

Phase – 2: Backend Development & Configurations

Module 2: Automation Logic

1. Phase & Task Reference

Phase: 2 – Backend Development & Configurations

Module: 2 – Automation Logic

Activities Covered:

- **Activity 1:** Creation of Flow
 - **Activity 2:** Configuring Trigger
 - **Activity 3:** Configuring Flow Actions
 - **Activity 4:** Flow Chart Representation
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2. Objective

The objective of this module is to automate the end-to-end processing of network service requests using ServiceNow Flow Designer. This includes capturing catalog request data, creating backend records, sending notifications, managing approvals, and updating request status based on approval outcomes.

3. Business Requirement

Manual handling of network service requests leads to delays, inconsistent approvals, and limited visibility. Automation is required to:

- Process requests consistently and efficiently
- Reduce manual intervention from IT teams
- Enforce approval policies

- Automatically notify stakeholders
- Ensure accurate data flow between Service Catalog and backend tables

The Automation Logic module addresses these needs by implementing a rule-driven, event-based workflow.

4. Configuration Details

4.1 Navigation

- Flow Designer:
Process Automation > Flow Designer

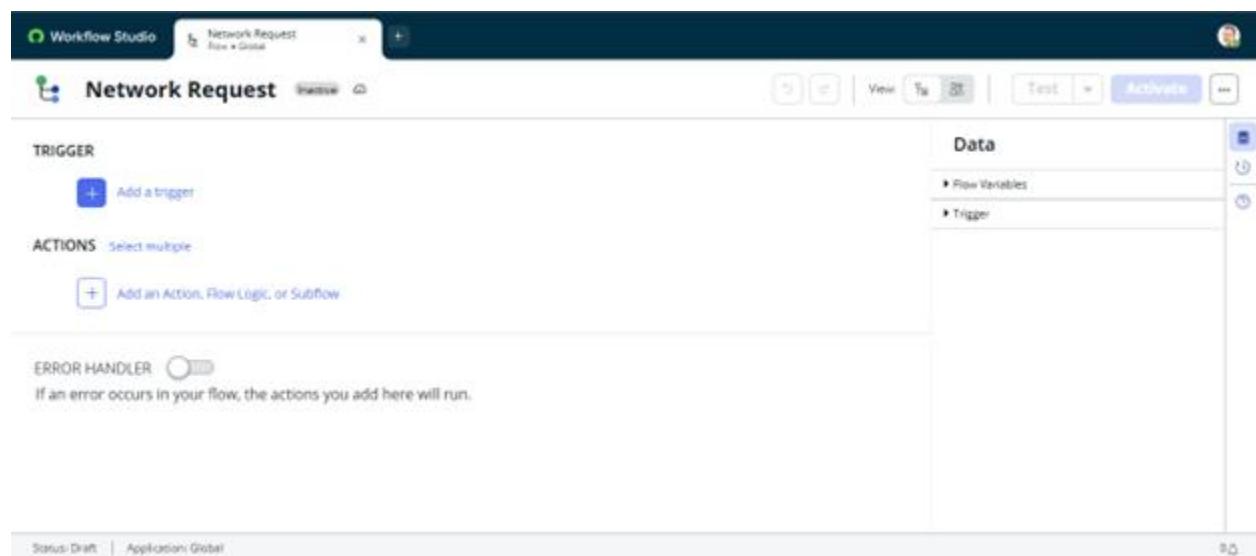
4.2 Configuration Steps (High-Level)

Activity 1: Creation of Flow

1. Navigate to Flow Designer from the Application Navigator.
2. Click New to create a new flow.
3. Provide the following details:
 - Flow Name: Network Request
 - Description: Automates the lifecycle of network service requests
4. Click Build Flow to open the flow canvas.

Screenshot:

Screenshot showing successful creation of the “Network Request” flow in Flow Designer.



