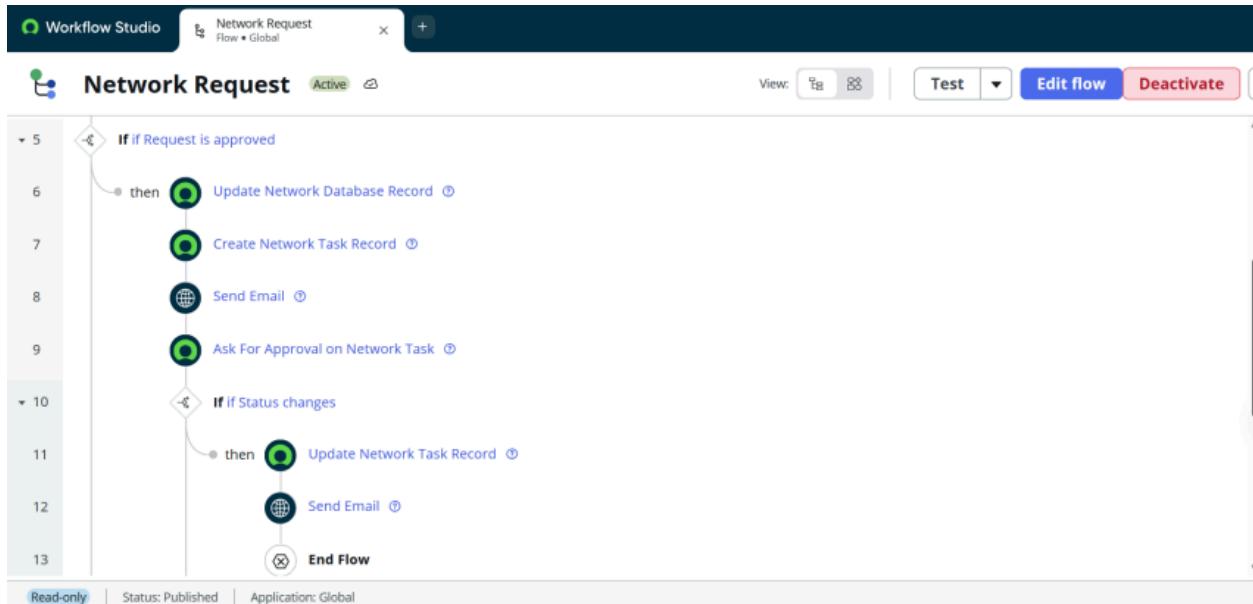
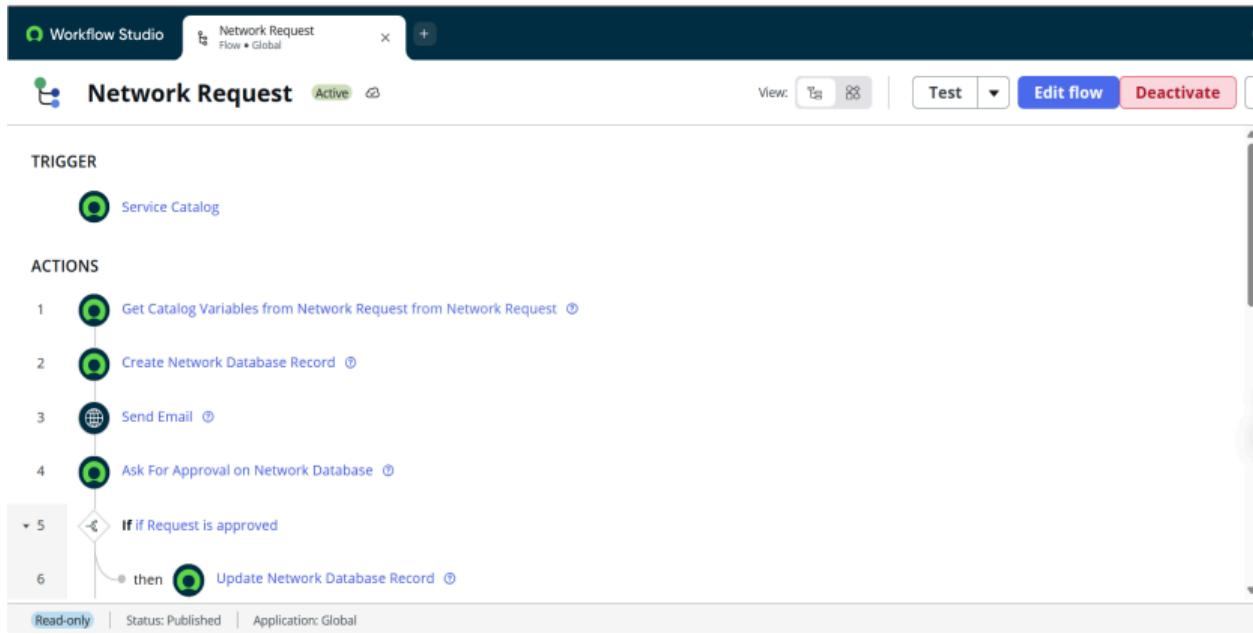
