



G L O B A L

LOGISTICS INC.

E S T D 2 0 2 4

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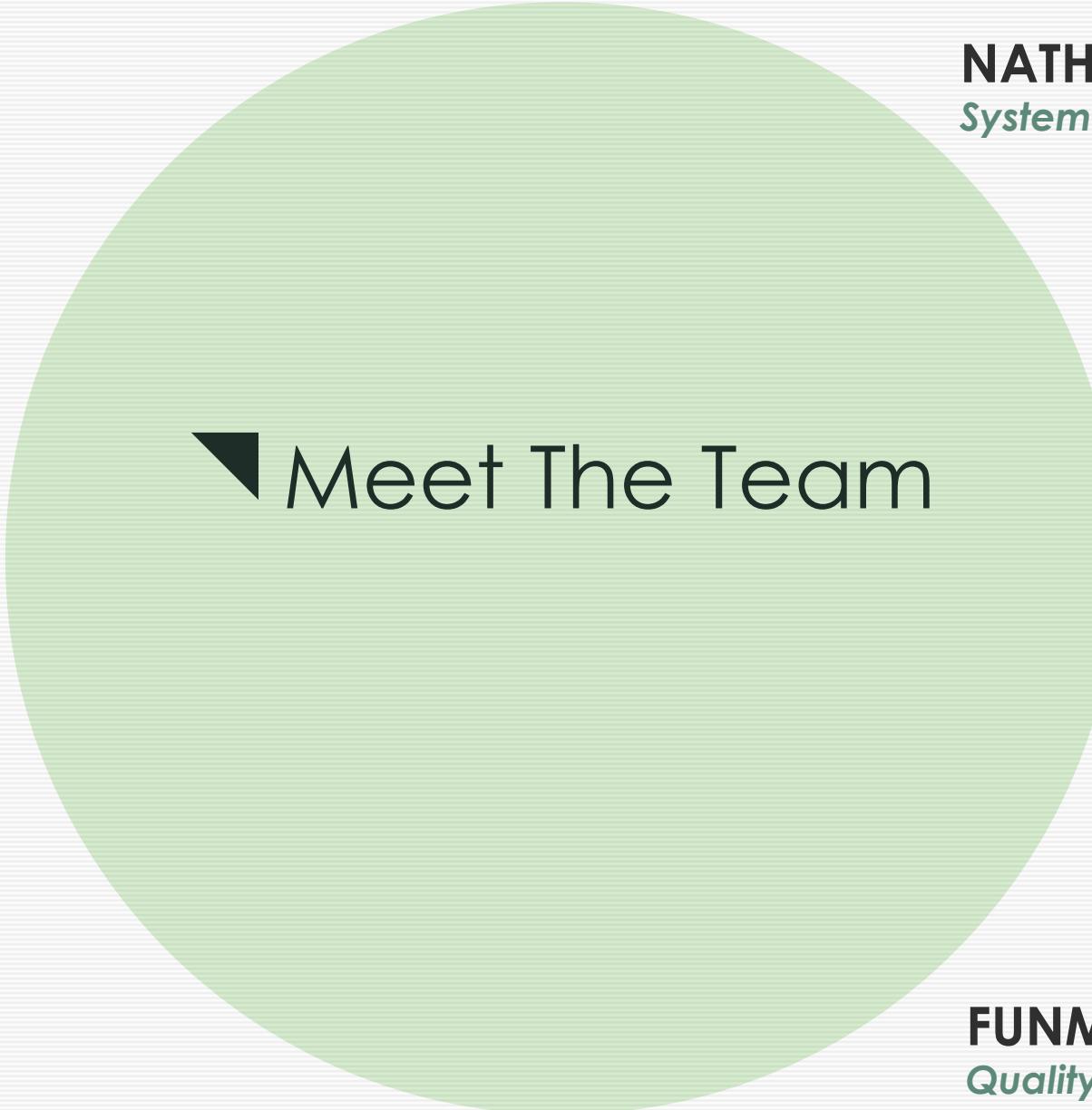




MISSION

Global logistics Inc is a supply chain company who specializes in procuring and supplying IT products for major suppliers, making the operations seamless.

We automate internal orders, distribution processes, inventory thresholds, and fraud alerts with workflows that notify the necessary personnel.



