

Day 9 – Record Producers

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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 the 'Incident' table. At the top, there are fields for 'Table name' (set to 'Incident [incident]'), 'State' (set to 'None'), 'Checked out' (set to 'None'), and 'Owner' (set to 'System Administrator'). Below these are tabs for 'What it will contain' (selected), 'Accessibility', 'Generated Record Data', and 'Portal Settings'. Under 'What it will contain', there is a 'Catalogs' section with 'Service Catalog' selected, and a 'Category' field set to 'Office'. There is also a 'View' field and a 'Can cancel' checkbox. At the bottom of this section are buttons for 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. Below this is a 'Related Links' section with links for 'Item Diagnostic', 'Run Point Scan', and several catalog items like 'Variables', 'Variable Sets (1)', 'Catalog UI Policies', etc. A toolbar at the bottom includes 'Order', 'Search', and 'Actions on selected rows...'. The status bar at the bottom right shows the time as 11:27:35 PM and the date as 12-08-2025.

At the bottom of the page, there is another 'What it will contain' section with tabs for 'Accessibility' (selected), 'Generated Record Data', and 'Portal Settings'. This section contains a large text area for 'Add a short description and a full description', a 'Short description' input field containing 'incidents', and a 'Description' input field with a '+' button. Below this are tabs for 'Catalogs', 'Service Catalog', 'Select target record', 'Category' (set to 'Office'), and 'View'.

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

Name	Type	Question	Order
start	Container Start	start	50
who_is_creating	Reference	Who is creating the ticket	100
formatter	Container Split		150
selec_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

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

Application Global Type Reference Active

Order 100 Mandatory

Variable set Incident Example 1 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 Who is creating the ticket

* Name who_is_creating

Conversational label

Tooltip Caller

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

Related Links RunPoint Scan

ENG IN 11:30:34 PM 12-08-2025

Search

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]

User 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 | Service +

Variable Select Category

Application Global Active

Type Select Box Mandatory

Order 200 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 Select Category

* Name selec_category

Conversational label

Tooltip choose one

Copy Update Delete

Related Links Run Point Scan

Question Choices Order Search

ENG IN 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

Includenone

Unique values only

Some variable types support specific Variable Attributes

Variable attributes

Single line text → what issue you are facing

The image shows two screenshots from the ServiceNow platform.

Screenshot 1: Variable Configuration

This screenshot shows the configuration of a variable named "What issue you are facing". The variable is set to "Global" application, "Single Line Text" type, and has an order of 270. It is part of the "Incident Example 1" variable set. The "Active" checkbox is checked, while "Mandatory", "Read only", and "Hidden" are unchecked. A note indicates "Disable automatic slot fill based on user context".

Screenshot 2: Incident Creation

This screenshot shows the creation of a new incident. The "Who is creating the ticket" field is populated with "System Administrator". The "Select Category" dropdown is set to "None". The "What issue you are facing" field is empty. Below it, there is a "Explain briefly" text area which is also empty. At the bottom, there are "Cancel" and "Submit" buttons.

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)

Record Producer - Covid 19 Task 2

Name: Covid 19 Task 2
Table name: covid_19[u_covid_19]
State: None
Checked out: None
Owner: System Administrator

Application: Global Active

What it will contain:

- Accessibility:** Selected.
- Generated Record Data
- Portal Settings

Catalogs: Service Catalog

Select target record

Category: Services

View

Related Links:

- Item Diagnostic
- Run Point Scan

Variable - New Record

Application: Global Active

Type: Reference Order: 100 Variable set: Covid 19 Task 2

Mandatory: Read only: Hidden:

Disable automatic slot fill based on user context:

Question: 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

The image displays four screenshots of the ServiceNow interface, illustrating the configuration of variables and questions.