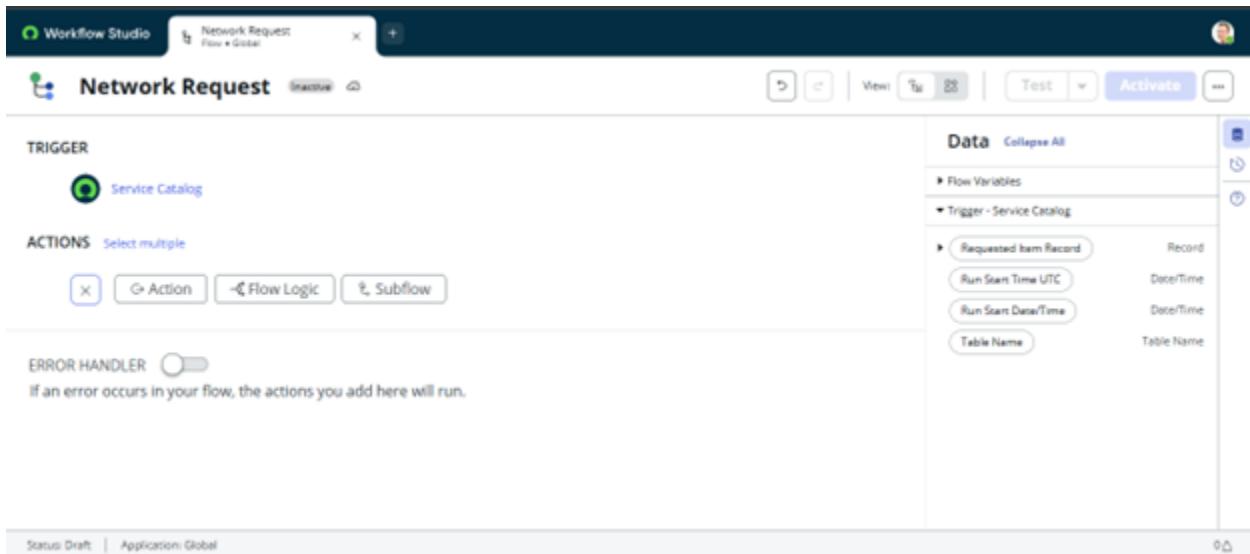
Activity 2: Configuring the Trigger

1. Click the (+) icon to add a trigger.
2. Select Trigger Type: Application
3. Choose Service Catalog as the trigger.
4. Configure the trigger to run when a catalog item is requested.
5. Click Done.

This trigger initiates the flow whenever a Network Request catalog item is submitted.

Screenshot:

Screenshot displaying the Service Catalog trigger configured for the Network Request flow.



Activity 3: Configuring Flow Actions

1. Get Catalog Variables

1. Click **Add Action** and search for **Get Catalog Variables**.
2. Select the **Get Catalog Variables** action.
3. Configure Action Inputs:
 - o **Requested Item:** Trigger → Service Catalog → Requested Item
 - o **Template Catalog Item:** Network Request
4. Select the required variables and move them to the selected section.
5. Click **Done**.

Screenshot:

Screenshot showing the configuration of the Get Catalog Variables action for the Network Request catalog item, including submitted request mapping and selected catalog variables.

1  Get Catalog Variables from Network Request from Network Request [?](#)

Action Properties

Action **Get Catalog Variables**

Action Inputs

* Submitted Request [Requested Item]

Select one or more values from the Template Catalog Items and Variable Sets, and select the required Catalog Variables to generate output data pills. You cannot choose the same Catalog Variable from multiple Template Catalog Items and Variable Sets.

* Template Catalog Items and Variable Sets [Catalog Items and Variable Sets]

Network Request

Available	Selected
proof_of_document	opened_on_behalf_of

2. Create Record

1. Add a new action and select **Create Record**.
2. Choose the table **Network Database**.
3. Click **Add Fields** to map catalog variables to table fields.
4. Configure all required fields as per business logic.
5. Click **Done**.

This action stores request details in the backend Network Database table.

Screenshot:

Screenshot showing Create Record action with mapped fields.

