Manual Test Case – ServiceNow Service Catalog

**Test Case Title**
Verify placing an order for Apple iPhone 13 Pro from ServiceNow Service Catalog

**Preconditions**

• ServiceNow application is accessible
• Valid admin credentials are available

**Test Steps**

1. Launch the ServiceNow application using the given URL.
2. Enter User name as admin.
3. Enter Password with valid credentials.
4. Click on the Log in button.
5. Wait for the ServiceNow home page to load successfully.
6. Click on the All menu from the left navigation panel.
7. Click on Service Catalog from the menu options.
8. Switch to the Service Catalog iframe.
9. Click on the Mobiles category.
10. Select Apple iPhone 13 Pro from the product list.
11. Choose Yes for the Lost or Broken iPhone option.
12. Enter 99 in the Original phone number field.
13. Select Unlimited from the Monthly data allowance dropdown.
14. Select Sierra Blue as the color option.
15. Select 512 GB as the storage option.
16. Click on the Order Now button.
17. Verify the confirmation message is displayed.
18. Capture a full-page screenshot of the order confirmation page.

**Expected Result**

• The order for Apple iPhone 13 Pro is successfully placed.
• Confirmation message is displayed.
• Screenshot is captured for proof.

**Postconditions**

• Order request is created successfully in ServiceNow.