Meet The Team

NATHANIEL
System Administrator

REYANNA
Workflow Developer

AARON
Business Analyst

ANIA
Technical Writer

ASHLEY
Procurement Specialist

FUNMI
Quality Assurance Specialist

User Story

At Global Logistics Inc,

We want to develop a machine to help us:

- Process Service Catalog Orders For Employees
- Govern Sensitive Company Data with ACLs
- Streamline Processes & Operations by monitoring Fraud Alerts

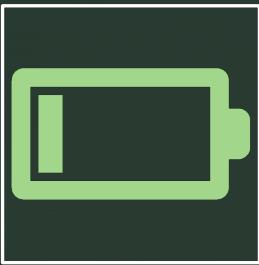
Currently, the Fulfillment Management group has been facing difficulties while ordering a service catalog item, the Supercharger LT Battery. We want to consolidate Supercharger LT Battery orders in the pipeline by creating an automated workflow for battery requests. The Fulfillment Management group plans to create roles, ACLs, and asset taggers to configure forms, records, tables, and the service catalog item for the Supercharger LT Battery.

The Fulfillment Management group has also addressed potential losses pertaining to excessive orders with unauthorized forms of payment. We plan to create a fraud alert monitor table, extended to the Incident table, to track alert levels for potential fraud in financial transactions to quickly address fraudulent activities affecting our operations. The workflow for this monitor will trigger when a record is created or updated.

Problem



Fulfillment Management group is facing challenges managing and monitoring fraudulent orders.



Fulfillment Management group is facing difficulties processing orders for the Supercharger LT Battery onsite.

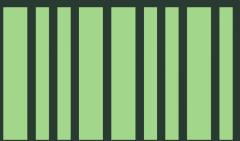


Fulfillment Management group is a critical asset with access to high level company and supplier information.

Solution



Create a fraud alert monitor with an alert system to mange orders ranging from 1 –Critical to 4 – Low with Workflow Studio



Create a simple way for the Fulfillment Management group to order the Supercharger LT Battery from the Service Catalog



Provide documentation for application development and Service Catalog access via Knowledge Base articles



Supercharger LT Battery

< Service Catalog > Hardware > Supercharger LT Battery

...



Search catalog

Supercharger LT Battery



AC OUTPUT(110V / 100W)



USB OUTPUT: 5V / 2A, TYPE-C: 5V / 3A



Portable Laptop Charger, 31200 mAh High Capacity USB C Power Bank with 100W AC Outlet, Fast Charging External Battery Pack Compatible with MacBook, iPhone, HP, Dell, Lenovo and More (N5)

Order this Item

Price \$250.00

1

Subtotal \$250.00

Delivery time 0 Days

Order Now

Add to Cart

Shopping Cart

Empty

* Who is this request for?

Reyanna Pitts



* When do you need this?

Today





Requesting a Supercharger LT Battery Knowledge Base

A screenshot of a web-based knowledge base or service catalog system. The top navigation bar includes "All", "Favorites", "History", "Workspaces", and "Admin". The title bar shows "GLI- IT - Requesting a Supercharger...". The main content area displays the article "Requesting a Supercharger LT Battery from the Service Catalog" with ID KB0010005, 0 views, and a 5-star rating. A descriptive text explains how to request the item via the Service Catalog. Below the text, it says the article was authored by Ania Nelson and last modified 54 minutes ago. There are "Helpful?" buttons for "Yes" and "No", a "Leave a comment" input field, and a "Comment" button. At the bottom, there's a "Copy Permalink" link.

Requesting a Supercharger LT Battery from the Service Catalog

KB0010005

☆☆☆☆☆ 0 views

To request a Supercharger LT Battery navigate to All > Self-Service > Service Catalog. Then, select the Hardware category and locate the Supercharger LT Battery item. You may also use the Service Catalog search field to locate the item. Select the Supercharger LT Battery item name to open the ordering screen where you can customize your request. Once satisfied, select Order Now.



Authored by Ania Nelson
Last modified 54 minutes ago

Helpful? Yes No

Leave a comment

Comment

[Copy Permalink](#)



Supercharger LT Battery Request Flow

Workflow Studio Supercharger LT Battery Flow +

Supercharger LT Battery Request

Active | Test | Deactivate

TRIGGER

Service Catalog

ACTIONS Select multiple

- 1 Update Requested Item Record
- 2 Create Catalog Task
- 3 Send Email
- 4 Update Requested Item Record
- 5 Update Requested Item Record

+ Add an Action, Flow Logic, or Subflow



Supercharger LT Battery Email Notification

The image displays two screenshots of the ServiceNow interface, specifically the Email View: Outbox and Workflow Studio.