2  Create Network Database Record [?](#)

Action Properties

Action **Create Record**

Action Inputs

* Table **Network Database [u_network_d...**

* Fields **Request Number**

Trigger - Service... ▶ ... ▶ Num... X

Requested For

Trigger - Service... ▶ ... ▶ Net... X

Assignment Group **Network**

Work Status **New**

Date of Enquiry

Trigger - Service... ▶ ... ▶ Creat... X

Device Details

1 - Get Catalog... ▶ type_of_dev... X

Customer Address

1 - G... ▶ please_provide_addr... X

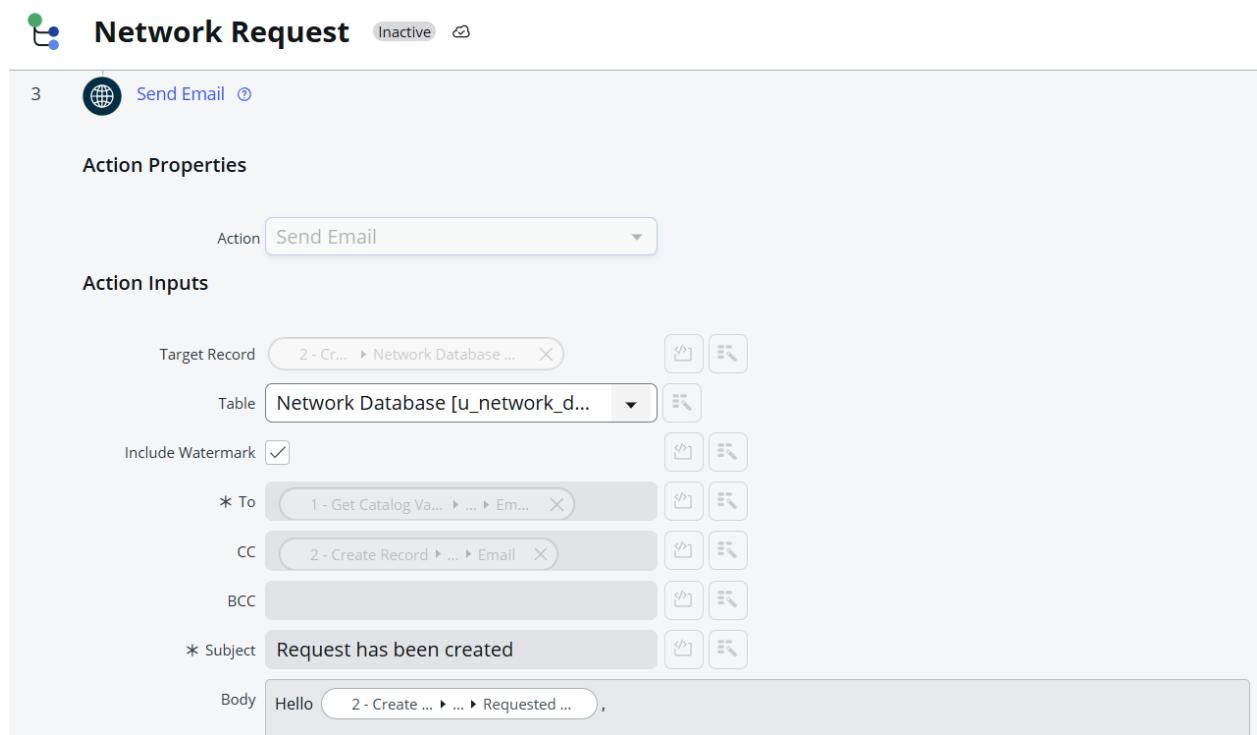
3. Send Email

1. Add the **Send Email** action.
2. Select **Target Record**: Create Record → Network Database.
3. The table is auto-populated.
4. Configure:
 - **To / CC / BCC**: Static or dynamic recipients
 - **Subject and Body**: Based on request and status
5. Click **Done**.

This action ensures stakeholders receive real-time notifications.

Screenshot:

Screenshot showing Send Email action configuration.