- Type Specifications:** Shows settings for a variable named "Variable". It includes a dropdown for "Variable Width" set to "System Default Width (50%)", a note about "Not honored in 2 column container", and a "Reference" field set to "User [sys_user]" with a "User reference qualifier" of "Simple".
- Default Value:** Shows the configuration of a default value for the variable. The "Default value" field contains the JavaScript code "javascript:gs.getUserID();".
- Variable - New Record:** A screenshot of the "Variable - New Record" page. It shows fields for "Application" (Global), "Type" (Single Line Text), "Order" (empty), "Variable set" (Covid 19 Task 2), and checkboxes for "Active" (checked), "Mandatory" (unchecked), "Read only" (unchecked), and "Hidden" (unchecked). There is also a note about disabling automatic slot fill based on user context.
- Question:** Shows the configuration of a question. It includes fields for "Question" (Patient Details), "Name" (patient_details), "Conversational label" (empty), "Tooltip" (Details), and "Example Text" (empty).

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 | S CMSTask 3 | Record Producer | +

https://dev318774.service-now.com/sc_cat_item_producir.do?sys_id=7721bc4a9317210c9e6703efaba107&sysparm_view=&sysparm_domain=null&s...

Record Producer
CMSTask 3

Name: CMS Task 3
Application: Global
Active:

* Tablename: Case management system [u_case_man...]
State: -- None --
Checked out: -- None --
Owner: System Administrator

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

Windows Taskbar: Search, File Explorer, Internet Explorer, Microsoft Edge, File Manager, Paint, Snipping Tool, Task View, Taskbar Icons, Volume Control, Battery Status, ENG IN, 12.34.48 AM, 13-08-2025

New Record | Variable | ServiceN | +

Variable New record

Application: Global Active:
Type: Reference Mandatory:
Order: 100 Read only:
Variable set: Case Management System Task 3 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

Windows Taskbar: Search, File Explorer, Internet Explorer, Microsoft Edge, File Manager, Paint, Snipping Tool, Task View, Taskbar Icons, Volume Control, Battery Status, ENG IN, 12.39.06 AM, 13-08-2025

Type Specifications

Values specific to this variable Type

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

* Reference: User [sys_user]
User reference qualifier: Simple
Reference qualifier condition: Add Filter Condition, Add OR Clause
-- choose field --, -- oper --, -- value --

Default Value

Specify a Default value for the variable

Default value: javascript:gs.getUserId();

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

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

12:42:25 AM 13-08-2025

[Covid 19 Task 2 | Record Producer](#) | [New Record](#) | [Variable](#) | [ServiceNow](#) +

https://dev318774.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	(i)	Active <input checked="" type="checkbox"/>
Type	Multi Line Text	(i)	Mandatory <input type="checkbox"/>
Order	300	(i)	Read only <input type="checkbox"/>
Variable set	Case Management System Task 3	(i)	Hidden <input type="checkbox"/>

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](#) | [Channel](#) | [Variable](#) | [ServiceNow](#) +

https://dev318774.service-now.com/item_option_new.do?sys_id=2d25fc8e93172210c9e6703efaba1022&sysparm_view=&sysparm_domain=null&syspa...

[Variable](#) [Channel](#)

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

Application	Global	(i)	Active <input checked="" type="checkbox"/>
Type	Select Box	(i)	Mandatory <input type="checkbox"/>
Order	400	(i)	Read only <input type="checkbox"/>
Variable set	Case Management System Task 3	(i)	Hidden <input type="checkbox"/>

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

RunPoint 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://dev318774.service-now.com/item_option_new.do?sys_id=2db5fc4e93172210d6e6703efabaf0d1&sysparm_view=&sysparm_domain=null&sysparm

Variable State

Application Global

Map to field

Type **Select Box**

Order **500**

Variable set **Case 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

* Question **State**

* Name **state**

Conversational label

Tooltip **Case State**

Copy Update Delete

Related Links Run Point Scan

Question Choices for text Search Actions on selected rows... New

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

Choice table Case management system [u_case_management_system]

Choice field State

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

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

Case Management System....

Caller: System Administrator

Channel: Chat

State: In Progress

Full Details:



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