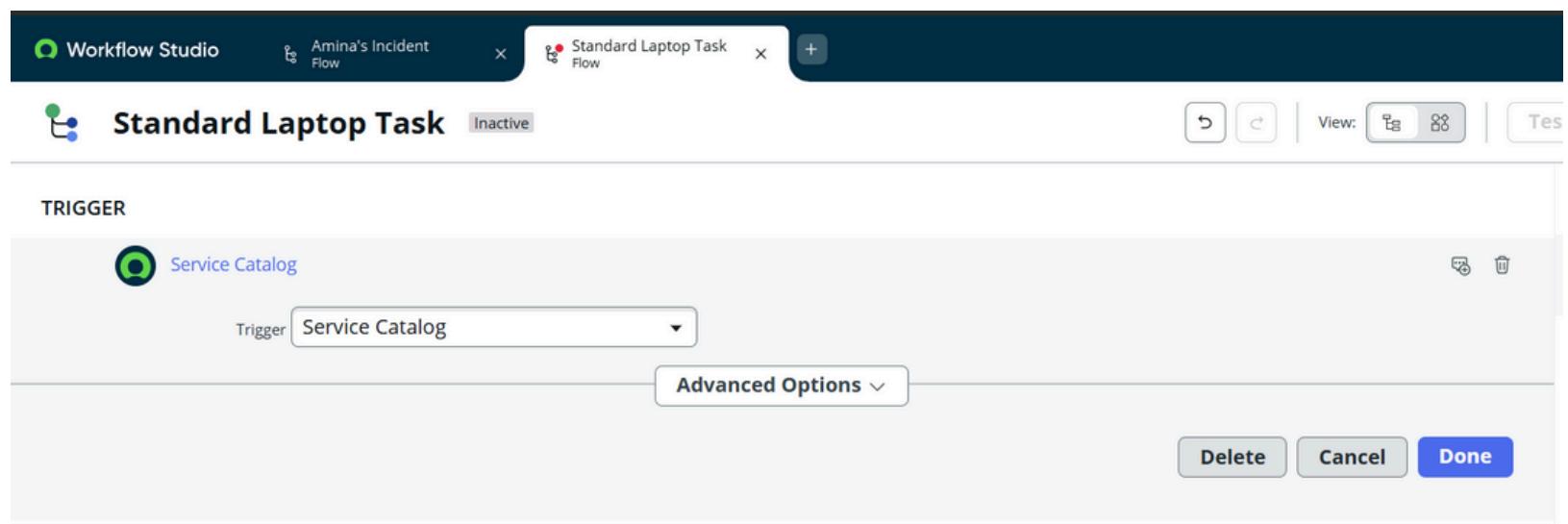
Flow priority default

Medium (default)

Cancel

Build flow

use case 3



use case 3

ACTIONS Select multiple

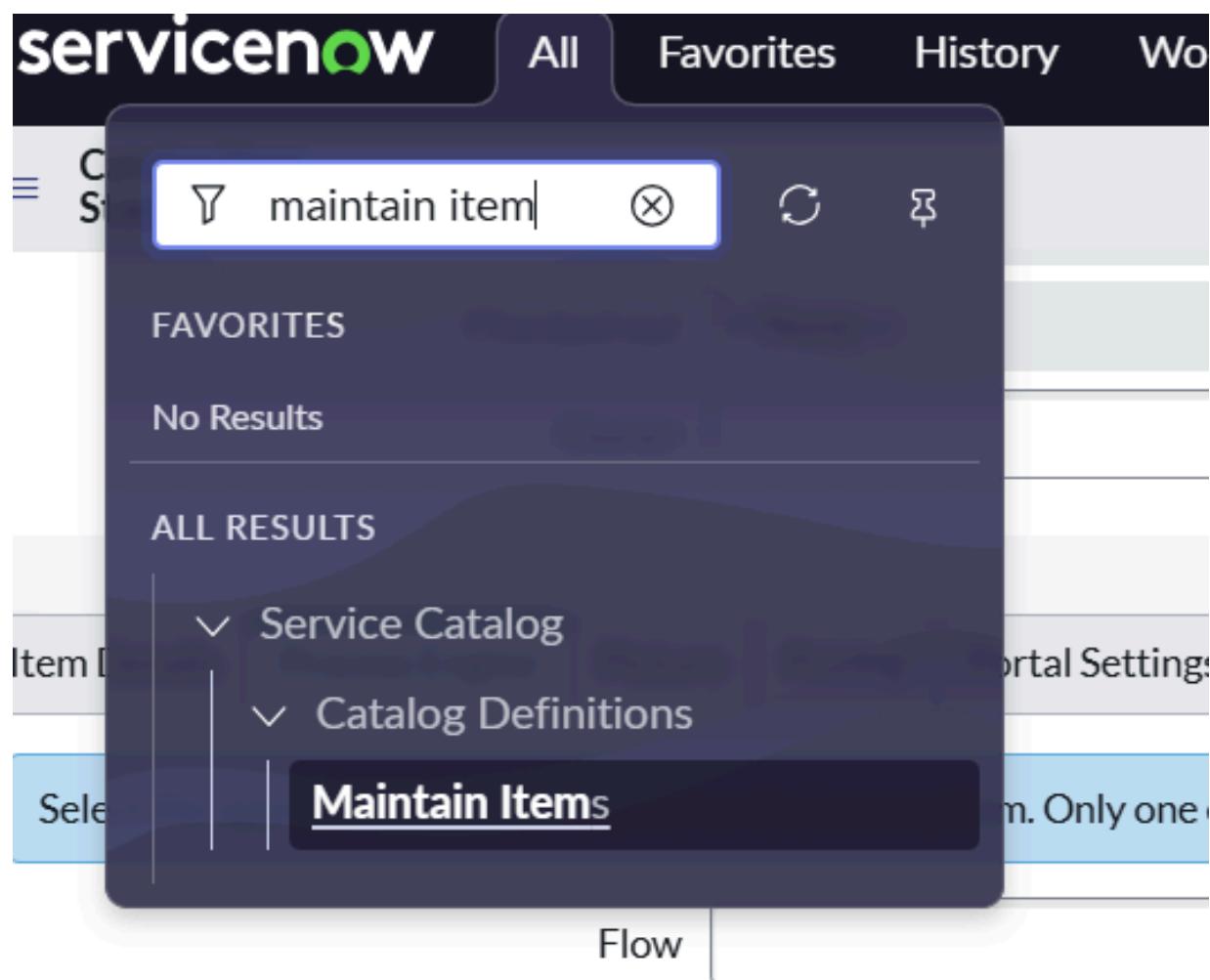
1  Create Catalog Task 

Action	Create Catalog Task	 
Table Name	Catalog Task [sc_task]	 
* Requested Item [Requested Item]	Trigger ... ▶ Requested Item ... 	 
Short Description	Laptop needs to be configured	 
Fields	Description 	Laptop needs to be configured   
		

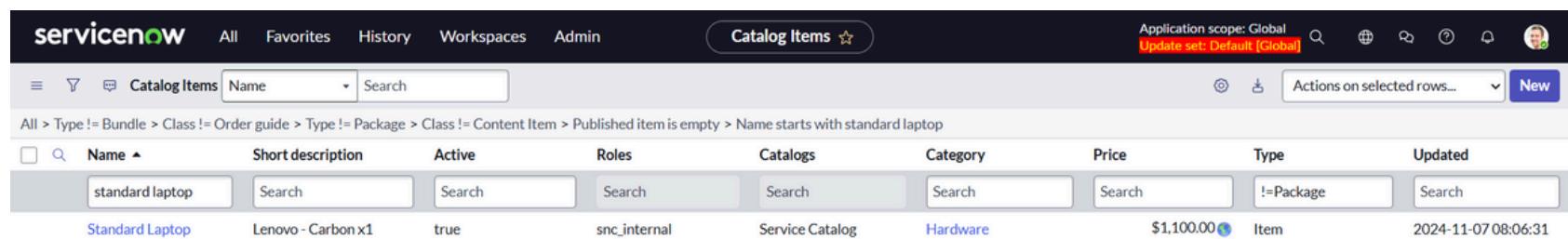
use case 3

click Done, save and activate

use case 3



use case 3



The screenshot shows the ServiceNow Catalog Items list view. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The title bar displays "Catalog Items" with a star icon. A status message at the top right indicates "Application scope: Global" and "Update set: Default [Global]". The search bar contains the placeholder "Name" and a "Search" button. Below the header is a breadcrumb trail: All > Type != Bundle > Class != Order guide > Type != Package > Class != Content Item > Published item is empty > Name starts with standard laptop. The main table has columns for Name, Short description, Active, Roles, Catalogs, Category, Price, Type, and Updated. A single row is visible, representing a Standard Laptop item.

Name	Short description	Active	Roles	Catalogs	Category	Price	Type	Updated
standard laptop	Lenovo - Carbon x1	true	snc_internal	Service Catalog	Hardware	\$1,100.00	Item	2024-11-07 08:06:31

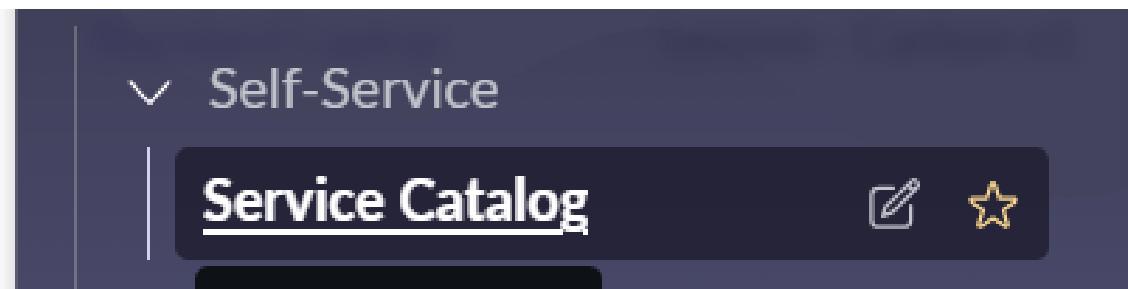
use case 3

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

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

Flow	Standard Laptop Task	<input type="button" value=""/>	<input type="button" value=""/>
Workflow		<input type="button" value=""/>	<input type="button" value=""/>
Execution Plan		<input type="button" value=""/>	<input type="button" value=""/>

use case 3



true

use case 3

Hardware



Hardware

Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

use case 3



[Standard Laptop](#)

Lenovo - Carbon x1

[▶ Preview](#)

use case 3

The screenshot shows a service catalog item page for a "Lenovo - Carbon x1". The page includes a navigation bar with links to "Service Catalog", "Hardware", and "Standard Laptop". A search bar at the top right contains the placeholder "Search catalog". The main content area displays the product details: "x1 Carbon" and a brief description stating it is the lightest ThinkPad yet, featuring a QHD display and weighs less than three pounds. It is ideal for mobile computing tasks. Below this, "Technical Specs" are listed:

- Intel core i5 processor
- 512GB solid state drive (SSD)
- Backlit keyboard

Under "Optional Software", there are two checkboxes: "Adobe Acrobat" (unchecked) and "Adobe Photoshop" (checked). A section for "Additional software requirements" is present but empty. On the right side, there is a sidebar titled "Order this Item" containing the following information:

Price	MAD11,822.7238
Subtotal	MAD11,822.7238 + MAD1,074,7931 Annually
Quantity	1
Delivery time	0 Days

Buttons for "Order Now" and "Add to Cart" are available. Below the sidebar, a "Shopping Cart" section indicates it is "Empty".

use case 3

Order Status

Thank you, your request has been submitted

Order Placed: 2024-12-21 04:49:41
Request Number: [REQ0010064](#) ★
Estimated Delivery Date 2024-12-21
of Complete Order:

Description (Includes Annual Charges)	Delivery Date	Stage	Price (ea.)	Quantity	Total
Lenovo - Carbon x1	2024-12-21	▶	MAD11,822.7238 +MAD1,074.7931 Annually	1	MAD11,822.7238 +MAD1,074.7931 Annually
				Total	MAD11,822.7238 +MAD1,074.7931 Annually

Back to Catalog Continue Shopping Home

use case 3

click Request Number and go to approval

Approval for = REQ0010064			
<input type="checkbox"/>	State	Approver	Comments
	Requested	Eric Schroeder	2024-12-21 04:49:41

right click and , click approval

use case 3

Requested Items (1)								Approvers (1)	Recurring Prices (1)
								Number	Search
								Actions on selected rows...	
Request = REQ0010064									
	Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage	
	RITM0010101	1 (empty)	Standard Laptop		2024-12-21 04:49:40	MAD11,822.7238	(empty)		
1 to 1 of 1									

use case 3

Catalog Tasks (1)						
		Approvers		Group approvals		
≡		Number	Search	Actions on selected rows... New		
Request item = RITM0010101						
□	Number	Assignment group	Assigned to	Short description	Actual start	Actual end
	SCTASK0010078	(empty)	(empty)	Laptop needs to be configured	2024-12-21 04:58:34	(empty)

use case 4



use case 4

Flow name *

Apple iphone 13 pro

Description

Describe your flow.

Application *

Global

▼ Hide additional properties

Protection

-- None --

Run as

System user

Flow priority default

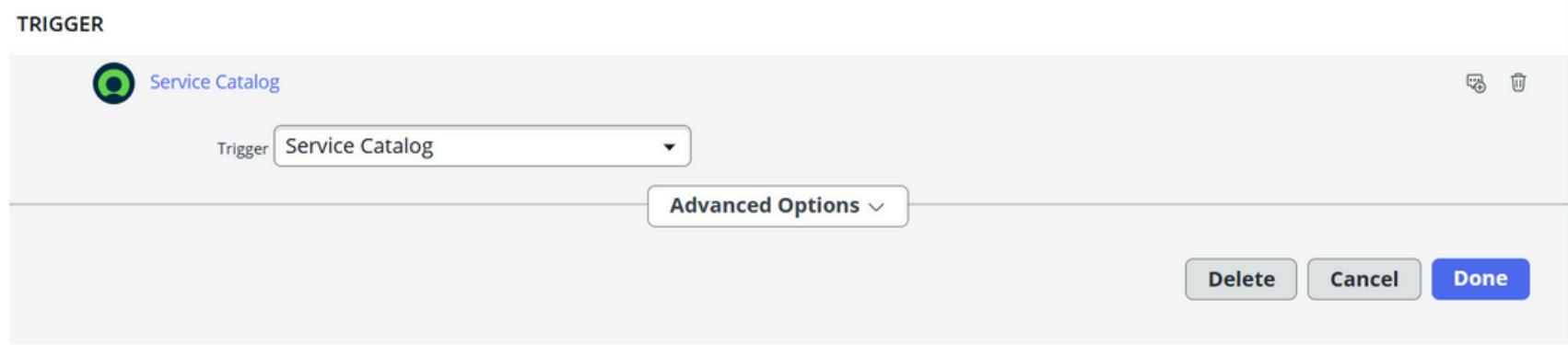
Medium (default)

Cancel

Build flow

use case 4

TRIGGER



use case 4

ACTIONS Select multiple

1 Ask For Approval

Action: Ask For Approval

* Record: Trigger -> Requested Item ...

Table: Requested Item [sc_req_item]

Approval Field: Approval

Journal Field: Approval history

* Rules:

Approve When: Anyone approves

Hardware

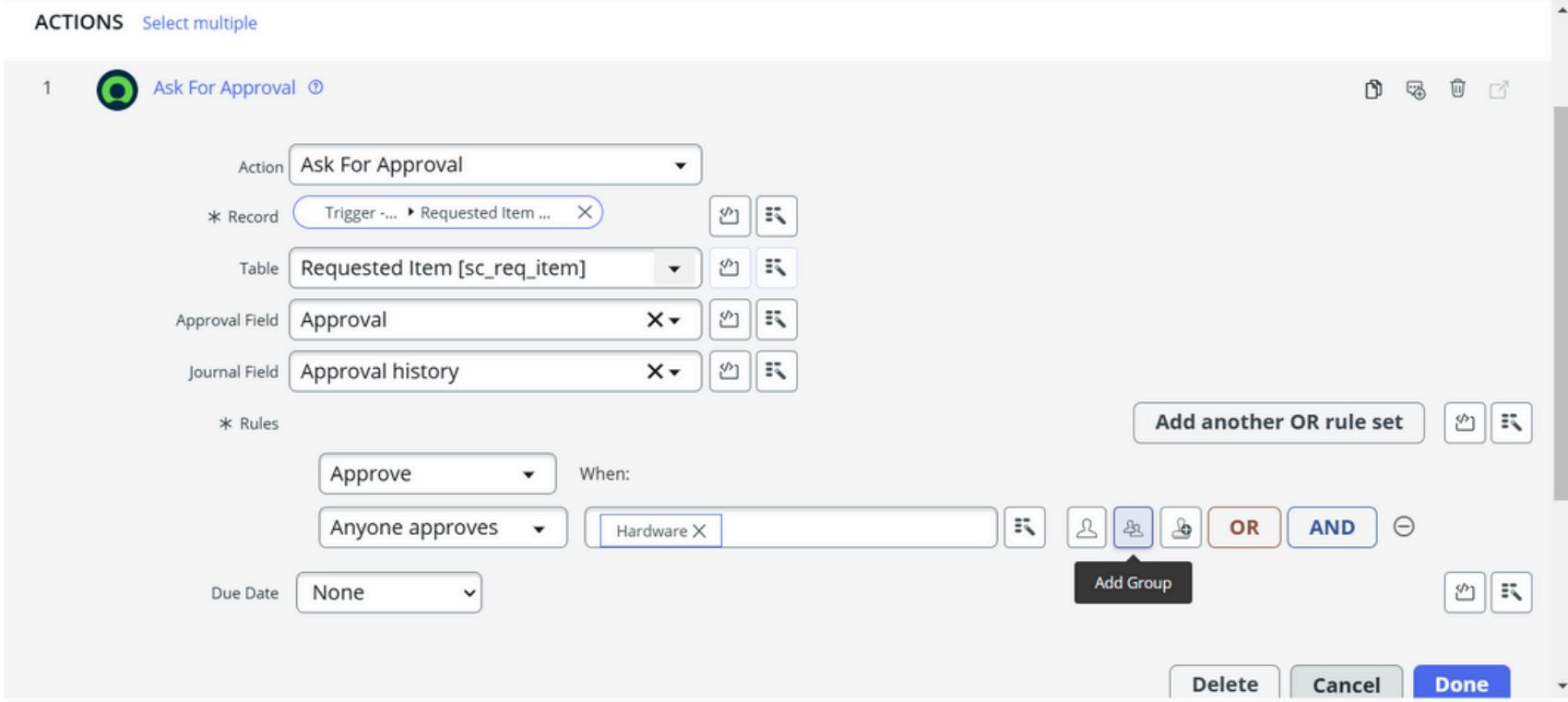
OR AND

Due Date: None

Add another OR rule set

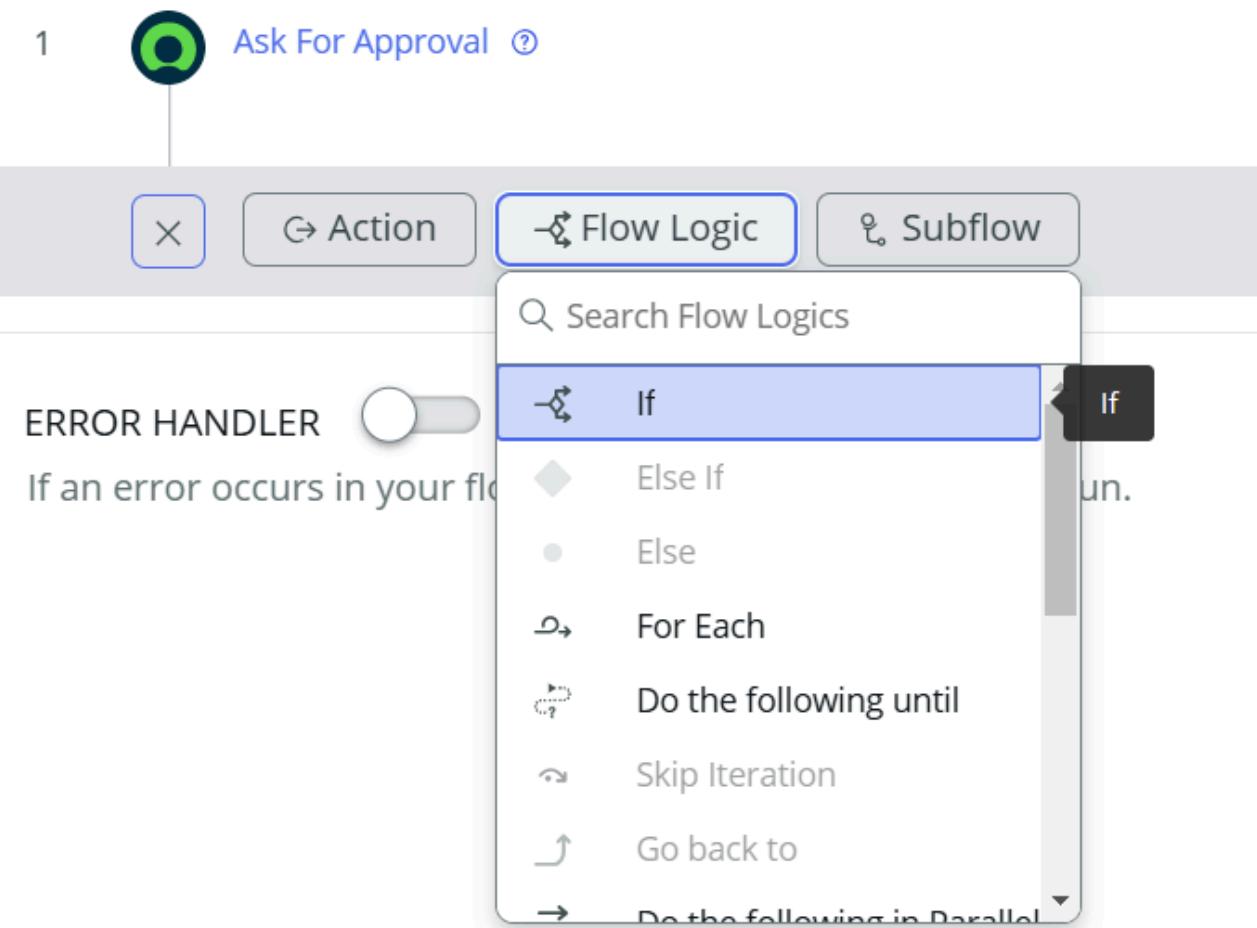
Add Group

Delete Cancel Done

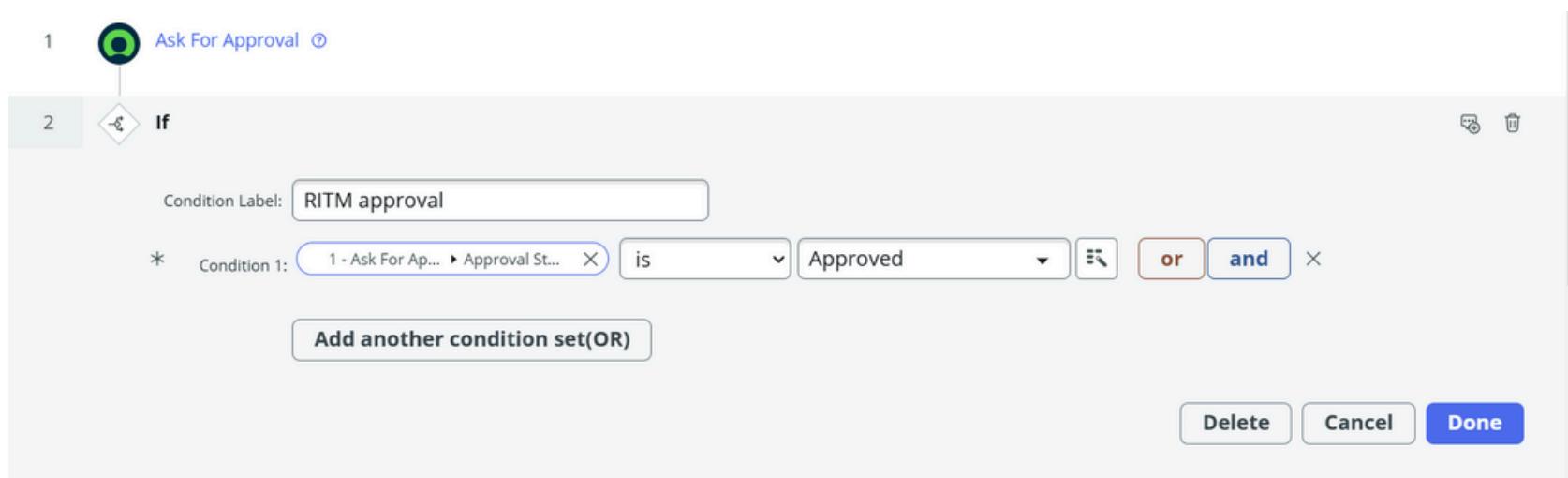


use case 4

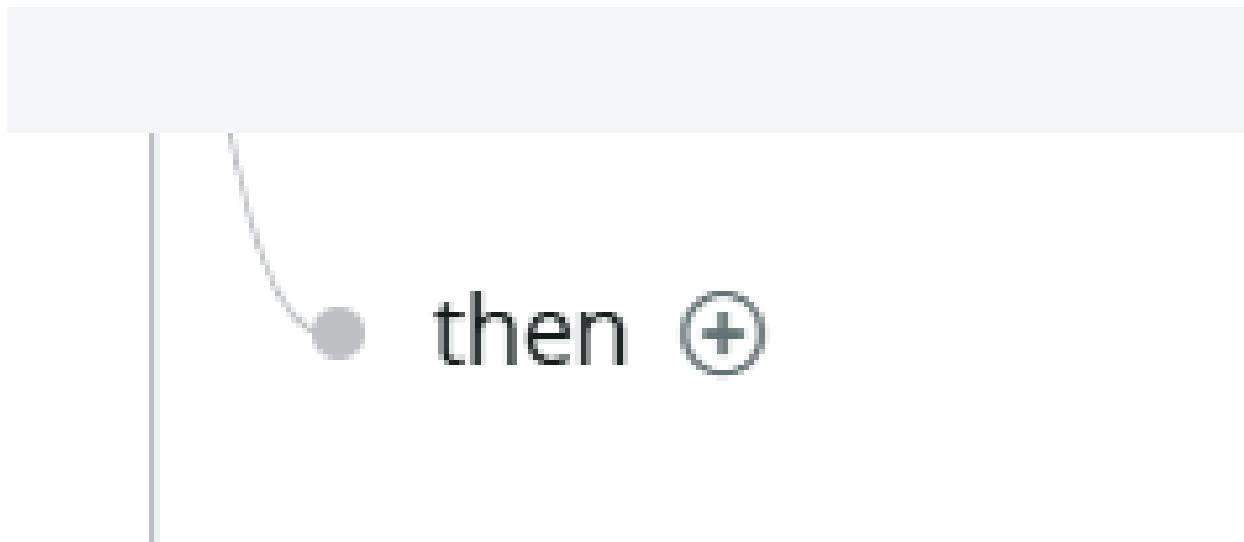
ACTIONS Select multiple



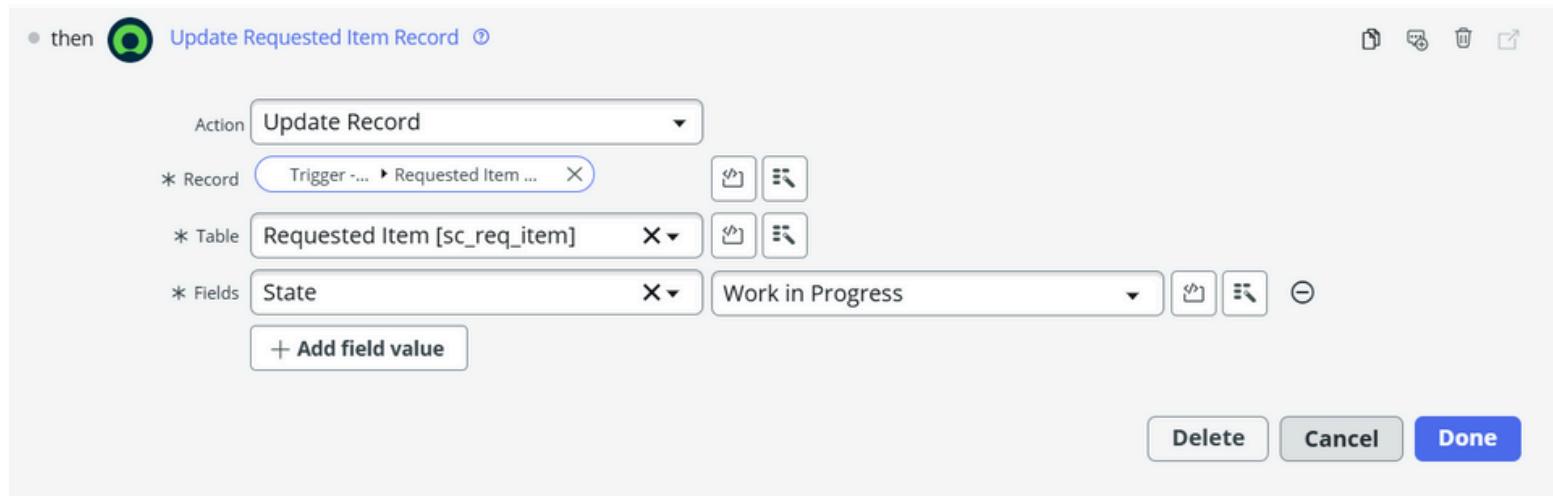
use case 4



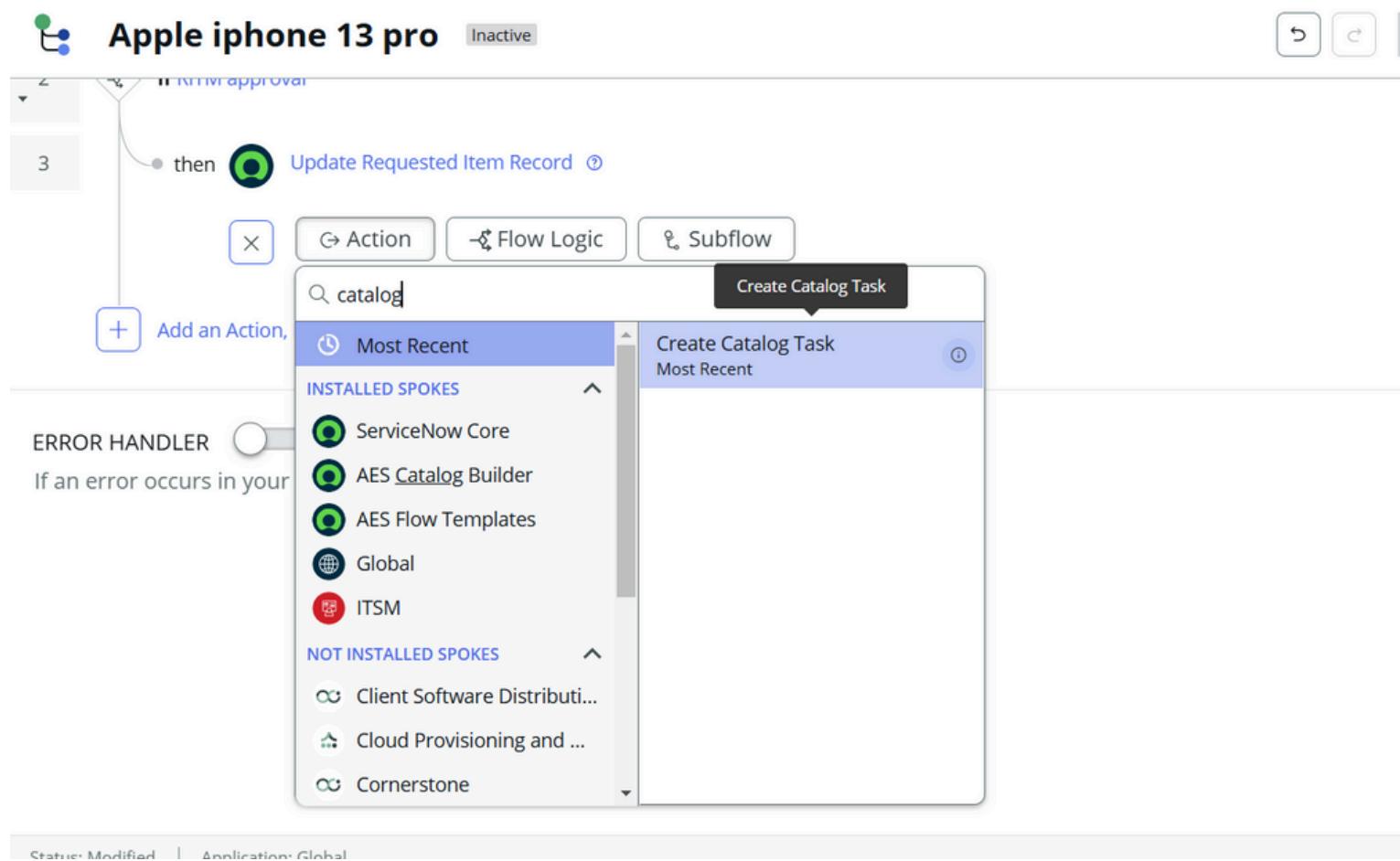
use case 4



use case 4



use case 4



use case 4

Apple iphone 13 pro Inactive

Create Catalog Task

Action: Create Catalog Task

Table Name: Catalog Task [sc_task]

* Requested Item [Requested Item]: Trigger ... > Requested Item ...

