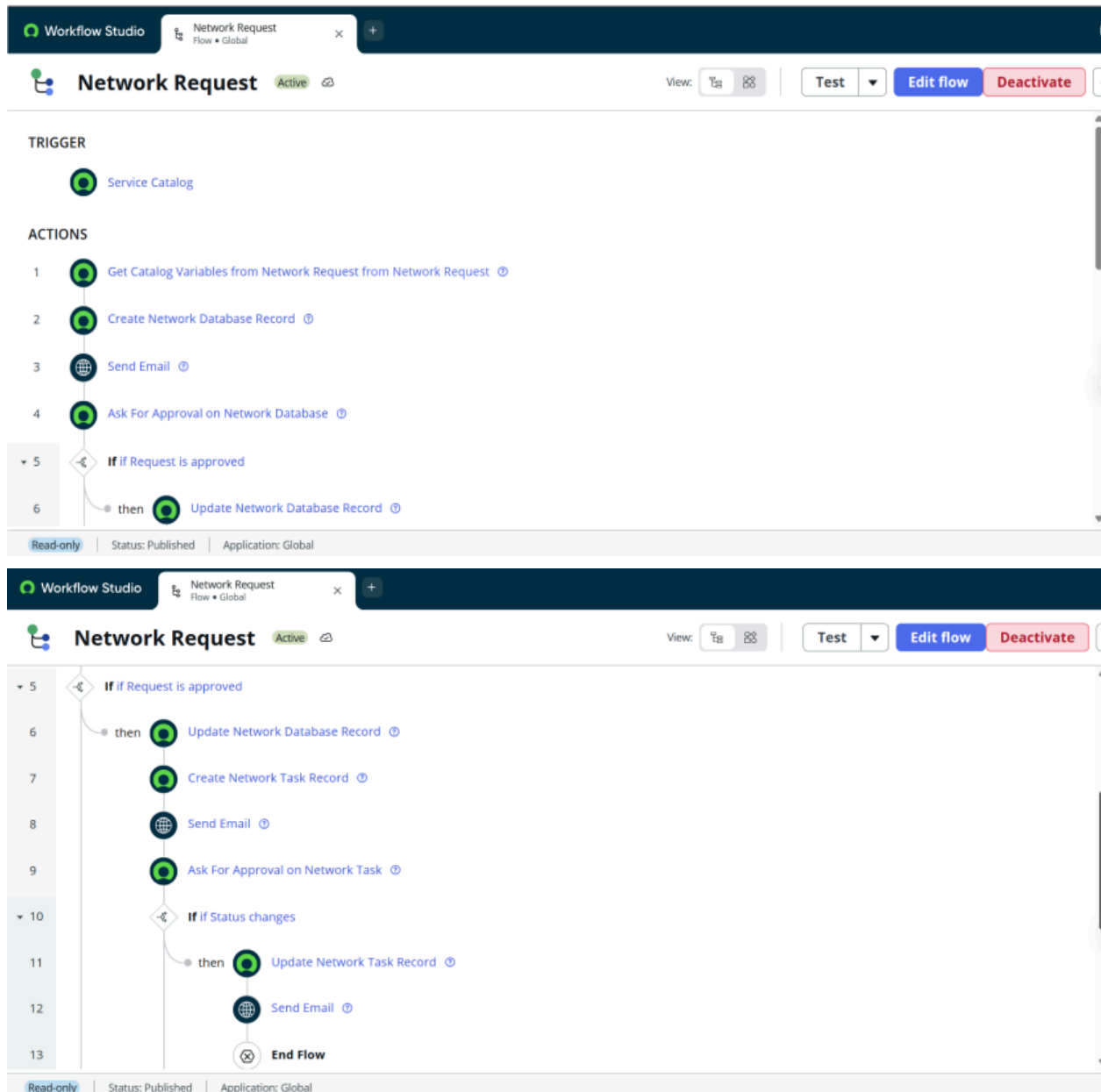