Screenshot 1: ServiceNow Email View: Outbox

This screenshot shows a list of emails in the Outbox. The table includes columns for Created, Recipients, Subject, and State. One email is selected:

Created	Recipients	Subject	State
2024-09-13 05:08:37	admin@example.com	Request REQ0000001 was completed	Ready
2024-09-13 05:08:21	admin@example.com	You Supercharger Battery is on its way!	Ready
2024-09-13 05:02:26	eric.schroeder@example.com	Request REQ0010003 needs your attention	Ready
2024-09-13 04:58:56	service.desk@yourcompany.com	Catalog Task SCTASK0010005 has been created	Ready
2024-09-13 01:55:44	chris.harris@example.com	On-Call Schedule:Nimsoft desk	Ready

Screenshot 2: Workflow Studio - Supercharger LT Battery Request

This screenshot shows the Workflow Studio interface for a "Supercharger LT Battery Request" workflow. A preview window is open, displaying the email content:

Preview Email

Greetings Reyanna
Your requested item has been shipped and is expected to arrive soon.

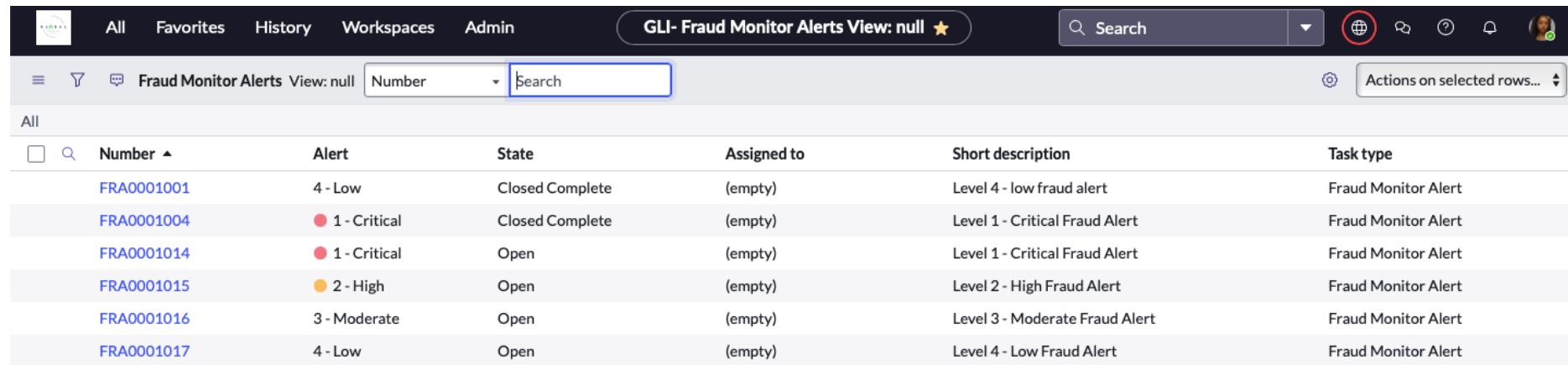
The underlying code for the email body is shown:

```
<p><p data-tinymce-rootblock="">Greetings&nbsp;Reyanna</p>
<p data-tinymce-rootblock="">Your requested item has been shipped and is expected to arrive soon.</p></p>
```

The Headers section shows:

```
Message-ID:<1972785243.0.1726292163345@app128054.aus191.service-now.com>
X-ServiceNow-Source:FlowDesigner-6bc704cffa681210e735a13c293a095f
X-ServiceNow-Generated:true
X-ServiceNow-SysEmail-Version:2
```

Fraud Alert Monitor



A screenshot of a web-based application interface titled "GLI- Fraud Monitor Alerts View: null ★". The interface includes a top navigation bar with links for All, Favorites, History, Workspaces, and Admin. On the right of the top bar are icons for search, refresh, help, notifications, and user profile. The main content area shows a table of fraud alerts with the following data:

Number	Alert	State	Assigned to	Short description	Task type
FRA0001001	4 - Low	Closed Complete	(empty)	Level 4 - low fraud alert	Fraud Monitor Alert
FRA0001004	● 1 - Critical	Closed Complete	(empty)	Level 1 - Critical Fraud Alert	Fraud Monitor Alert
FRA0001014	● 1 - Critical	Open	(empty)	Level 1 - Critical Fraud Alert	Fraud Monitor Alert
FRA0001015	● 2 - High	Open	(empty)	Level 2 - High Fraud Alert	Fraud Monitor Alert
FRA0001016	3 - Moderate	Open	(empty)	Level 3 - Moderate Fraud Alert	Fraud Monitor Alert
FRA0001017	4 - Low	Open	(empty)	Level 4 - Low Fraud Alert	Fraud Monitor Alert



Fraud Alert Monitor Form

All Favorites History Workspaces Admin Fraud Monitor Alert - Create FRA00... ★ Search ... Submit

