2024 Meridian Capstone

Virtual Agent

- Look at “VA Fundamentals” on Now Learning
- Look at “Developing Virtual Agent Topics” on Developer

Task 1: Make a table called “shows.” Create a VA that asks for show recommendations, give an option of adding a photo, and make the name and photo a record in the “shows” table. (Give the VA some personality so that the user doesn’t feel like it’s not a real person)

Flow Designer

- Look at Flow Designer: Introduction on Now Learning
- Look at “Developing for Flow Designer” & “using Flow Designer” on Developer

Task 2: Create a new field called “Due Date” on the “shows” table. Using Flow Designer make the due date 20 days after the current day/created date. Also, make sure that the flow will check if a similar show has already been recommended and will delete the new record that is about to be added, not the old one.

Scripting

- Look at “Introduction to Scripting in ServiceNow” on Now Learning
- Look at “Server-side Scripting” & “Scheduled Script Executions and Events” in Developer

Task 3: You will create a business rule to better check for duplicates (Example: OnePiece and One Piece). If any are found delete the record about to be added. Update the table with 2 new columns called “State” and “Urgency.” They will have their respective choices (State: Not Started, Paused Watching, Currently Watching, Finished Watching) (Urgency: Low, Medium, High). Create a Scheduled Script that checks for any past-due records that are not in the “Finished Watching” state. If any are found, make an event that will increase the urgency to high. Also, create another scheduled script execution and event that will adjust the urgency to medium if they are within a week of the due date.

- (Note: Some of the Scripting will be identical to the one in developer. Please DON’T use the same names as them, adjust the code to what we are doing)

Performance Analytics

- Look at “Performance Analytics (PA) Essentials” on Now Learning
- Look at “Performance Analytics” on Developer

Task 4: First create a report source to keep track of all shows that are not in the “finished watching” state. You will need to keep track of how many shows are being added, how many are being watched, and how many are being finished or not started.

Also, we need to keep track of which records are at which level of urgency and how many are due within a certain period (choose your own). You are also allowed to add any targets, thresholds, and forecasts.

REST API

- Look at REST Integration: Create Scripted REST APIs on Now Learning
- Look at Inbound REST Integrations & Scripted REST APIs on Developer
- Warning: (I remember the Developer Course API not working, I could be wrong, but if it doesn't work inform me)

Task 5: Create 7 new Columns called "Overview," "API Show Name," "Origin Country," "Adult Content," "URL," "First Aired," (They will be read-only) and finally "Show Image" (This will not be read-only). You will use the given website and documentation to grab info for these 7 columns. This will be done outside the Studio application. It will use a Rest Message (With an HTTP Method), Script Include, and Business Rule. The Rest Message will use an HTTP 'GET' Method to retrieve the info, the Script Include will call that Rest Message and HTTP method and set query Parameters. The Business rule will assign that information found to the columns on the Shows table.

- The challenge of this section is getting the poster of the show on the record. Make sure to look things up and MAKE LOGS for any additional info.
- Here is the website: https://www.themoviedb.org/ and here is the Documentation: https://developer.themoviedb.org/reference/search-tv
- ADVICE: Additional resources are allowed and recommended

Implementing API Features into Virtual Agent

- Task 6: Will consist of scrapping the image process on the virtual agent. You will now make it to where when a user recommends a show, the VA will display the info

Recap, Documentation Overview, and Verdict on PDI

- Task 7: Document every feature that we have implemented so far. Go through both individual PDIs and Discuss which one will be the one to be worked on for the final tasks. Once a PDI has been chosen, create new users representing each of you, and make sure to give your users Admin Privileges. You will NOT use "SYSTEM ADMINISTRATOR" anymore, use your users.

Service Portal

- Look at "Service Portal Introduction" & "Creating Custom Widgets" on Developer

Task 8: You will have 1 week to create a new service portal and customize using html and css. This portal will display most of the features implemented in the previous tasks (Virtual Agent, Show table with records, Dashboard). The major task is to make a good design using principles from Client Server, you have creative freedom with the name and any design. This will be the foundation of our overall project, and any new features will be add-ons for this task.

Show Video

- NO DOCUMENTATION PROVIDED

Task 9: Using Youtube’s API Get the first 5 trailer videos related to the show. Create a new column called Video so that you can display it on the record. This will be done in a separate Rest message, Script Include and Business.

Testing and Demo Preparation

- Extensively test your features and make sure everything works as intended. You will be required to run a demo of the things that we have done.