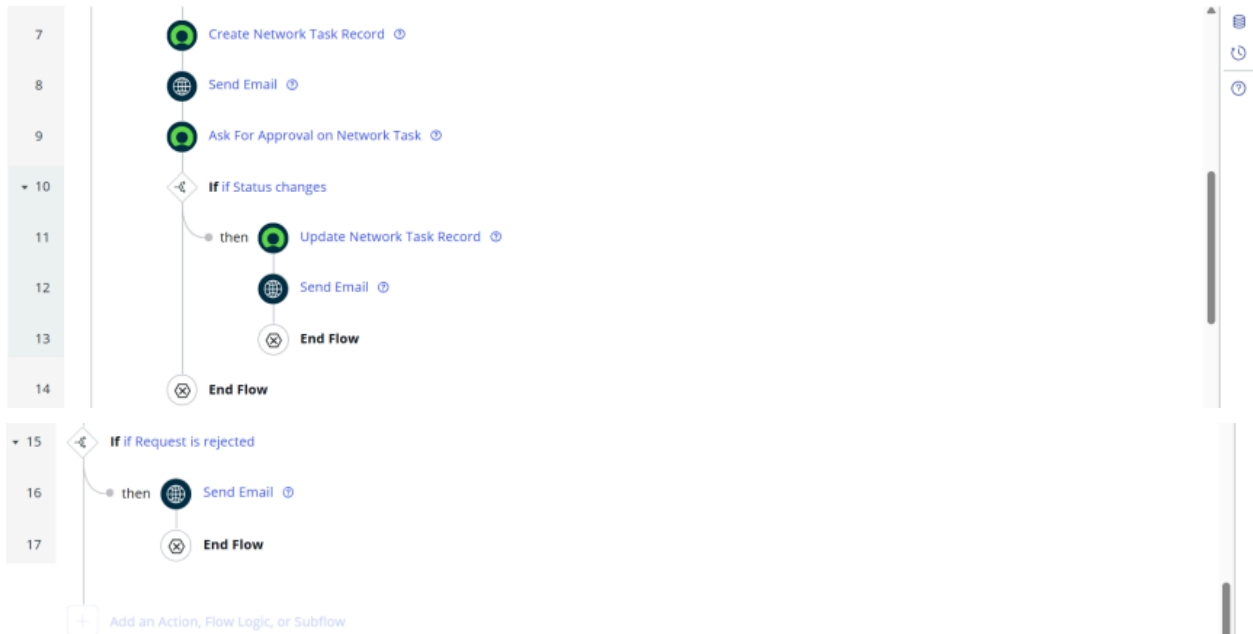