4. Ask for Approvals

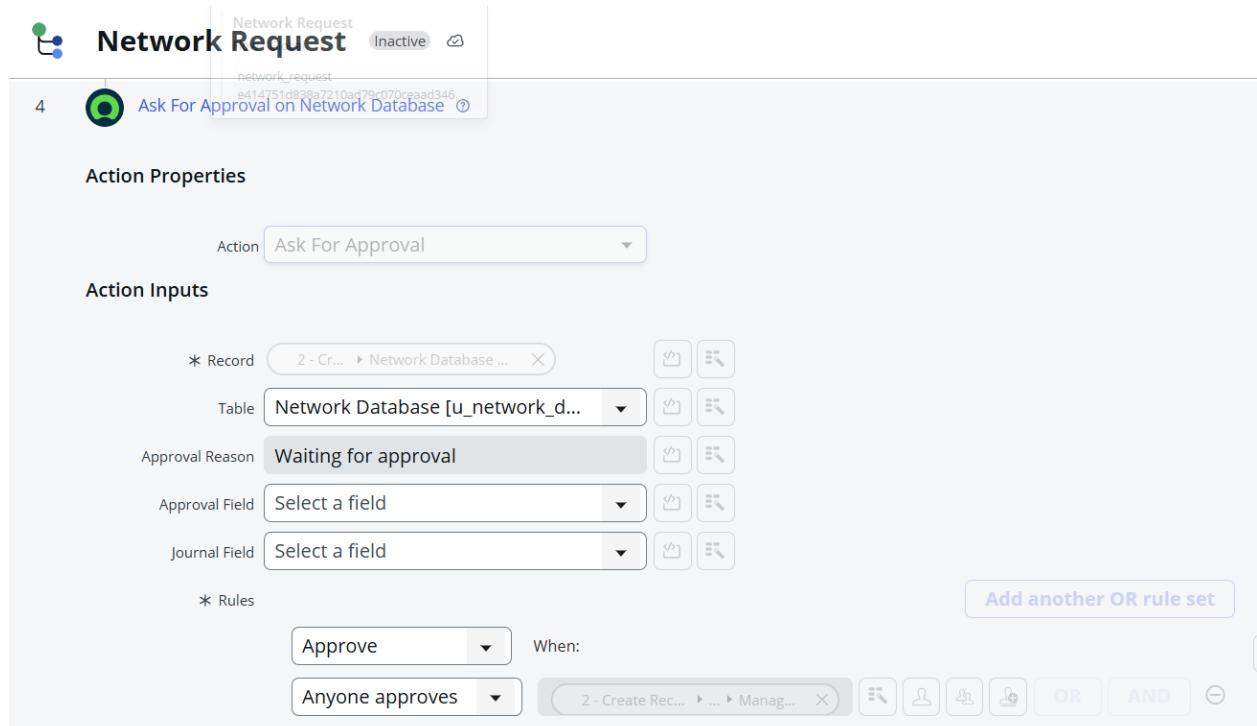
1. Add the **Ask for Approval** action.
2. Select **Target Record**: Create Record → Network Database.
3. Set **Approval Reason**: Waiting for approval.
4. Configure approval behavior:
 - Approve
 - Reject
 - Approve / Reject

5. Define approval rules (Anyone approves / Everyone approves).
6. Select approvers (static or dynamic).
7. Click **Done**.

This action enforces governance and authorization controls.

Screenshot:

Screenshot showing Ask for Approval configuration for the Network Database record, including approval reason, approval rules (Anyone approves), and Network assignment group.