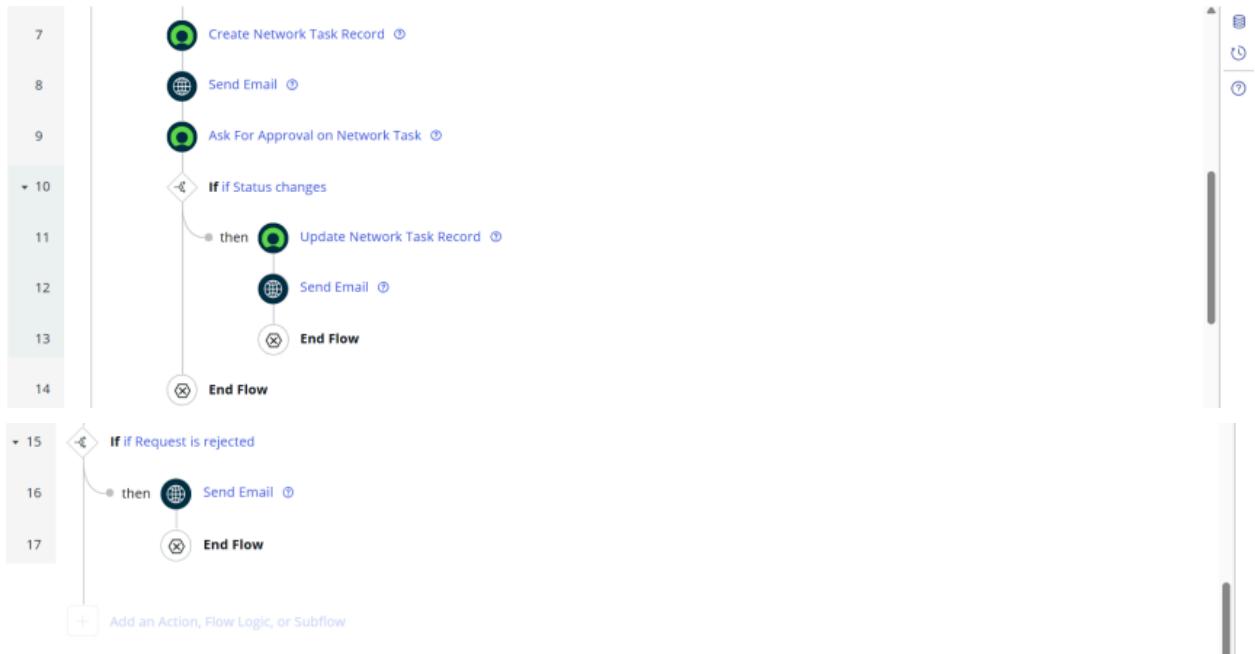