# Screenshots





#### ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Read-only

Status: Published

Application: Global

servicenow

All Favorites History Admin

Table - Network Database

Search

Table - Network Database

Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label

Network Database

Application

Global

\* Name

u\_network\_database

Columns

Controls

Application Access

Table Columns

for text

Search

1 to 15 of 15

New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Assignment Group	Reference	Group	32	false	false
Date of Enquiry	Date	(empty)	40	false	false
Customer Address	String	(empty)	40	false	false
Assigned to	Reference	User	32	false	false

×	Device Details	String	(empty)	40	false
×	Customer Document	String	(empty)	40	false
	Sys ID	Sys ID (GUID)	(empty)	32	false
	Updated	Date/Time	(empty)	40	false
	Created by	String	(empty)	40	false
×	Request Number	String	(empty)	40	false
	Created	Date/Time	(empty)	40	false
	Updated by	String	(empty)	40	false
	Updates	Integer	(empty)	40	false
×	Work Status	String	(empty)	40	false
×	Requested For	String	(empty)	40	false
+	Insert a new row...				

Delete Update Delete All Records

Related Links

[Form Builder](#)  
[Design Form](#)

12	Send Email		Completed	2025-12-25 00:32:58	24ms
13	End	Flow Logic	Completed	2025-12-25 00:32:58	0ms
14	End	Flow Logic	Not Run		
▼ 15	If if Request is rejected	Flow Logic	Not Run		
16	Send Email		Not Run		
17	End	Flow Logic	Not Run		

ERROR HANDLER

▼ 5	If if Request is approved	Flow Logic	Evaluated - True	2025-12-25 00:32:53	5247ms
6	Update Record	Core Action	Completed	2025-12-25 00:32:53	7ms
7	Create Record	Core Action	Completed	2025-12-25 00:32:53	54ms
8	Send Email		Completed	2025-12-25 00:32:53	5060ms
9	Ask For Approval	Core Action	Completed	2025-12-25 00:32:58	17ms
▼ 10	If if Status changes	Flow Logic	Evaluated - True	2025-12-25 00:32:58	109ms
11	Update Record	Core Action	Completed	2025-12-25 00:32:58	85ms
12	Send Email		Completed	2025-12-25 00:32:58	24ms
13	End	Flow Logic	Completed	2025-12-25 00:32:58	0ms

servicenow

AllFavoritesHistory

Approval - Network Database: Creat...

Search

Approval

Network Database: Created 2025-12-25 00:31:21

UpdateApproveRejectDelete

Approver

Bow Ruggeri

Approving

Network Database: Created 2025-12-

State

Approved

Approval Reason

Waiting for approval

Comments

Comments

Post

Activities: 1

System Administrator

Field changes • 2025-12-25 00:31:21

Approver

Bow Ruggeri

State

Requested

UpdateApproveRejectDelete

servicenow

AllFavoritesHistoryWorkspaces

Approvals

Search

Approvals

Created

Search

Actions on selected rows...

State	Approver	Comments	Approval for	Created
Search	Search	Search	Search	Search
Requested	Bow Ruggeri		(empty)	2025-12-25 00:31:21
Approved	Bow Ruggeri		(empty)	2025-12-22 03:15:46
Approved	Bow Ruggeri		(empty)	2025-12-22 03:13:37
Approved	Bow Ruggeri		(empty)	2025-12-22 02:56:23
Approved	Bow Ruggeri		(empty)	2025-12-22 02:50:30
Approved	Bow Ruggeri		(empty)	2025-12-22 02:30:23
Approved	Bow Ruggeri		(empty)	2025-12-22 02:24:08
Approved	Bow Ruggeri		(empty)	2025-12-22 02:21:41
Approved	Bow Ruggeri		(empty)	2025-12-22 02:04:54
Approved	Bow Ruggeri		(empty)	2025-12-22 01:58:41
Approved	Bow Ruggeri		(empty)	2025-12-22 01:57:26
Approved	Bow Ruggeri		(empty)	2025-12-22 01:45:07

1 to 20 of 751

Workflow Studio

Network Request  
Flow • Global

Network Request  
Flow execution • None

Network Request

Test flow

Run your flow to make sure it has no errors before you activate it. When the test finishes running, check the execution details to see each action's configuration, runtime values, and the log messages for any errors that occurred.

\* Requested Item Record RITM0010006

Your test has finished running. View the flow execution details.

☐ Run test in background

Cancel Run Test

ERROR HANDLER

If an error occurs in your flow, the actions you add here will run.

Status: Published | Application: Global

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > My Request - RITM0010009

Number  
RITM0010009

Created just now Updated just now State Open

Network Services Request

Item  
Network Request

Requested for  
System Administrator

Quantity  
1

Stage  
Assess or Scope Task

Activity Attachments Additional Details

Type your message here...

