

## Day 9 – Record Producers

Name : K.Eswar Ram Kumar

Roll no : 22H41A0426

Branch : ECE

## Day 9 – Record Producers

### Task 1 – Incident Table

Requirements:

Caller ID (reference) → who is creating the ticket

Single line text → what issue you are facing

Multi-line text → explain briefly

Dropdown → select category

(Can also be made using Variable Set)

The screenshot shows the 'Record Producer' configuration page for 'Example 1 Incident'. The 'Table name' is set to 'Incident [Incident]'. The 'State' is set to 'None--', 'Checked out' is 'None--', and 'Owner' is 'System Administrator'. The 'What it will contain' tab is active, showing 'Service Catalog' as the 'Catalogs' and 'Office' as the 'Category'. The 'View' field is empty. Below this, there are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. The 'Related Links' section includes 'Item Diagnostic' and 'Run Point Scan'. The 'Variables' tab is active, showing 'Variable Sets (1)'. The 'Assigned Topics' section is empty. The 'Order' dropdown is set to 'Order'. The 'Catalog Item' is 'Example 1 Incident'. The 'Variable set' is 'Variable set'. The 'Actions on selected rows...' dropdown is set to 'New'.

The screenshot shows the 'Record Producer' configuration page for 'Example 1 Incident' with the 'Accessibility' tab active. The 'What it will contain' tab is also visible. The 'Short description' is 'incidents' and the 'Description' is empty. The 'Catalogs' dropdown is set to 'Service Catalog'. The 'Select target record' dropdown is empty. The 'Category' is 'Office' and the 'View' field is empty. The 'Can cancel' checkbox is checked.

What it will contain

Accessibility

Generated Record Data

Portal Settings

Hide Attachment

Hide 'Save as Draft'

Mandatory Attachment

Copy

Try it

Update

Edit in Catalog Builder

Delete

Related Links

Caller ID (reference) → who is creating the ticket

Who is creating the ticket | Variable | Incident Example 1 | Variable Set

https://dev218774.servicenow.com/item\_option\_new\_set.do?sys\_id=e8c5d84693932210c9e6703efaba10bd

Variable Set Incident Example 1

\* Title

Incident Example 1

Application

Global

\* Internal name

incident\_example\_1

Display title

Order

200

Layout

1 Column Wide

Type

Single Row

Description

incidents

Update

Delete

Variables (7)

Catalog UI Policies

Catalog Client Scripts

Included In (1)

Catalog Data Lookup Definitions

Order

Search

Actions on selected rows...

New

Variable set = Incident Example 1

Name	Type	Question	Order
start	Container Start	start	50
who_is_creating	Reference	Who is creating the ticket	100
formatter	Container Split		150
select_category	Select Box	Select Category	200
formatter2	Container End		260
what_issue	Single Line Text	What issue you are facing	270
explain_brief	Multi Line Text	Explain briefly	300

Who is creating the ticket | Variable | Who is creating the ticket | Variable

https://dev218774.servicenow.com/item\_option\_new.do?sys\_id=e456d0c693932210c9e6703efaba103f&sysparm\_record\_target=item\_option\_new&sys...

Variable Who is creating the ticket

Application

Global

Active

Type

Reference

Mandatory

Order

100

Read only

Variable set

Incident Example 1

Hidden

Disable automatic slot fill based on user context

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question

Who is creating the ticket

\* Name

who\_is\_creating

Conversational label

Tooltip

Caller

Copy

Update

Delete

Related Links

[Run Point Scan](#)

Question Annotation **Type Specifications** Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

**Variable Width** System Default Width (50) %  
Not honored in 2 column container

\* Reference User [sys\_user]

Use reference qualifier Simple

Reference qualifier condition [Add Filter Condition](#) [Add OR Clause](#)

-- choose field -- -- oper -- -- value --

Some variable types support specific **Variable Attributes**

Variable attributes

Question Annotation Type Specifications **Default Value** Auto-populate Permission Availability

Specify a **Default value** for the variable

Default value javascript:gs.getUserID();

[Copy](#) [Update](#) [Delete](#)

**Related Links**  
[Run Point Scan](#)

## Dropdown → select category

Who is creating the ticket | Variable | **Select Category** | Variable | ServiceNow

https://dev18774.service-now.com/item\_option\_new.do?sys\_id=5b3d540e93932210c9e6703efaba10c2&sysparm\_record\_target=item\_option\_new&sys...