Short Description: Checking for stock

Fields: Assignment group (Hardware)

+ Add field value

Wait:

Template Catalog item [Catalog Item]: Select Template Catalog Item

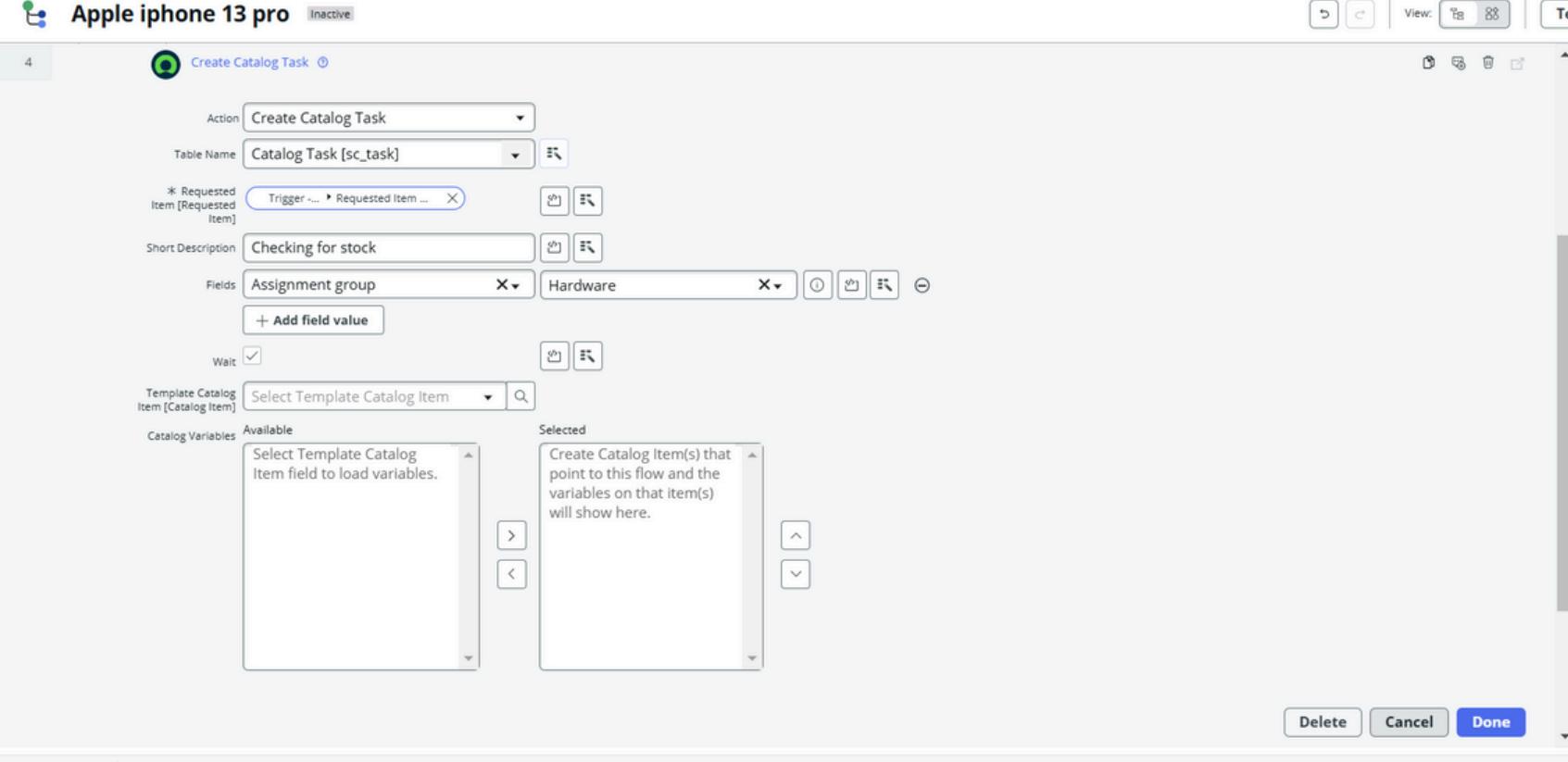
Catalog Variables:

Available: Select Template Catalog Item field to load variables.

Selected: Create Catalog item(s) that point to this flow and the variables on that item(s) will show here.

Delete Cancel Done

Status: Modified | Application: Global



use case 4



Apple iphone 13 pro Inactive

TRIGGER



Service Catalog

ACTIONS Select multiple

1 Ask For Approval ?

If RITM approval

2 Update Requested Item Record ?3 Create Catalog Task ?X Action Flow Logic Subflow

4 Add an Action, Flow Logic, or Subflow

ERROR HANDLER



If an error occurs in your flow, the actions you add here will run.

Status: Modified | Application: Global

use case 4

5 Create Catalog Task ⓘ

Action: Create Catalog Task

Table Name: Catalog Task [sc_task]

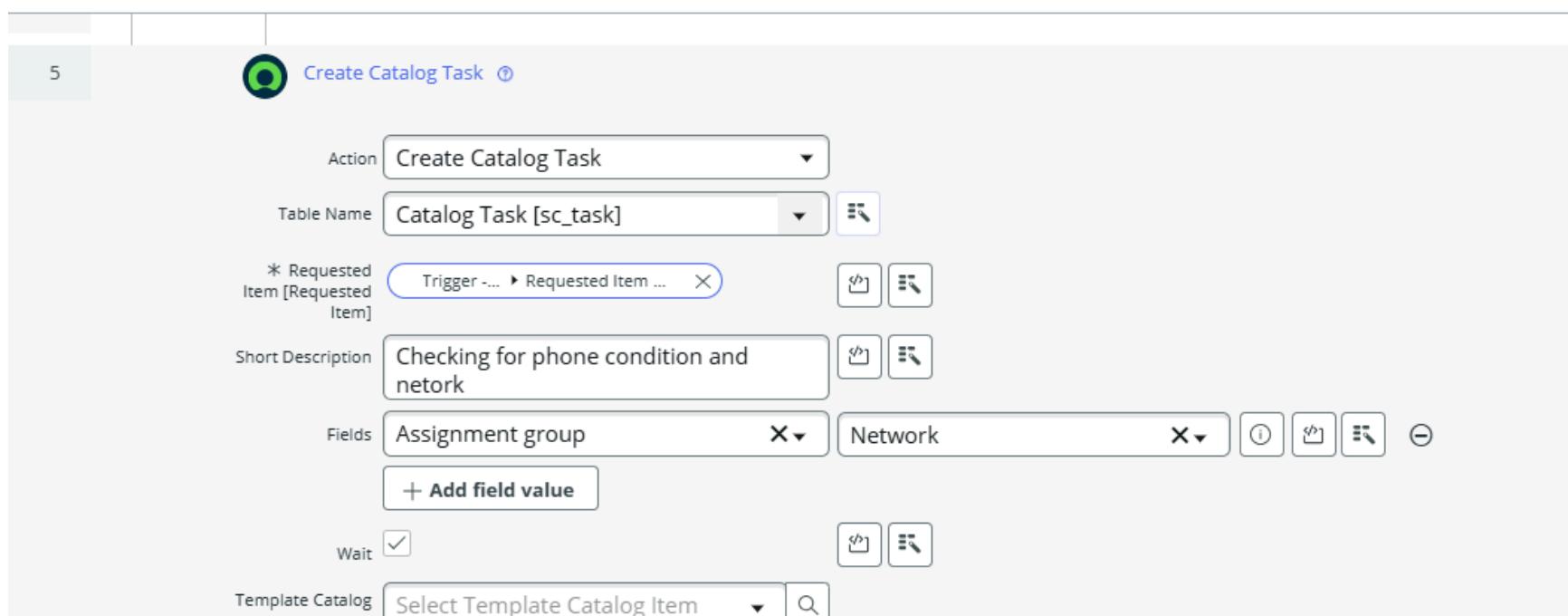
* Requested Item [Requested Item]: Trigger ... ▶ Requested Item ...