Post

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Request Summary - REQ0010004

Search Catalog

Submitted : 2025-12-25 00:23:25  
Request Number : REQ0010004  
Estimated Delivery : 2025-12-27

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-27	Assess or Scope Task	---	1	---

Total: \$0.00

Employee Center is available to you  
Join your peer organizations in creating a better

Close modal

Learn More about Employee Center

servicenow

Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request

Search

Network Request  
Network Services Request

Requester information

Opened on behalf of

Abel Tuter

Phone Number

9876543210

Email Id

abel@example.com

Proof of Document

Upload

User name

Abel

Is this a new network connection or a relocation

New

Order Confirmation

Request for

System Administrator

Delivery Information (Optional)

Special instructions (Optional)

Cancel

Checkout

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Search Catalog

Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request

Network Request  
Network Services Request

Requester information

Opened on behalf of

Abel Tuter

Phone Number

9876543210

Email Id

abel@example.com

Proof of Document

Upload

User name

Abel

Is this a new network connection or a relocation

New

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now

15

If

Condition Label: if Request is rejected

\* Condition 1: 4 - Ask For Ap... Approval St... is Rejected or and

Add another condition set(OR)

Delete Cancel Done

10

If

Condition Label: if Status changes

\* Condition 1: 9 - Ask For Ap... Approval St... is Skipped or and

Add another condition set(OR)

Delete Cancel Done

5

if

Condition Label: if Request is approved

\* Condition 1: 4 - Ask For Ap... Approval St... is Approved or and

Add another condition set(OR)

Delete Cancel Done

11

then Update Network Task Record

Action Properties

Update Record

Action Inputs

\* Record 7 - Creat... Network Task Re...

\* Table Network Task [u\_network\_task]

\* Fields State Closed Complete Work notes Network task completed successfully

+ Add field value

Delete Cancel Done

\* Subject Network Request

2 - Cr... Network Database ...

Approved

Body

10pt

Hello 2 - Create ... Requested ...

Your Network request has been approved successfully.

Thanks for contacting us.

Network Team.

Delete Cancel Done

Workflow Studio Network Request Flow Global

Network Request Active

Test Deactivate Activate

8 Send Email

Action Properties

Action Send Email

Action Inputs

Target Record 2 - Cr... Network Database ...

Table Network Database [u\_network\_d...]

Include Watermark

\* To 1 - Get Catalog Va... Em...

CC 2 - Create Record ... Email

BCC

Workflow Studio Network Request Flow Global

Network Request Active

Test Deactivate Activate

7 Create Network Task Record

Action Properties

Action Create Record

Action Inputs

\* Table Network Task [u\_network\_task]

\* Fields

State Open

Assignment group Network

Parent 2 - Cr... Network Database ...

Short description Provide network service

+ Add field value

Workflow Studio Network Request Flow Global

Network Request Active

Test Deactivate Activate

7 Create Network Task Record

Action Properties

\* Rules

Approve When: Anyone approves 2 - Create Rec... Manag...

Due Date None

Add another OR rule set

OR AND

Delete Cancel Done



Workflow Studio

Network Request

Flow • Global

Network Request

Active

Test

Deactivate

Activate

4

Ask For Approval on Network Database

Action Properties

ActionAsk For Approval

Action Inputs

\* Record2 - Cr...Network Database ...

TableNetwork Database [u\_network\_d...

Approval ReasonWaiting for approval

Approval FieldSelect a field

Journal FieldSelect a field

\* Rules

Add another OR rule set

CC2 - Create Record ...Email

BCC

\* SubjectRequest has been Created

Body

Hello2 - Create ...Requested ...

We have been received your request with request number:2 - Creat...Request Nu...

Sorry for the inconvenience and your request will resolved with in 2 Bussiness working days.

Thanks for contacting us.

Network Team.

DeleteCancelDone

Status: Published

Application: Global

Workflow Studio

Network Request

Flow • Global

Network Request

Active

Test

Deactivate

Activate

3

Send Email

Action Properties

ActionSend Email

Action Inputs

Target Record2 - Cr...Network Database ...

TableNetwork Database [u\_network\_d...

Include Watermark

\* To1 - Get Catalog Va...Em...