Variable **Select Category**

Application Global ⓘ

Type Select Box

Order 200

Variable set Incident Example 1 ⓘ

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

\* Question Select Category

\* Name selec\_category

Conversational label

Tooltip choose one

[Copy](#) [Update](#) [Delete](#)

**Related Links**  
[Run Point Scan](#)

Question Choices Order Search

New

11:34:09 PM 12-08-2025

Question Annotation **Type Specifications** Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

**Variable Width** System Default Width (50) %  
Not honored in 2 column container

Choice table Incident [incident]

Choice field Category

Include none ☒

Unique values only ☐

Some variable types support specific **Variable Attributes**

Variable attributes

## Single line text → what issue you are facing

Who is creating the ticket | Variable | What issue you are facing | Variable |

https://dev318774.service-now.com/item\_option\_new.do?sys\_id=25745c8a93932210c9e6703efaba10d1&sysparm\_record\_target=item\_option\_new&sys...

Variable  
What issue you are facing

Application: Global ⓘ

Type: Single Line Text

Order: 270

Variable set: Incident Example 1 ⓘ

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: What issue you are facing

\* Name: what\_issue

Conversational label:

Tooltip:

Example Text:

Copy Update Delete

Related Links  
[Run Point Scan](#)

Who is creating the ticket | Variable | Example 1 Incident | ServiceNow |

https://dev318774.service-now.com/cm.glideapp.servicecatalog\_cat\_item\_view.do?sysparm\_id=ec8d0cca93532210c9e6703efaba10d5

Service Catalog > Office > Example 1 Incident

Incidents

Who is creating the ticket: System Administrator ⓘ

Select Category: -- None --

What issue you are facing:

Explain briefly:

Cancel Submit

## Task 2 – COVID Table

Reference (mandatory) → created by

Single line → patient details

Multi-line → patient condition

Dropdown → vaccine needed (list of vaccines)

Reference → where are you from (cmn\_location)

Covid 19 Task 2 | Record Producer

Record Producer - Covid 19 Task 2

Name: Covid 19 Task 2

\* Table name: covid19[u\_covid\_19]

State: --None--

Checked out: --None--

Owner: System Administrator

Application: Global

Active: ☒

What it will contain: Accessibility | Generated Record Data | Portal Settings

Service Catalog

Select target record

Services

View

Can cancel

What it will contain: Accessibility | Generated Record Data | Portal Settings

Hide Attachment: ☒

Mandatory Attachment: ☐

Hide 'Save as Draft': ☒

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

Run Point Scan

Covid 19 Task 2 | Record Producer | New Record | Variable | ServiceNow

Variable - New Record

Application: Global

Type: Reference

Order: 100

Variable set: Covid 19 Task 2

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question | Annotation | Type Specifications | Default Value | Auto-populate | Permission | Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Created By

\* Name: created\_by

Conversational label:

Tooltip: Creator

Submit

Question Annotation **Type Specifications** Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

Variable Width System Default: Width (50%)  
Not honored in 2 column container

\* Reference User [sys\_user]

Use reference qualifier Simple

Reference qualifier condition [Add Filter Condition](#) [Add OR Clause](#)

-- choose field -- -- op -- -- value --

---

Question Annotation **Type Specifications** **Default Value** Auto-populate Permission Availability

Specify a **Default value** for the variable

Default value javascript:gs.getUserID();

---

Covid 19 Task 2 | Record Producer | 5 New Record | Variable | ServiceNow

https://dev318774.service-now.com/now/nav/ui/default/params/target/item\_option\_new.do%3Fsys\_id%3D-1%26sys\_is\_list%3Dtrue%26sys\_is\_related\_list...