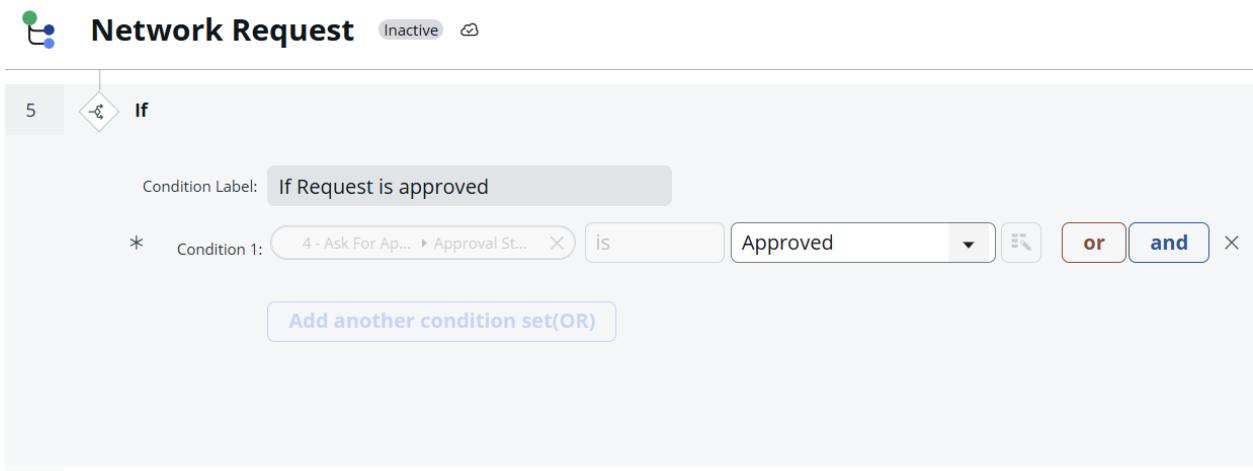
5. Flow Logic

1. Add **Flow Logic** and select **If Condition**.
2. Configure condition:
 - o If approval state is **Approved** or **Rejected**
3. Click **Done**.

This logic controls flow execution based on approval outcomes.

Screenshot:

Screenshot showing conditional flow logic.



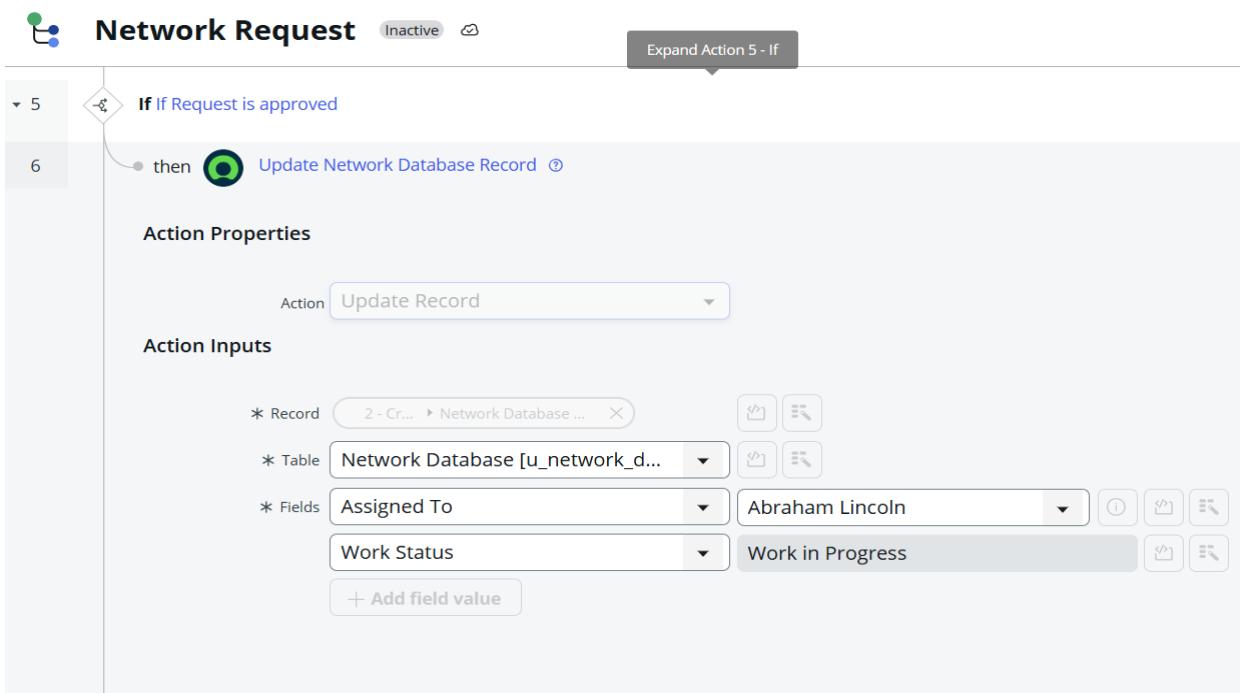
6. Update Record

1. Add the **Update Record** action.
2. Select **Record**: Create Record → Network Database.
3. The table is selected automatically.
4. Update required fields (e.g., status, approval state).
5. Click **Done**.