CC2 - Create Record ...Email

BCC

Workflow Studio Network Request Flow Global

Network Request Active

Test Deactivate Activate

\* Table Network Database [u\_network\_d... X

\* Fields

Request Number	Trigger - Servic... ▶ ... ▶ Num...
Requested For	1 - Get Catalog Va... ▶ ... ▶ Na...
Work Status	New
Assignment Group	Network X
Date of Enquiry	Trigger - Servic... ▶ ... ▶ Creat...
Device Details	1 - Get Catalo... ▶ type_of dev...
Customer Address	1 - G... ▶ please_provide_addr...

+ Add field value

Delete Cancel Done

Status: Published Application: Global

Workflow Studio Network Request Flow Global

Network Request Active

Test Deactivate Activate

2 Create Network Database Record

Action Properties

Action Create Record

Action Inputs

\* Table Network Database [u\_network\_d... X

\* Fields

Request Number	Trigger - Servic... ▶ ... ▶ Num...
Requested For	1 - Get Catalog Va... ▶ ... ▶ Na...
Work Status	New
Assignment Group	Network X
Date of Enquiry	Trigger - Servic... ▶ ... ▶ Creat...
Device Details	1 - Get Catalo... ▶ type_of dev...

Network Request X

Catalog Variables

Available

- proof\_of\_document
- is\_this\_a\_new\_network\_connec
- if\_this\_is\_a\_relocation\_please\_g
- is\_this\_is\_a\_relocation\_please\_g
- provide\_device\_details
- if\_any\_please\_write\_here

Selected

- opened\_on\_behalf\_of
- email\_id
- user\_name
- please\_provide\_address\_here
- phone\_number
- type\_of\_devices

Note: If removing a variable from the 'Selected' list, it will be moved to 'Available' list only if the variable is from the selected Template Catalog Items and Variable Sets. Otherwise, the variable is removed from both 'Available' and 'Selected' lists.

Delete Cancel Done

Status: Published Application: Global

Workflow Studio

Network Request  
Flow • Global

Network Request

Active

View

Test

Deactivate

Activate

1

Get Catalog Variables from Network Request from Network Request

Action Properties

Action

Get Catalog Variables

Action Inputs

\* Submitted Request (Requested Item)

Trigger ... 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)

Network Request

Status: Published

Application: Global

Workflow Studio

Network Request  
Flow • Global

Network Request

Active

View

Test

Deactivate

Activate

TRIGGER

Service Catalog

Trigger

Service Catalog

Advanced Options

Delete

Cancel

Done

Variables (5)			
Catalog UI Policies			
Catalog Client Scripts			
Included In (1)			
Catalog Data Lookup Definitions			
Variable set = Requester Information			
<input type="checkbox"/>	Name	Type	Order
	opened_on_behalf_of	Reference	100
	email_id	Single Line Text	200
	user_name	Single Line Text	300
	phone_number	Single Line Text	400
	proof_of_document	Attachment	500
1 to 5 of 5			

servicenow			
Catalog Item - Network Request			
Variables (10)			
Variable Sets (1)			
Catalog UI Policies			
Catalog Client Scripts			
Available For			
Not Available For			
Categories (1)			
Catalogs (1)			
Catalog Data Lookup Definitions			
Related Articles			
Catalog Item = Network Request			
<input type="checkbox"/>	Type	Question	Order
	Container Start	Service Details	200
	Multiple Choice	Is this a new network connection or a re...	300
	Single Line Text	If this is a relocation,Please provide y...	310
	Single Line Text	Is this is a relocation,Please provide y...	320
	Container Start	Location & Devices Type	400
	Single Line Text	Please provide address here	410
	Select Box	Type of devices	420
	Single Line Text	Provide device details	430
	Container Start	Additional Information	500
	Single Line Text	If any,Please write here	510
1 to 10 of 10			

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related Links

[Item Diagnostic](#)[Show VA render type](#)[Run Point Scan](#)

Variables (10)Variable Sets (1)Catalog UI PoliciesCatalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup DefinitionsRelated Articles

Related Catalog ItemsAssigned Topics

OrderSearch

Actions on selected rows...New

Catalog Item = Network Request

Type	Question	Order
Container Start	Service Details	200
Multiple Choice	Is this a new network connection or a re...	300
Single Line Text	if this is a relocation,Please provide y...	310
Single Line Text	Is this is a relocation,Please provide y...	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410

servicenowAllFavoritesHistoryWorkspacesCatalog ItemsSearch

Catalog ItemNetwork Request

CopyTry ItUpdateEdit in Catalog BuilderDelete

Build and modify items faster with the improved [Catalog Builder](#).