Short Description: Checking for phone condition and netork

Fields: Assignment group (Assignment group) Network (Network)

Wait:

Template Catalog: Select Template Catalog Item



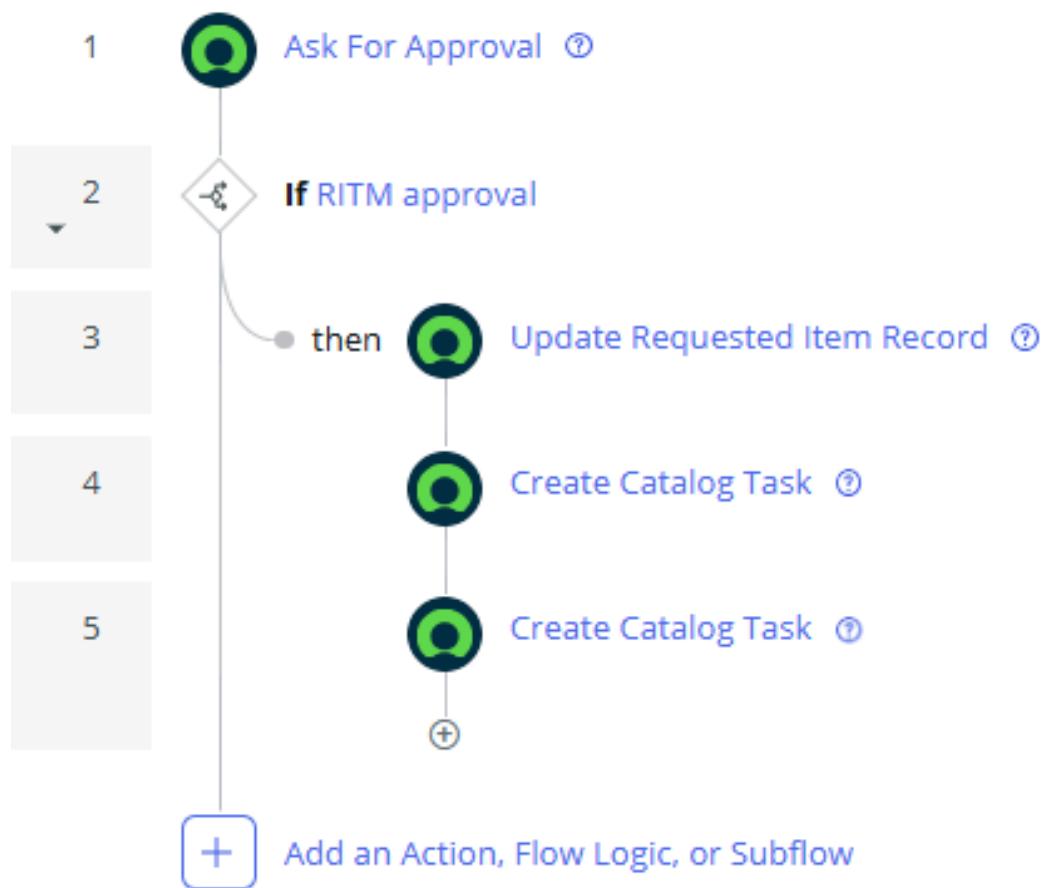
use case 4

TRIGGER



Service Catalog

ACTIONS Select multiple



ERROR HANDLER



If an error occurs in your flow, the actions you add here will run.

use case 4

Create Catalog Task [①](#)

Action

Table Name

* Requested Item [Requested Item]

Short Description

Fields [⊖](#)

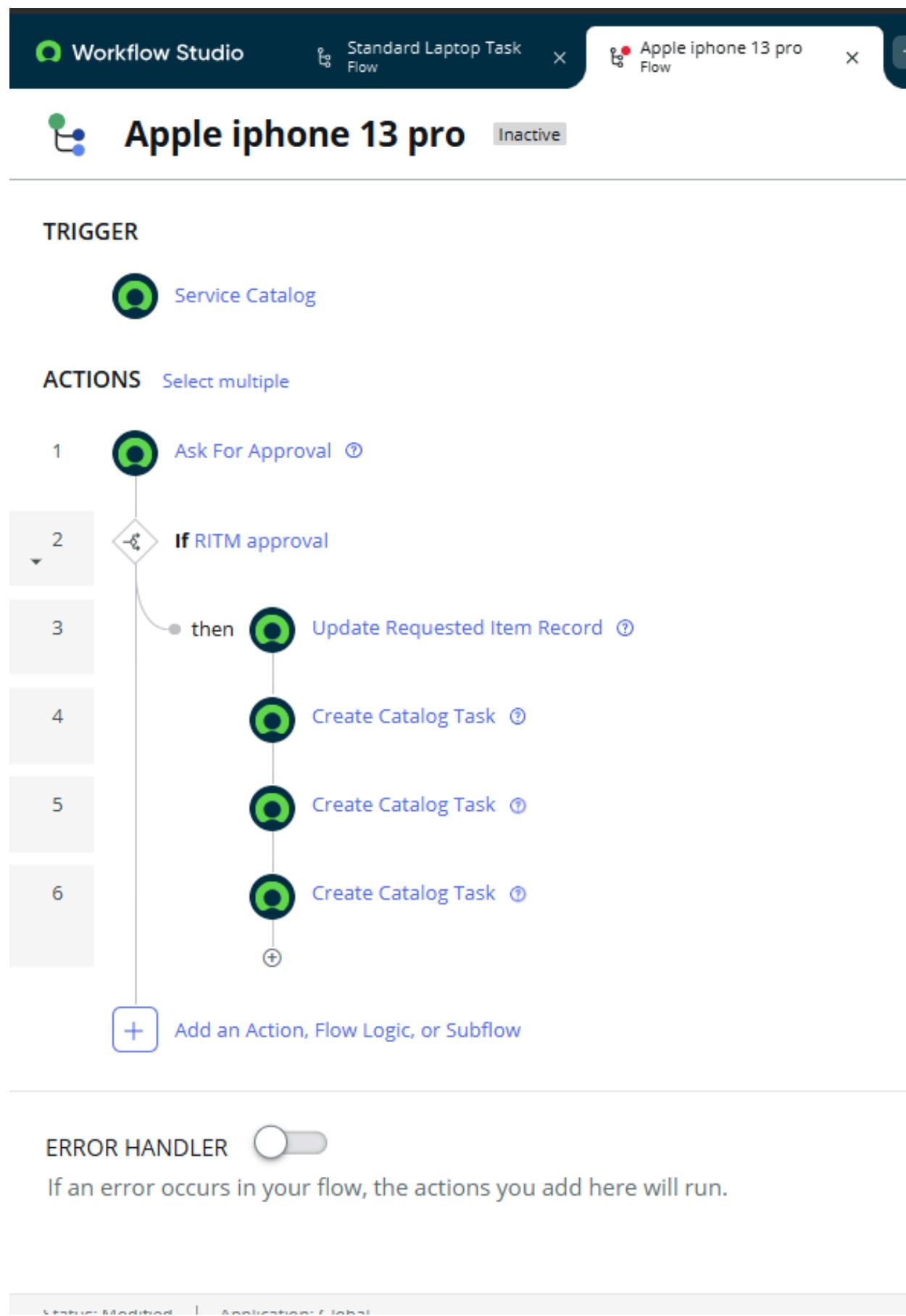
[+ Add field value](#)

Wait

Template Catalog Item [Catalog Item]