# Screenshots





#### 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

Dictionary Entries

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

X	Device Details	String	(empty)	40	false
X	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
X	Request Number	String	(empty)	40	false
	Created	Date/Time	(empty)	40	false
	Updated by	String	(empty)	40	false
	Updates	Integer	(empty)	40	false
X	Work Status	String	(empty)	40	false
X	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
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

1 ▲

servicenow All Favorites History Approval - Network Database: Creat... ★

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

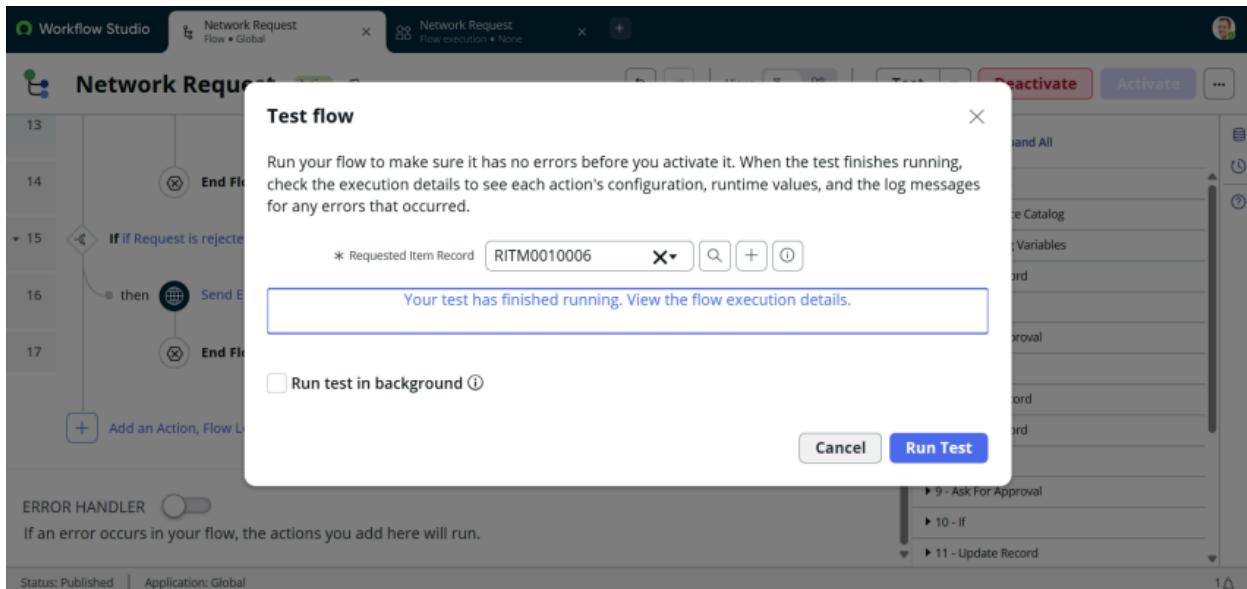
Approver	Bow Ruggeri	Approving	Network Database: Created 2025-12-	<span style="border: 1px solid green; padding: 2px;">Approved</span>	<span style="border: 1px solid #ccc; padding: 2px;">Update</span>	<span style="border: 1px solid #ccc; padding: 2px;">Approve</span>	<span style="border: 1px solid #ccc; padding: 2px;">Reject</span>	<span style="border: 1px solid #ccc; padding: 2px;">Delete</span>
State	<span style="border: 1px solid green; padding: 2px;">Approved</span>							
Approval Reason	Waiting for approval							
Comments	Comments <input type="text"/> <span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 40px; margin-top: 10px;"> </span>							
<span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 20px; margin-bottom: 10px;">Post</span>								
Activities: 1		System Administrator Approver: Bow Ruggeri State: Requested		Field changes • 2025-12-25 00:31:21				<span style="border: 1px solid #ccc; padding: 2px; width: 20px; height: 20px; vertical-align: middle;">T</span>
<span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 20px; margin-bottom: 10px;">Update</span> <span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 20px; margin-bottom: 10px;">Approve</span> <span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 20px; margin-bottom: 10px;">Reject</span> <span style="border: 1px solid #ccc; padding: 2px; width: 100px; height: 20px; margin-bottom: 10px;">Delete</span>								

servicenow All Favorites History Workspaces Approvals ★

Approvals Created Search Actions on selected rows...

<input type="checkbox"/>	<span style="color: green;">State</span>	Approver	Comments	Approval for	Created
<input type="checkbox"/>	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



servicenow

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

Type your message here...

servicenow

Home > Request Summary - REQ0010004

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	\$0.00

Total: \$0.00

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

## 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**

The modal window is titled "Order Confirmation". It contains fields for "Request for" (set to "System Administrator"), "Delivery Information (Optional)", and "Special instructions (Optional)". At the bottom are "Cancel" and "Checkout" buttons. To the right of the modal, there's a sidebar with "Quantity: 1", "Delivery Time: 2 Days", and buttons for "Add to Cart", "Save as Draft", and a prominent "Order Now" button.

**Network Request**

Network Services Request

**Requester information**

Opened on behalf of: Abel Tuter

Phone Number: 9876543210

Email Id: abel@example.com

Proof of Document:

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)**

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

This screenshot shows the "Network Request" configuration screen. It includes requester information, a sidebar with quantity and delivery options, and two conditional logic sections labeled "If". The first "If" section checks if a request is rejected. The second "If" section checks if the status changes. Both sections use a visual logic builder with conditions like "is" and "Rejected". Buttons for "Delete", "Cancel", and "Done" are at the bottom.