**servicenow** All Favorites History Admin Variable - New Record Search

Variable New record Submit

Application Global ⓘ

Type Single Line Text

Order

Variable set Covid 19 Task 2 ⓘ

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

---

Question Annotation **Type Specifications** Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

\* Question Patient Details

\* Name patient\_details

Conversational label

Tooltip Details

Example Text

Submit

12:07:26 AM 13-08-2025

### Task 3 – Case Management

Reference → caller

Single line → details

Multi-line → full details

Dropdown → channel (chat, email, etc.)

Dropdown (mandatory) → state

Covid 19 Task 2 | Record Producer | CMS Task 3 | Record Producer |

https://dev218774.service-now.com/sc\_cat\_item\_producer.do?sys\_id=7721b0493172210c9e6703efaba107d&sysparm\_view=8&sysparm\_domain=null&sysparm...

Record Producer  
CMS Task 3

Copy Try It Update Edit in Catalog Builder Delete

Name CMS Task 3

\* Table name Case management system [u\_case\_man...

State --None--

Checked out --None--

Owner System Administrator

Application Global

Active ☒

What it will contain Accessibility Generated Record Data Portal Settings

Catalogs Service Catalog

Can cancel ☒

Select target record

Category Office

View

Copy Try It Update Edit in Catalog Builder Delete

Related Links

Item Diagnostic

What it will contain Accessibility Generated Record Data Portal Settings

Hide Attachment ☒

Mandatory Attachment ☐

Hide 'Save as Draft' ☒

Copy Try It Update Edit in Catalog Builder Delete

Covid 19 Task 2 | Record Producer | New Record | Variable | Service |

https://dev218774.service-now.com/item\_option\_new.do?sys\_id=1&sys\_is\_list=true&sys\_is\_related\_list=true&sys\_target=item\_option\_new&sysparm\_ch...

Variable  
New record

Submit

Application Global

Type Reference

Order 100

Variable set Case Management System Task 3

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

Question Annotation \* Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question Caller

\* Name caller

Conversational label

Tooltip Created By

Submit



Question Annotation **Type Specifications** Default Value Auto-populate Permission Availability

Values specific to this variable **Type**

[Variable Width](#) System Default Width (50) %  
Not honored in 2 column container

\* Reference User [sys\_user]

Use reference qualifier Simple

Reference qualifier condition [Add Filter Condition](#) [Add OR Clause](#)  
-- choose field -- -- oper -- -- value --

Question Annotation Type Specifications **Default Value** Auto-populate Permission Availability

Specify a **Default value** for the variable

Default value javascript:gs.getUserId();

Covid 19 Task 2 | Record Producer | S New Record | Variable | ServiceN

https://dev318774.service-now.com/item\_option\_new.do?sys\_id=18&sys\_is\_list=true&sys\_is\_related\_list=true&sys\_target=item\_option\_new&sysparm\_ch...

Variable New record

Application Global ⓘ

Type Single Line Text

Order 200

[Variable set](#) Case Management System Task 3 ⓘ

Active ☒

Mandatory ☐

Read only ☐

Hidden ☐

Disable automatic slot fill based on user context ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the **Question** that explains the options available to the end user when ordering the item

\* Question Details

\* Name details

Conversational label

Tooltip Detail

Example Text

Submit

Covid 19 Task 2 | Record Producer | ServiceNow

https://dev318774.service-now.com/item\_option\_new.do?sys\_id=18&sys\_is\_list=true&sys\_is\_related\_list=true&sys\_target=item\_option\_new&sysparm\_ch...