NameNetwork Request

CatalogsService Catalog

CategoryNetwork Standard Changes

State-- None --

Checked out-- None --

OwnerSystem Administrator

ApplicationGlobal

Active☒

Roles

Fulfillment automation levelUnspecified

Item DetailsProcess EnginePicturePricingPortal Settings

Short descriptionNetwork Services Request

Description

u_network_task	Allow If	read	record	true	admin	2025-12-22 00:50:00
1 to 4 of 4						

[Delete](#) [Update](#) [Delete All Records](#)

Related Links

[Form Builder](#)  
[Design Form](#)  
[Layout Form](#)  
[Layout List](#)  
[Show Form](#)  
[Show List](#)  
[Show Schema Map](#)  
[Add to Service Catalog](#)  
[Run Point Scan](#)  
[Explore REST API](#)

[Access Controls \(4\)](#) [Security Data Filters](#) [Labels \(1\)](#) [Database Indexes \(46\)](#) [Table Subscription Configuration \(1\)](#)

	Name	Decision Type	Operation	Type	Active	Updated by	Updated
<input type="checkbox"/>	u_network_task	Allow If	delete	record	true	admin	2025-12-22 00:50:00
<input type="checkbox"/>	u_network_task	Allow If	create	record	true	admin	2025-12-22 00:50:00
<input type="checkbox"/>	u_network_task	Allow If	write	record	true	admin	2025-12-22 00:50:00
<input type="checkbox"/>	u_network_task	Allow If	read	record	true	admin	2025-12-22 00:50:00

Universal Request	Reference	Task	32		false
Number	String	(empty)	40	javascript:getNextObj(NumberPadded);	true
Configuration item	Reference	Configuration item	32		false
Approval history	Journal	(empty)	4,000		false
Business duration	Duration	(empty)	40		false
Location	Reference	Location	32		false
User input	User Input	(empty)	4,000		false
Active	True/False	(empty)	40	true	false
State	Integer	(empty)	40	1	false
Work notes	Journal Input	(empty)	4,000		false
Closed by	Reference	User	32		false
Follow up	Date/Time	(empty)	40		false
Domain	Domain ID	(empty)	32	global	false
Additional comments	Journal Input	(empty)	4,000		false
Urgency	Integer	(empty)	40	3	false
Opened	Date/Time	(empty)	40	javascript:gs.nowDateTime()	false

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* LabelNetwork Task

ApplicationGlobal

\* Nameu\_network\_task

Extends tableTask

Columns

Controls

Application Access

Table Columns

for text

Search

1 to 20 of 71

New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Comments and Work notes	Journal List	(empty)	4,000		false
Transfer reason	Integer	(empty)	40		false
Effective number	String	(empty)	40		false
Variables	Variables	(empty)	40		false

[Layout Form](#)  
[Layout List](#)  
[Show Form](#)  
[Show List](#)  
[Show Schema Map](#)  
[Add to Service Catalog](#)  
[Run Point Scan](#)  
[Explore REST API](#)

Access Controls (4)

Security Data Filters

Labels (1)

Database Indexes (3)

Table Subscription Configuration (1)

Name

Search

Actions on selected rows...

Access Controls

Name	Decision Type	Operation	Type	Active	Updated by	Updated
u_network_database	Allow If	create	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	read	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	delete	record	true	admin	2025-12-16 22:16:35
u_network_database	Allow If	write	record	true	admin	2025-12-16 22:16:35

1 to 4 of 4