5 If

Condition Label: if Request is approved

\* Condition 1: 4 - Ask For Approval → Approval Status is Approved or and

Add another condition set(OR)

Delete Cancel Done

Workflow Studio Network Request Flow • Global

**Network Request** Active

11 then Update Network Task Record

Action Properties

Action: Update Record

Action Inputs

- \* Record: 7 - Create → Network Task Record
- \* Table: Network Task [u\_network\_task]
- \* Fields:
  - State: Closed Complete
  - Work notes: Network task completed successfully
- + Add field value

Delete Cancel Done

Status: Draft Application: Global

**Network Request**

\* Subject: Network Request  
Approved

Body:

Hello 2 - Create → Network Database → Requested ...  
Your Network request has been approved successfully.  
Thanks for contacting us.  
Network Team.

Delete Cancel Done

Status: Draft Application: Global

Workflow Studio Network Request Flow • Global

### Network Request

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... (with a sequence icon)
- CC: 2 - Create Record ▶ ... ▶ Email (with a sequence icon)
- BCC:

Send Email

Workflow Studio Network Request Flow • Global

### Network Request

Action Properties

Action: Create Record

Action Inputs

- \* Table: Network Task [u\_network\_task]
- \* Fields:
  - State: Open
  - Assignment group: Network
  - Parent: 2 - Cr... ▶ Network Database ... (with a sequence icon)
  - Short description: Provide network service
- + Add field value

Workflow Studio Network Request Flow • Global

### Network Request

Action Properties

\* Rules

Approve When: Anyone approves (with a sequence icon)

Due Date: None

Add another OR rule set

OR AND

Delete Cancel Done

**Workflow Studio** Network Request Flow • Global

## Network Request

Active

4 Ask For Approval on Network Database

Action Properties

Action: Ask For Approval

Action Inputs

- \* Record: 2 - Create Record ▶ Network Database ...
- Table: Network Database [u\_network\_d...]
- Approval Reason: Waiting for approval
- Approval Field: Select a field
- Journal Field: Select a field

\* Rules

Add another OR rule set

CC: 2 - Create Record ▶ Email

BCC:

\* Subject: Request has been Created

Body:

Hello ( 2 - Create Record ▶ Email )

We have been received your request with request number: 2 - Create Record ▶ Request Number

Sorry for the inconvenience and your request will be resolved within 2 business working days.

Thanks for contacting us.

Network Team.

Delete Cancel Done

Status: Published | Application: Global

**Workflow Studio** Network Request Flow • Global

## Network Request

Active

3 Send Email

Action Properties

Action: Send Email

Action Inputs

- Target Record: 2 - Create Record ▶ Network Database ...
- Table: Network Database [u\_network\_d...]
- Include Watermark:
- \* To: 1 - Get Catalog Value ▶ Email
- CC: 2 - Create Record ▶ Email
- BCC:

**Workflow Studio** Network Request Row • Global

### Network Request

Active

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

\* Fields

- Request Number: Trigger - Service... ▶ ... ▶ Num... X
- Requested For: 1 - Get Catalog Va... ▶ ... ▶ Na... X
- Work Status: New
- Assignment Group: Network
- Date of Enquiry: Trigger - Service... ▶ ... ▶ Creat... X
- Device Details: 1 - Get Catalog... ▶ type\_of\_dev... X
- Customer Address: 1 - G... ▶ please\_provide\_addr... X

+ Add field value

Delete Cancel Done

Status: Published | Application: Global

**Workflow Studio** Network Request Row • Global

### Network Request

Active

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: 1 - Get Catalog Va... ▶ ... ▶ Na... X
- Work Status: New
- Assignment Group: Network
- Date of Enquiry: Trigger - Service... ▶ ... ▶ Creat... X
- Device Details: 1 - Get Catalog... ▶ type\_of\_dev... X

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

Catalog Variables Available

- proof\_of\_document
- is\_this\_a\_new\_network\_connection
- 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 ... X

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 ⓘ Network Request X ⌂ ⌂ ⌂

Status: Published | Application: Global ⌂

This screenshot shows the 'Network Request' flow in Workflow Studio. It contains a single step labeled 'Get Catalog Variables from Network Request from Network Request'. The 'Action' dropdown is set to 'Get Catalog Variables'. The 'Action Inputs' section shows a 'Submitted Request' input with a 'Requested Item' sub-input. A note explains that users can select multiple items from a template catalog. The 'Template Catalog' dropdown is set to 'Network Request'. The status bar at the bottom indicates the flow is published and 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

This screenshot shows the 'Service Catalog' trigger configuration within the 'Network Request' flow. The trigger is set to 'Service Catalog'. There is an 'Advanced Options' button. At the bottom right are 'Delete', 'Cancel', and 'Done' buttons. The interface is identical to the previous screenshot, indicating it's part of the same application session.