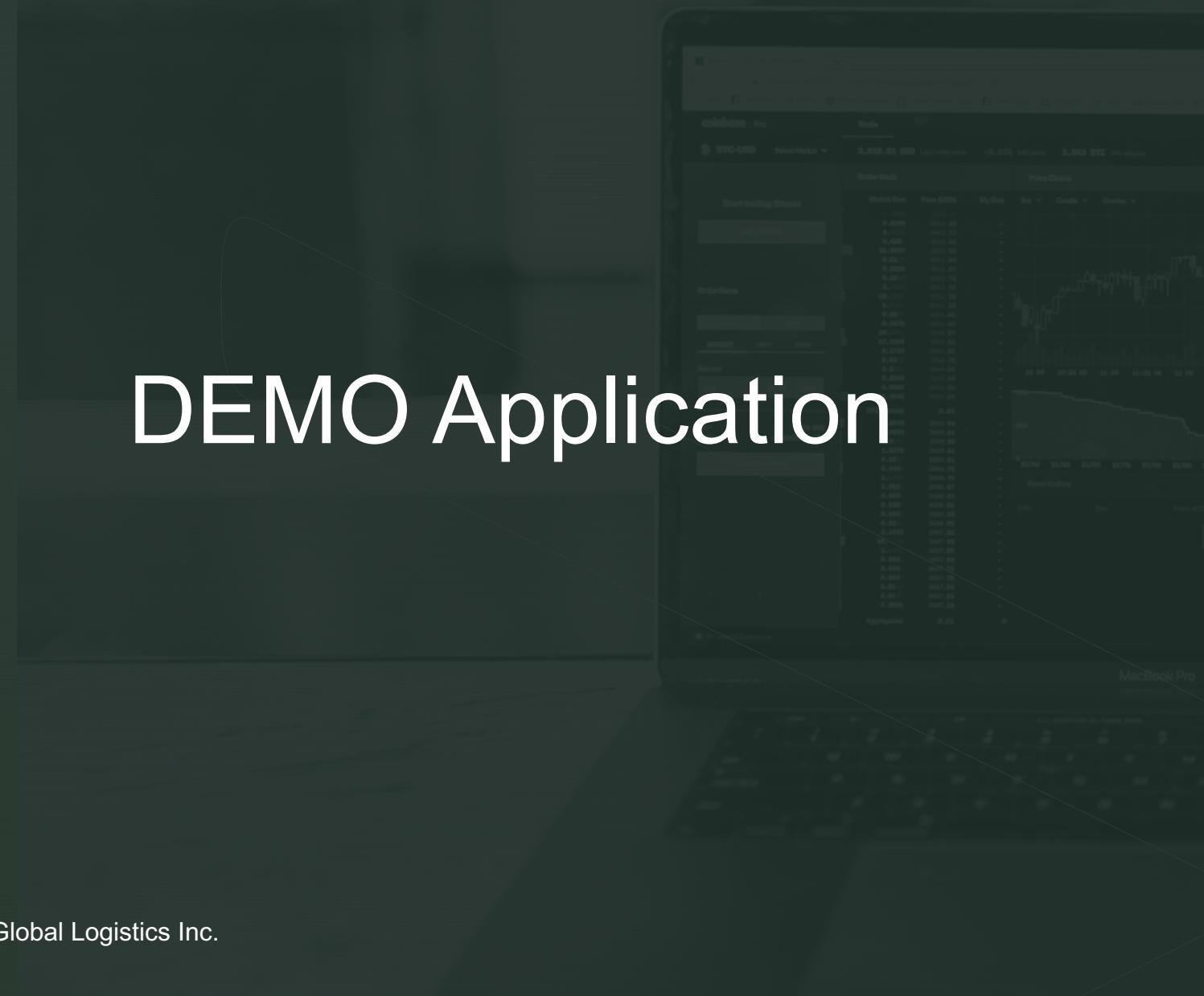
Fraud Monitor Alert New record

Number	FRA0001021	Alert	3 - Moderate
Assignment group	Fulfillment Management	State	Open
Active	<input checked="" type="checkbox"/>	Approval	Not Yet Requested
Short description	Level 3 - Moderate Fraud Alert		
Description	This is a level 3 fraud alert. This order is to be approved or rejected by group manager.		
Work notes			

Screenshot

DEMO Application

Global Logistics Inc.



More Time?



With more time, we planned to solve the inventory issue by developing a workflow triggered by inventory thresholds. This would help to govern logistics by ensuring products are always available for processing.

QUESTIONS

NEXTGENC5

Winners Circle

LOGISTICS INC.

ESTD 2024