Catalog Variables Available Selected

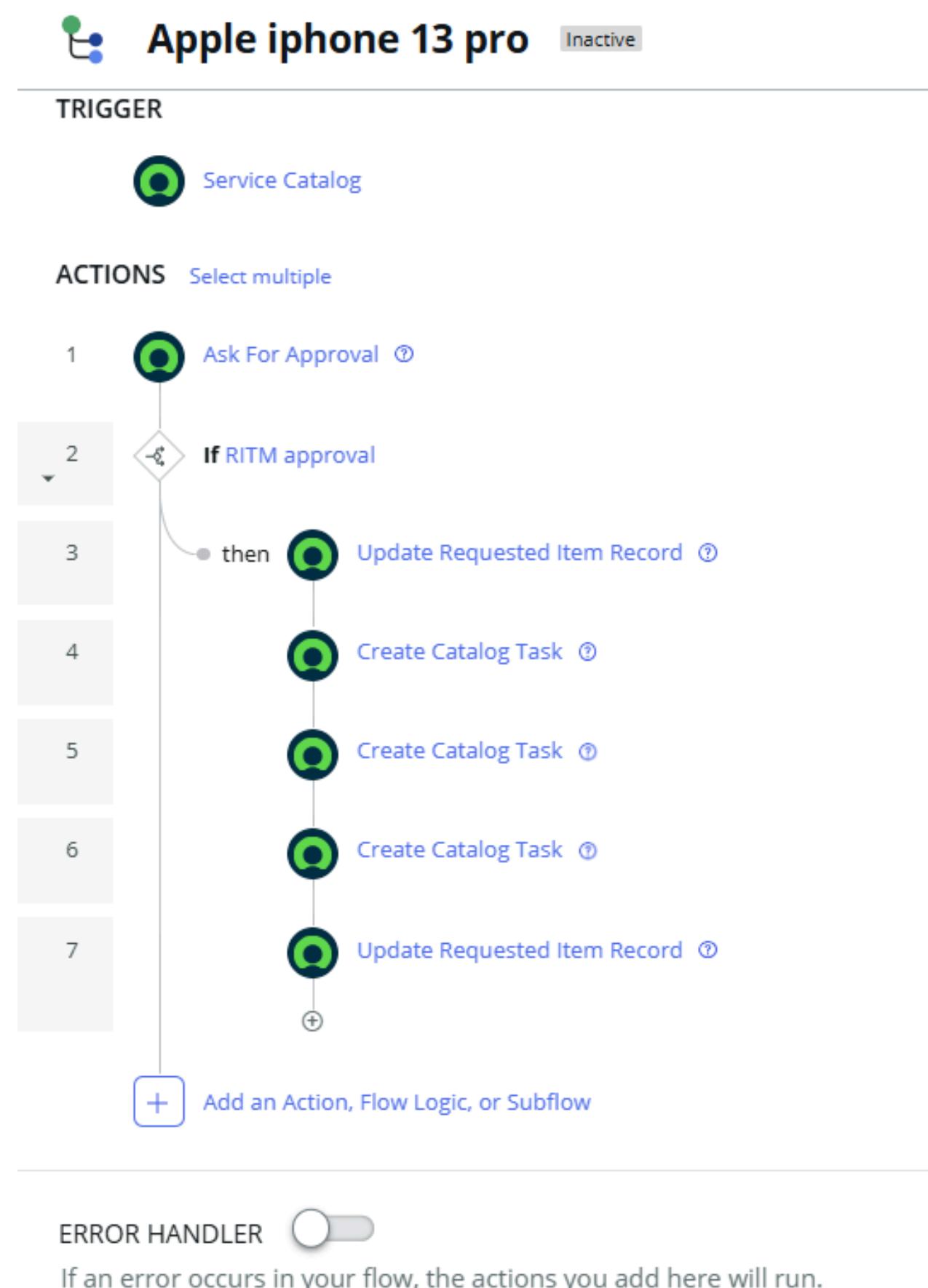
use case 4



use case 4



use case 4



use case 4



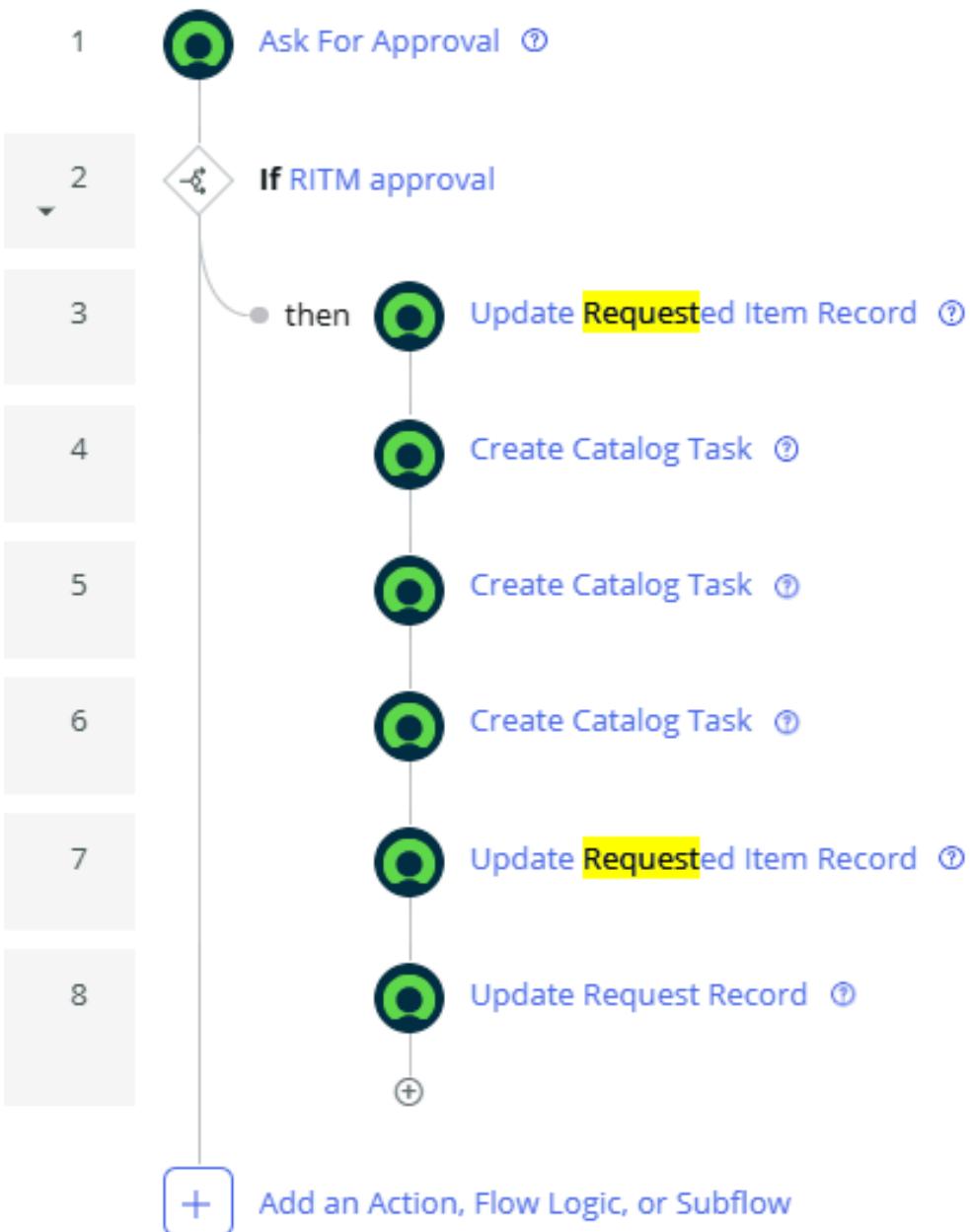
use case 4

Apple iphone 13 pro Inactive

TRIGGER



ACTIONS Select multiple



use case 4

save and activate

use case 4

go to maintain item and click Apple
iPhone 13 pro

use case 4

Item Details Process Engine Picture Pricing Portal Settings

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

Flow Apple iphone 13 pro

Workflow

Execution Plan

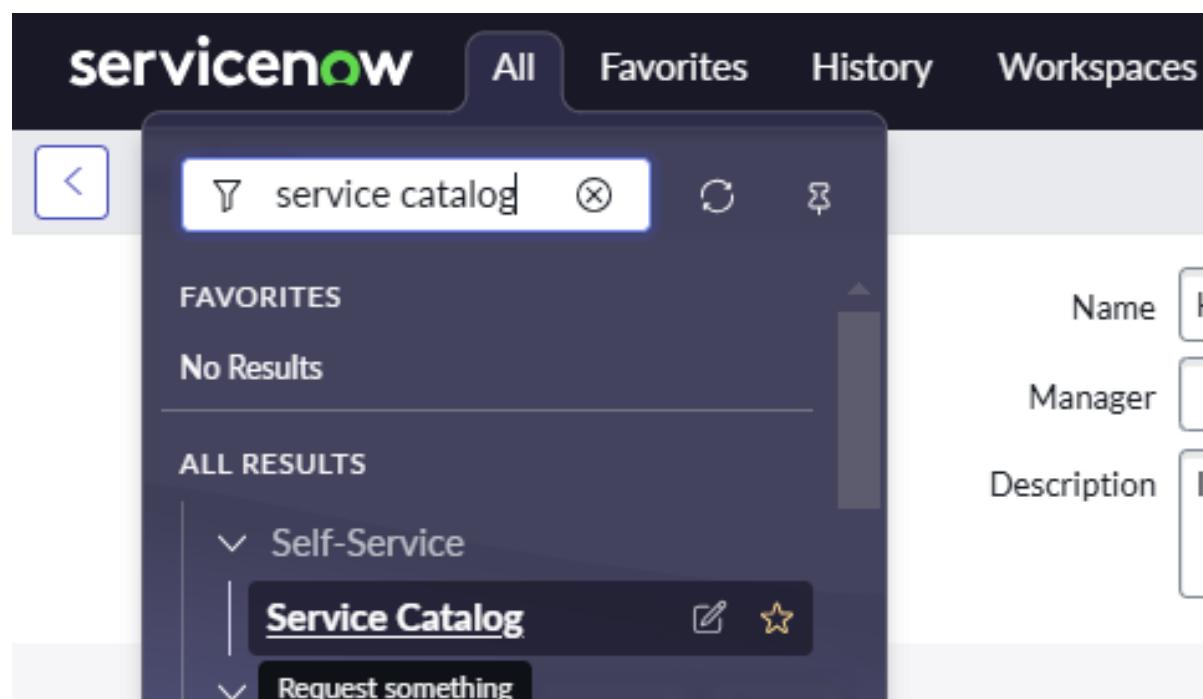
Copy Edit Translations Request Translations Try It Update **Edit in Catalog Builder** Delete

Related Links

use case 4

test the flow

use case 4



use case 4

Hardware



[Hardware](#)
Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.

use case 4

 Apple iPhone 13 pro

Request for Apple iPhone 13 pro

[▼ Preview](#)

All-new dual-camera system with ultra wide and night mode. All-day battery. Five new colours. And the A13 Bionic, our fastest chip ever.

Key Features:

- Storage capacity: 128 GB, 256 GB, 512 GB
- Network generation: 4G
- Style: Smartphone
- Camera: 12.0 MP
- Operating system: iOS

Service Catalog > Hardware > Mobiles

use case 4

Order this Item

Price **MAD10,747.9307**
+ **MAD483.6569**
Monthly

Quantity **1**

Subtotal **MAD10,747.9307**
+ **MAD483.6569**
Monthly

Delivery time **0 Days**

Order Now

Add to Cart

Shopping Cart
Empty

use case 4

Order Status

⌚ Thank you, your request has been submitted

Order Placed: 2024-12-22 05:15:33

Request Number: [REQ0010066](#) ☆

Estimated Delivery Date
of Complete Order:

Description (Includes Monthly Charges)

[Request for Apple iPhone 13 pro](#)

use case 4

Request
REQ0010066

Number	REQ0010066	Opened	2024-12-22 05:15:33
Requested for	Amina EL HAKIK	Opened by	Amina EL HAKIK
Location		Approval	Requested
Due date	2024-12-22 05:15:32	Request state	Pending Approval
Price	MAD10,747.9307		
Description			
Short description			
Special instructions			

Update Add New Item Cancel Request Copy Delete

Related Links
Show Workflow
Workflow Context

Requested Items (1)	Approvers (1)	Recurring Prices (1)					
<input type="button" value="Number"/> Search <input type="button" value="Actions on selected rows..."/>							
Request = REQ0010066							
<input type="checkbox"/> <input type="button" value="Number"/>	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
<input type="checkbox"/> RITM0010103	1 (empty)		Apple iPhone 13 pro	2024-12-22 05:15:32	MAD10,747.9307	(empty)	

use case 4

Request
REQ0010066

Number	REQ0010066	Opened	2024-12-22 05:15:33
Requested for	Amina EL HAKIK	Opened by	Amina EL HAKIK
Location		Approval	Requested
Due date	2024-12-22 05:15:32	Request state	Pending Approval
Price	MAD10,747.9307		
Description			
Short description			
Special instructions			

Update Add New Item Cancel Request Copy Delete

Related Links
[Show Workflow](#)
[Workflow Context](#)

Requested Items (1) Approvers (1) Recurring Prices (1)

Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage
RITM0010103	1 [empty]		Apple iPhone 13 pro	2024-12-22 05:15:32	MAD10,747.9307	(empty)	

Actions on selected rows...
1 to 1 of 1

use case 4

servicenow All Favorites History Workspaces Admin Requested Item - RITM0010103

RITM0010103

Number: RITM0010103
Item: Apple iPhone 13 pro
Request: REQ0010066
Requested for: Amina EL HAKIK
Due date: 2024-12-22 05:15:32
Configuration item: Location
Watch list: Approval: Requested
Variables: Is this a replacement for a lost or broken item? (Yes) No
What was the original phone number?
Monthly data allowance: 500MB
Choose the colour: Alpine Green (selected), Silver, Gold, Graphite

Opened: 2024-12-22 05:15:32
Opened by: Amina EL HAKIK
Stage: Waiting for Approval
State: Open
Quantity: 1
Estimated delivery:
Backordered:
Order Guide:

https://dev219033.servicenow.com/xc_request.do?sys_id=51a82bb2c322d61066ea7fd4013193&sysparm_view=

use case 4

The screenshot shows the ServiceNow Request detail page for item REQ0010066. The top navigation bar includes links for All, Favorites, History, Workspaces, Admin, and a search bar. The main content area displays various request details:

- Number:** REQ0010066
- Requested for:** Amina EL HAKIK
- Location:** [Search icon]
- Due date:** 2024-12-22 05:15:32
- Price:** MAD10,747.9307
- Description:** [Text input field]
- Short description:** [Text input field]
- Special instructions:** [Text input field]
- Opened:** 2024-12-22 05:15:33
- Opened by:** Amina EL HAKIK
- Approval:** Requested
- Request state:** Pending Approval

Below the details are buttons for Update, Add New Item, Cancel Request, Copy, and Delete. A "Related Links" section includes Show Workflow and Workflow Context. A modal window titled "Requested Items (1)" is open, showing a table with one row:

Approver	Comments	Created
Eric Schroeder		2024-12-22 05:15:33

Action buttons for the row include Approve and Reject.

use case 4

Requested Items (1)								Approvers (1)	Recurring Prices (1)	
								Number	Search	
								Actions on selected rows...		
Request = REQ0010066										
	Number	Quantity	Catalog	Item	Due date	Price	Assigned to	Stage		
	RITM0010103	1 (empty)		Apple iPhone 13 pro	2024-12-22 05:15:32	MAD10,747.9307	(empty)			
1 to 1 of 1										

use case 4

The screenshot shows the ServiceNow interface for a Requested Item record. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The breadcrumb navigation indicates the current location is 'Requested Item' with ID 'RITM0010103'. A summary box on the right displays the following details:

Activities: 1	Amina EL HAKIK
Impact	3 - Low
Opened by	Amina EL HAKIK
Priority	4 - Low
State	Open

Below this, there are buttons for Update and Delete. The 'Related Links' section includes Flow Context. A tabbed section shows Approvers (7) selected, followed by Catalog Tasks and Group approvals (1). A search bar allows filtering by State (e.g., Requested) or Search. The main content area displays a list of approvers:

<input type="checkbox"/>	State	Approver
<input type="checkbox"/>	Requested	David Loo
<input type="checkbox"/>	Requested	Beth Anglin
<input type="checkbox"/>	Requested	Bow Ruggeri
<input type="checkbox"/>	Requested	ITIL User
<input type="checkbox"/>	Requested	Fred Luddy
<input type="checkbox"/>	Requested	Don Goodliffe
<input type="checkbox"/>	Requested	David Dan

use case 4

Related Links
[Flow Context](#)

Catalog Tasks **Approvers (7)** Group approvals (1)

≡ State

Approval for = RITM0010103

<input type="checkbox"/>	Q	State	A
	Requested	Show Matching	D
	Requested	Filter Out	B
	Requested	Copy URL to Clipboard	B
	Requested	Copy sys_id	IT
	Requested	Assign Tag >	F
	Requested	Approve	D
	Requested	Reject	D

use case 4

Flow Context

Catalog Tasks (1) Approvers (7) Group approvals (1)

≡ State

Approval for = RITM0010103

State

Approved
No Longer Required

use case 4

Related Links

Flow Context

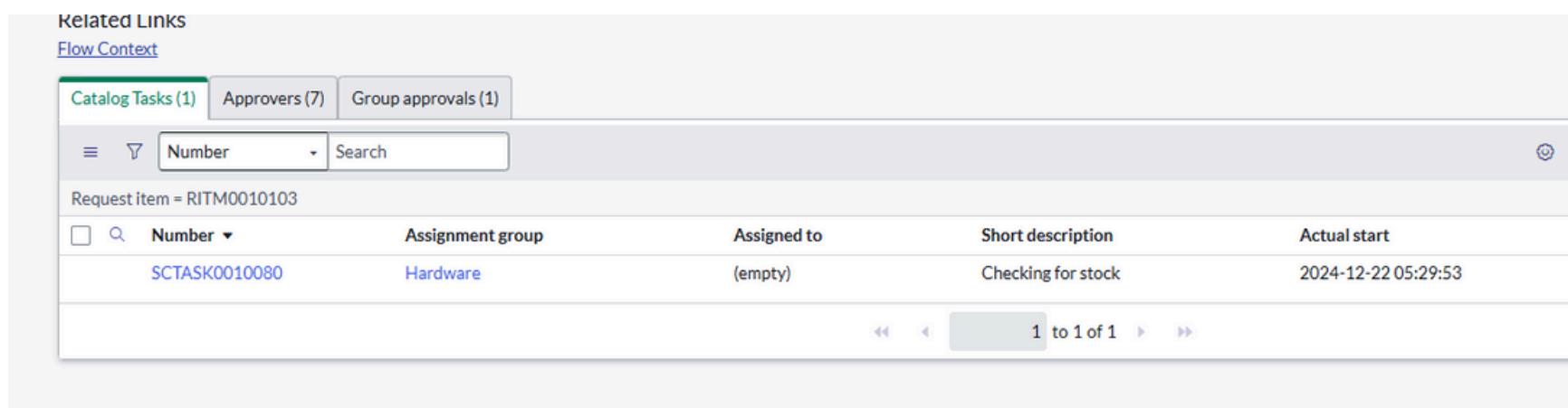
Catalog Tasks (1) Approvers (7) Group approvals (1)

Number Search

Request item = RITM0010103

<input type="checkbox"/> Number ▾	Assignment group	Assigned to	Short description	Actual start
<input type="checkbox"/> SCTASK0010080	Hardware	(empty)	Checking for stock	2024-12-22 05:29:53

1 to 1 of 1



use case 4

Catalog Task
SCTASK0010080

Number	SCTASK0010080	Approval	Not Yet Requested
Assigned to		Priority	4 - Low
Configuration item		State	Open
Active	<input checked="" type="checkbox"/>	Request item	RITM0010103
Short description	Checking for stock	Requested for	Amina EL HAKIK

use case 4

Catalog Tasks (2) Approvers (7) Group approvals (1)						
<input type="checkbox"/> <input type="checkbox"/> Number <input type="checkbox"/> Assignment group <input type="checkbox"/> Assigned to <input type="checkbox"/> Short description <input type="checkbox"/> Actual start <input type="checkbox"/> Actual end <input type="checkbox"/> Order						
Request Item = RITM0010103						
<input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> Number <input type="checkbox"/>	<input type="checkbox"/> Assignment group	<input type="checkbox"/> Assigned to	<input type="checkbox"/> Short description	<input type="checkbox"/> Actual start	<input type="checkbox"/> Actual end
	SCTASK0010081	Network	(empty)	Checking for phone condition and netork	2024-12-22 05:38:12	(empty)
	SCTASK0010080	Hardware	(empty)	Checking for stock	2024-12-22 05:29:53	2024-12-22 05:38:11

use case 4

Catalog Task
SCTASK0010081

Number	SCTASK0010081	Approval	Not Yet Requested
Assigned to		Priority	4 - Low
Configuration item		State	Open
Active	<input checked="" type="checkbox"/>	Request item	RITM0010103
Short description	Checking for phone condition and netork		
Description			

use case 4

Catalog Tasks (3) Approvers (7) Group approvals (1)				
<input type="checkbox"/> <input type="checkbox"/> Number ▾ <input type="text"/> Search				
Request item = RITM0010103				
<input type="checkbox"/>	Number ▾	Assignment group	Assigned to	Short description
	SCTASK0010082	Service Desk	(empty)	Deliver to the customer
	SCTASK0010081	Network	(empty)	Checking for phone condition and netork
	SCTASK0010080	Hardware	(empty)	Checking for stock

use case 4

Catalog Task
SCTASK0010082

Number	SCTASK0010082	Approval	Not Yet Requested
Assigned to		Priority	4 - Low
Configuration item		State	Open
Active	<input checked="" type="checkbox"/>	Request Item	RITM0010103
Short description	Deliver to the customer	Requested for	Amina EL HAKIK
Description			
Work notes	Work notes		
<input type="button" value="Post"/>			

Activities: 1 System Field changes • 2024-12-22 05:42:45

use case 4

Opened	2024-12-22 05:15:32	
Opened by	Amina EL HAKIK	
Stage	Request Approved	
State	Closed Complete	
Quantity	1	
Estimated delivery		
Backordered	<input type="checkbox"/>	
Order Guide		

use case 4

Number	RITM0010103	Opened	2024-12-22 05:15:32
Item	Apple iPhone 13 pro	Opened by	Amina EL HAKIK
Request	REQ0010066	Stage	Request Approved
Requested for	Request Open Record		
Due date		State	Closed Complete
Configuration item	REQ0010066	Quantity	
Watch list	Amina EL HAKIK	Estimated delivery	
	Location	Approval	Approved
	Due date	Request state	Closed Complete
	Price	MAD10,747.9307	
	Description		

use case 5

if you are using your PDI . go to activate plugin and install integration hub

 My Instance

INSTANCE STATUS	INSTANCE ACTION
 Online	<input type="checkbox"/> Activate Plugin
RELEASE Xanadu	 Manage Email Properties
USER ROLE Admin	 Release Instance
APP ENGINE STUDIO Installed	 Change User Role
CREATOR STUDIO Installed	 Remove Demo Data
	 Reset and Wipe Instance
	 Manage instance password
	 Refresh Instance
	 Upgrade Instance

[Start Building ↗](#)

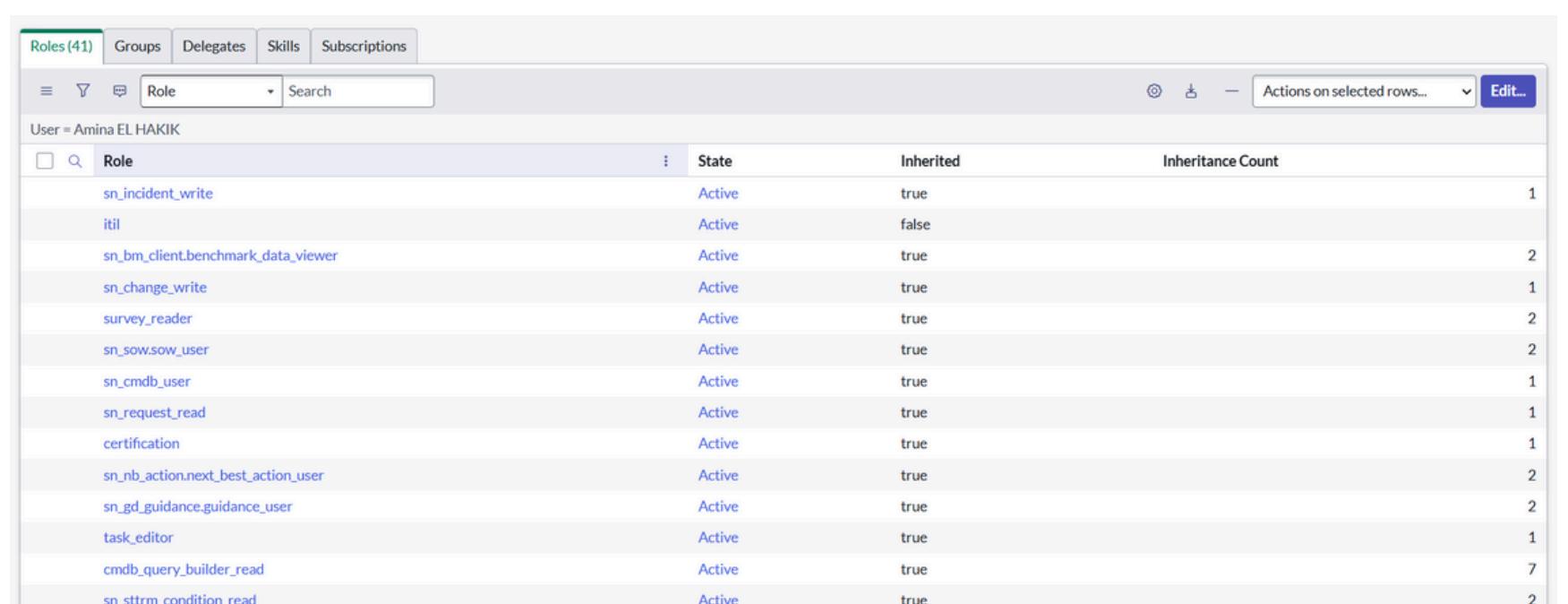
use case 5

create a user in the destination instance
and give it the itil role



User Amina EL HAKIK

User ID	el.hakik.amina	Email	amina@gmail.com
First name	Amina	Calendar integration	Outlook
Last name	EL HAKIK	Time zone	System (Etc/UTC)
Title		Business phone	(060) 111-1111
Department		Mobile phone	
Password	*****	Photo	Click to add...