Variable set ~ Requester Information				
	Name	Type	Question	Order
<input type="checkbox"/>	opened_on_behalf_of	Reference	Opened on behalf of	100
<input type="checkbox"/>	email_id	Single Line Text	Email Id	200
<input type="checkbox"/>	user_name	Single Line Text	User name	300
<input type="checkbox"/>	phone_number	Single Line Text	Phone Number	400
<input type="checkbox"/>	proof_of_document	Attachment	Proof of Document	500

Catalog Item - Network Request				
<input type="checkbox"/> Catalog Item <b>Network Request</b> <span style="float: right;"> <input type="button" value="Copy"/> <input type="button" value="Try It"/> <input type="button" value="Update"/> <input type="button" value="Edit in Catalog Builder"/> <input type="button" value="Delete"/> </span>				
<input type="checkbox"/> Variables (10) <input type="checkbox"/> Variable Sets (1) <input type="checkbox"/> Catalog UI Policies <input type="checkbox"/> Catalog Client Scripts <input type="checkbox"/> Available For <input type="checkbox"/> Not Available For <input type="checkbox"/> Categories (1) <input type="checkbox"/> Catalogs (1) <input type="checkbox"/> Catalog Data Lookup Definitions <input type="checkbox"/> Related Articles				
<input type="checkbox"/> Related Catalog Items <input type="checkbox"/> Assigned Topics				
	Type	Question	Order	
<input type="checkbox"/>	Container Start	Service Details	200	
<input type="checkbox"/>	Multiple Choice	Is this a new network connection or a re...	300	
<input type="checkbox"/>	Single Line Text	If this is a relocation,Please provide y...	310	
<input type="checkbox"/>	Single Line Text	Is this a relocation,Please provide y...	320	
<input type="checkbox"/>	Container Start	Location & Devices Type	400	
<input type="checkbox"/>	Single Line Text	Please provide address here	410	
<input type="checkbox"/>	Select Box	Type of devices	420	
<input type="checkbox"/>	Single Line Text	Provide device details	430	
<input type="checkbox"/>	Container Start	Additional Information	500	
<input type="checkbox"/>	Single Line Text	If any,Please write here	510	
<input type="checkbox"/>	Select Box	Type of devices	420	
<input type="checkbox"/>	Single Line Text	Provide device details	430	
<input type="checkbox"/>	Container Start	Additional Information	500	
<input checked="" type="checkbox"/>	Single Line Text	If any,Please write here	510	

Copy Try It Update Edit in Catalog Builder Delete

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

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

Related Catalog Items Assigned Topics

Order Search 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 a relocation. Please provide y...	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410

servicenow All Favorites History Workspaces Catalog Items Search

Catalog Item Network Request

Build and modify items faster with the improved Catalog Builder.

Name Network Request Application Global Active

Catalogs Service Catalog Category Network Standard Changes State -- None -- Checked out -- None -- Owner System Administrator

Fulfillment automation level Unspecified

Item Details Process Engine Picture Pricing Portal Settings

Short description Network Services Request

Description

SLA/Task Name	Category	Owner	Created By	Owner	Entered By	Entered Date
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)		
<div style="display: flex; justify-content: space-between; align-items: center;"> <span>Name</span> <span>Search</span> <span>Actions on selected rows...</span> </div>						
Access Controls						
	Name	Decision Type	Operation	Type	Active	Updated by
	u_network_task	Allow If	delete	record	true	admin
	u_network_task	Allow If	create	record	true	admin
	u_network_task	Allow If	write	record	true	admin
	u_network_task	Allow If	read	record	true	admin
Universal Request		Reference	Task	32		false
Number		String	(empty)	40	javascript:getNextObjNumberPadded();	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

servicenow All Favorites History Admin : Table - Network Task ★ Search 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 Task** Application Global

\* Name **u\_network\_task**

Extends table **Task**

**Table Columns** for text Search 1 to 20 of 71 New

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

Dictionary Entries

- [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...

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