Variable New record

Application: Global ⓘ

Type: Multi Line Text

Order: 300

Variable set: Case Management System Task 3 ⓘ

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Full Details

\* Name: full\_details

Conversational label:

Tooltip: All Details

Example Text:

Submit

Covid 19 Task 2 | Record Producer | ServiceNow

https://dev318774.service-now.com/item\_option\_new.do?sys\_id=2d25fd8e93172210d9e6703efab1022&sysparm\_view=&sysparm\_domain=null&syspa...

Variable Channel

Application: Global ⓘ

Type: Select Box

Order: 400

Variable set: Case Management System Task 3 ⓘ

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Specify the Question that explains the options available to the end user when ordering the item

\* Question: Channel

\* Name: channel

Conversational label:

Tooltip: Communication Channel

Copy Update Delete

Related Links

Run Point Scan

Question Choices Order Search

New

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Values specific to this variable Type

Variable Width: System Default Width (50) %

Not honored in 2 column container

Choice table: Case management system (u\_case\_management\_system)

Choice field: Channel

Include none: ☐

Unique values only: ☐

Covid 19 Task 2 | Record Producer | ServiceNow

https://dev218774.service-now.com/item\_option\_new.do?sys\_id=2db5f4e93172210c9e6703efba10d1&sysparm\_view=8&sysparm\_domain=null&syspa...

Variable State

ApplicationGlobal

Map to field

TypeSelect Box

Order500

Variable setCase Management System Task 3

Active

Mandatory

Read only

Hidden

Unique

Disable automatic slot fill based on user context

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

\* QuestionState

\* Namestate

Conversational label

TooltipCase State

Copy

Update

Delete

Related Links

Run Point Scan

Question Choices

for text

Search

Actions on selected rows...

New

Question

Annotation

Type Specifications

Default Value

Auto-populate

Permission

Availability

Values specific to this variable Type

Variable WidthSystem Default: Width (50) %

Not honored in 2 column container

Choice tableCase management system (u\_case\_management\_system)

Choice fieldState

Include none

Unique values only

Some variable types support specific Variable Attributes

Variable attributes

Variables (7)

Catalog UI Policies

Catalog Client Scripts

Included In (1)

Catalog Data Lookup Definitions

Order

Search

Actions on selected rows...

New

Variable set = Case Management System Task 3

Name	Type	Question	Order
caller	Reference	Caller	100
details	Single Line Text	Details	200
formatter	Container Split		250
channel	Select Box	Channel	400
state	Select Box	State	500
formatter2	Container End		550
full_details	Multi Line Text	Full Details	600

1 to 7 of 7

## Day 9 – Record Producers

Purpose: Instead of showing a complicated form, record producers give users a simple guided interface. Data is still stored in the backend table, but the UI looks cleaner.

Create Record Producer:

Go to Catalog Definitions → Record Producers → New

Name: bvcits

Table: incident

Short Description: bvcits

Catalogs: Service Catalog

Category: Office

Save → Test in Service Portal (sp)

Portal Settings:

Hide attachments

Mandatory fields but not visible

Hide “Save as Draft”

Variables Example:

Caller

Order: 100

Type: Reference → sys\_user

Default: javascript:gs.getUserID()

Problem

Order: 200

Type: Multi-line text

State

Order: 300

Type: Select box (Choices: Yes, No)

Layout Containers:

Order 50 → Container Start

Order 150 → Container Split

Order 350 → Container End

Variable Sets:

Title: Caller

Internal Name: caller

Work Tasks

Task 1 – Incident Table

Caller ID (reference) → who is creating the ticket

Single line text → what issue you are facing

Multi-line text → explain briefly

Dropdown → select category

(Can also be made using Variable Set)

Task 2 – COVID Table

Reference (mandatory) → created by

Single line → patient details

Multi-line → patient condition

Dropdown → vaccine needed (list of vaccines)

Reference → where are you from (cmn\_location)

Task 3 – Case Management

Reference → caller

Single line → details

Multi-line → full details

Dropdown → channel (chat, email, etc.)

Dropdown (mandatory) → state