This ensures the backend record reflects the final request status.



Screenshot showing Update Record action configuration.



Activity 4: Flow Chart Representation

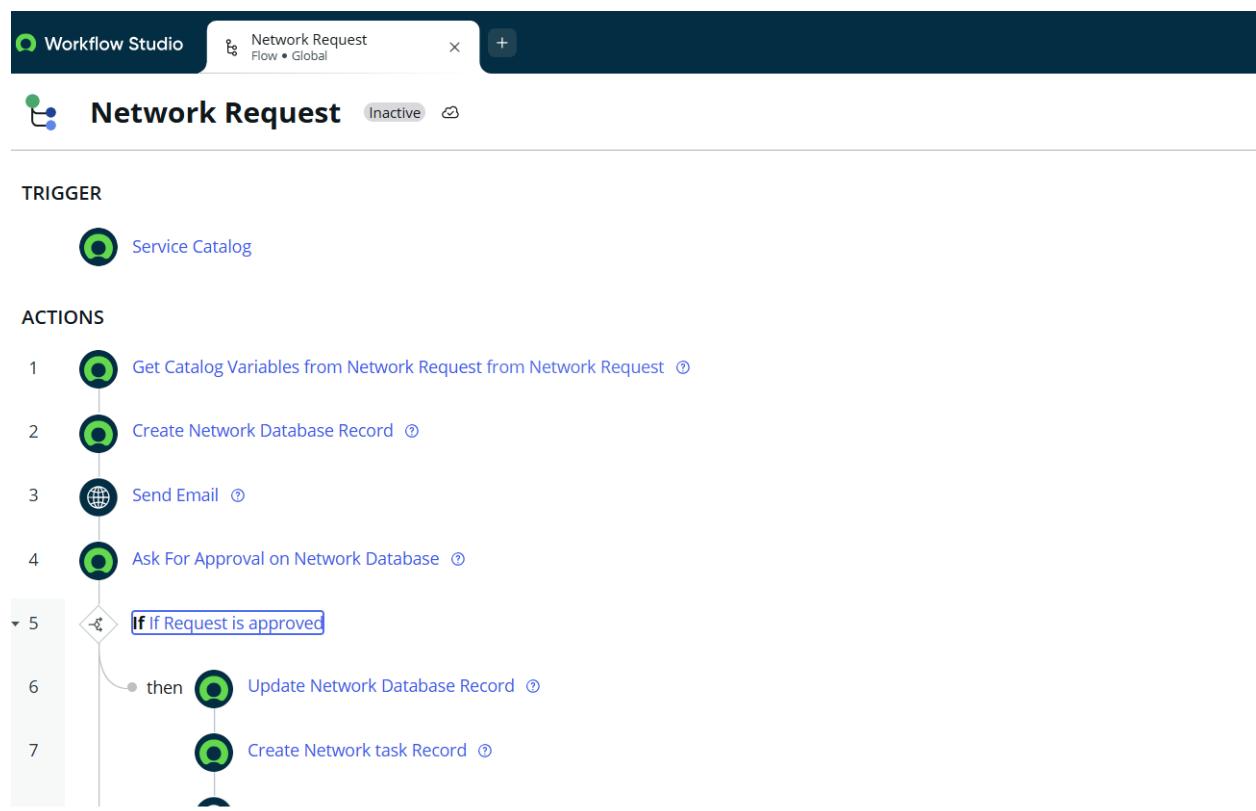
A flow chart was created to visually represent the automation sequence, including:

- Catalog request submission
- Trigger initiation
- Data retrieval
- Record creation
- Approval flow
- Conditional logic
- Final record update

This diagram improves clarity and helps stakeholders understand the automation process.

Screenshot:

Screenshot for representing the flow.



5. Outcome

Upon completion of the Automation Logic module:

- End-to-end automation was successfully implemented

- Catalog data was seamlessly transferred to backend tables
- Approval workflows were enforced programmatically
- Email notifications were triggered at appropriate stages
- Request status was updated dynamically based on approvals

This module significantly reduced manual effort and ensured consistency across the network request lifecycle.