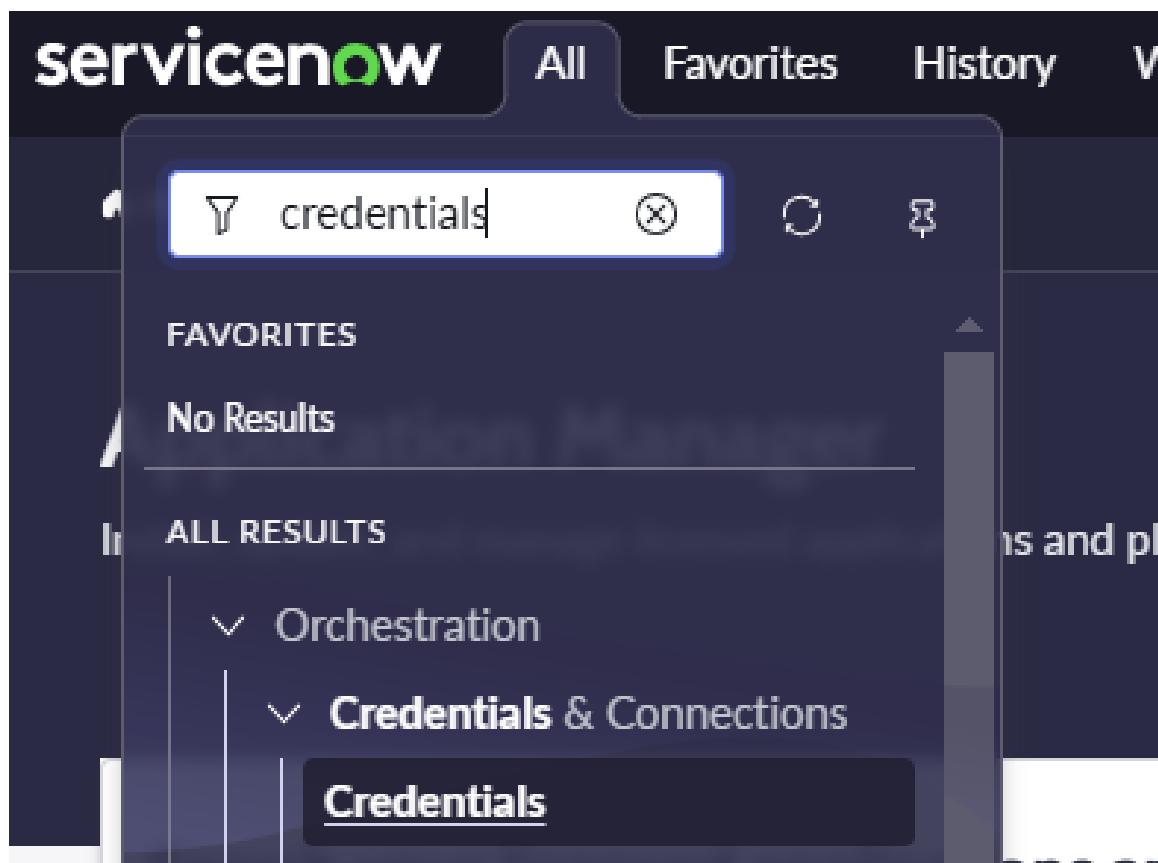
Roles (41) Groups Delegates Skills Subscriptions

User = Amina EL HAKIK

Role	State	Inherited	Inheritance Count
sn_incident_write	Active	true	1
itil	Active	false	
sn_bm_client.benchmark_data_viewer	Active	true	2
sn_change_write	Active	true	1
survey_reader	Active	true	2
sn_sow.sow_user	Active	true	2
sn_cmdb_user	Active	true	1
sn_request_read	Active	true	1
certification	Active	true	1
sn_nb_action.next_best_action_user	Active	true	2
sn_gd_guidance.guidance_user	Active	true	2
task_editor	Active	true	1
cmdb_query_builder_read	Active	true	7
sn_sttrm_condition_read	Active	true	2

use case 5

in the source instance



use case 5

select basic Auth credentials

Basic Auth Credentials
New record

Name	ebonding
User name	el.hakik.amina
Password	*****
Active	<input checked="" type="checkbox"/>

A connection alias resolves your connection and credential at runtime. More than one Credential can be active.

Credential alias 

Submit

use case 5

go to connections and credentials
/connections
and choose https connection

HTTP(s) Connection
New record

* Name

Credential

A connection alias resolves your connection and credential at runtime. Only one Connection is active per Connection Alias at a time. [More Info](#)

* Connection alias

Manually enter your connection URL or use the URL builder to build the connection string. [More Info](#)

URL builder

* Connection URL

Use MID server

Connection timeout

use case 5

Let's get the details for your flow

Flow name *

Ebonding Flow

Description

Describe your flow.

Application *

Global

▼ Hide additional properties

Protection

-- None --

Run as

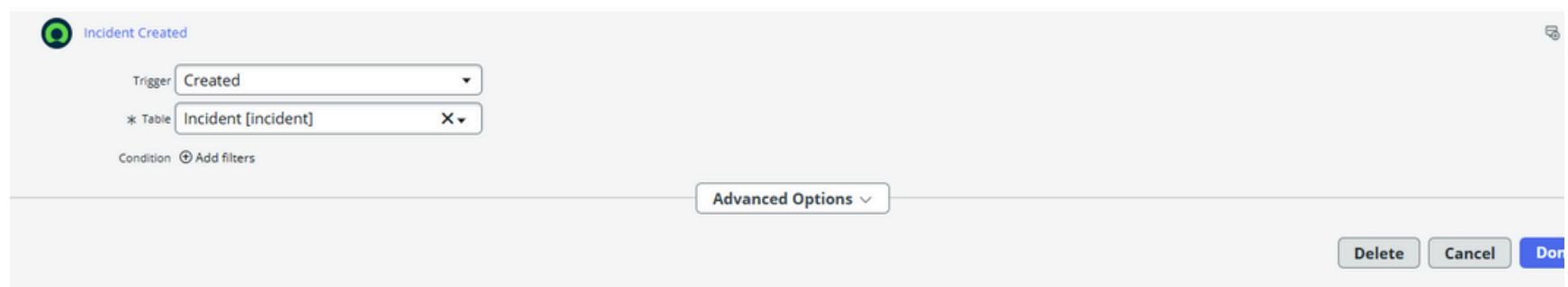
System user

Flow priority default

Medium (default)

use case 5

GGER



use case 5

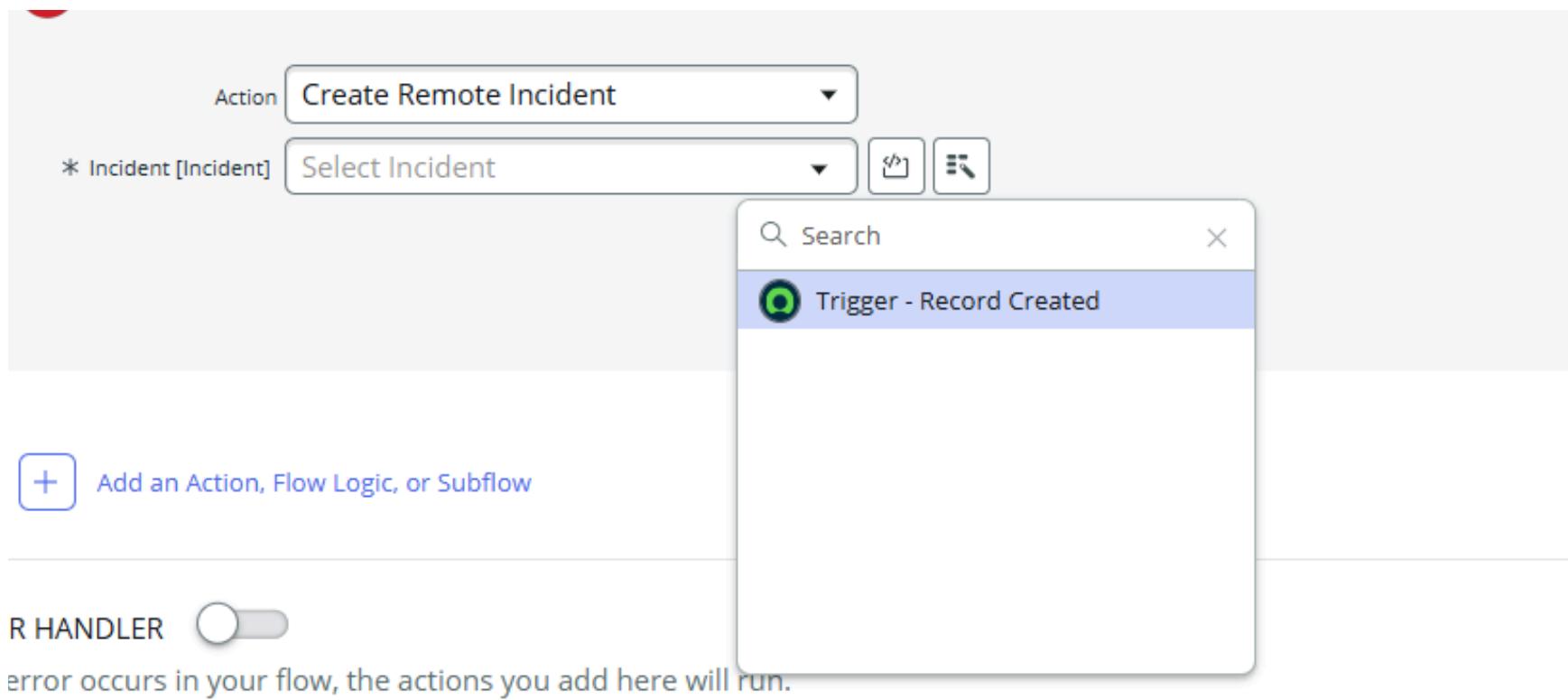
ACTIONS Select multiple

The screenshot shows the 'Actions' section of a ServiceNow flow editor. At the top, there are three buttons: 'X' (cancel), 'Action' (selected), 'Flow Logic', and 'Subflow'. Below these is a search bar containing the text 'ebonding'. A dropdown menu is open, showing a list of actions under the heading 'INSTALLED SPOKES'. The list includes:

- Default
- Create Remote Incident
- Lookup Remote Incident
- Update Remote Incident

To the left of the dropdown, there is a section titled 'ERROR HANDLING' with the sub-instruction 'If an error occurs...'. A red circular icon with a white 'e' is visible next to the error handling text.

use case 5



use case 5

click done, save , activate
to test the integration. create an
incident in the source instance
check the destination incident, you
should find the incident created

Thank you for reading



Amina EL HAKIK ✅

Follow me for more ServiceNow insights

Share your opinions in the comments below! 