

# **Ordering a WiFi Router via ServiceNow Service Catalog**

## **Team Members:**

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The screenshot shows the ServiceNow interface for configuring a catalog item. The browser tabs at the top include 'ServiceNow', 'Service Portal', 'servicenow', 'Wifi Router', 'Wifi Router', 'Service Portal', 'Catalog', and 'Workflow'. The URL is [https://dev268530.servicenow.com/how/nav/ui/classic/params/target/sc\\_cat\\_item.do%3Fsys\\_id%3D6bbd851653b1121005d256a0a0490...](https://dev268530.servicenow.com/how/nav/ui/classic/params/target/sc_cat_item.do%3Fsys_id%3D6bbd851653b1121005d256a0a0490...). The page title is 'Catalog Item - Wifi Router with 2 An...'. The breadcrumb navigation shows 'Catalog Item' and 'Wifi Router with 2 Antenna'. The page has a search bar and a 'Search' button. The main content area is titled 'Catalog Item - Wifi Router with 2 Antenna' and includes a 'Copy' button, a 'Try It' button, an 'Update' button, an 'Edit in Catalog Builder' button, and a 'Delete' button. A blue information box states: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are: 'Name' (Wifi Router with 2 Antenna), 'Application' (Global), 'Catalogs' (Service Catalog), 'Category' (Employee Assesst Request), 'State' (-- None --), 'Checked out' (-- None --), 'Owner' (System Administrator), 'Active' (checked), and 'Fulfillment automation level' (Unspecified). Below the form, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Process Engine' tab is selected, and a blue information box states: 'Select the appropriate process engine for the catalog item. Only one engine can be selected.' The 'Flow' field is empty, and the 'Workflow' field is 'emp req'.

ServiceNow All Favorites History Catalog Item - Wifi Router with 2 An... Search

< Catalog Item Wifi Router with 2 Antenna Copy Try It Update Edit in Catalog Builder Delete

Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies.

- Enter a Name and Short description to display for the item.
- Enter a Price, approvals, variables, and other information as needed.

Name Wifi Router with 2 Antenna Application Global

Catalogs Service Catalog Active

Category Employee Assesst Request Fulfillment automation level Unspecified

State -- None --

Checked out -- None --

Owner System Administrator

Item Details Process Engine Picture Pricing Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow

Workflow emp req

ServiceNow

AllFavoritesHistory

Catalog Item - Wifi Router with 2 An...

Search

🌐🔍👤

<≡

Catalog Item

Wifi Router with 2 Antenna

WORKFLOWEMP REQ

Invalid reference

Execution Plan

DEFAULT

🔍🕒

CopyTry ItUpdateEdit in Catalog BuilderDelete

Related Links

[Item Diagnostic](#)

[Run Point Scan](#)

VariablesVariable SetsCatalog UI PoliciesCatalog Client ScriptsAvailable ForNot Available ForCategories (1)Catalogs (1)Catalog Data Lookup Definitions

Related ArticlesRelated Catalog ItemsAssigned Topics

≡🔍for textSearch🕒—Actions on selected rows...NewEdit...

Catalog item = Wifi Router with 2 Antenna

☐🔍

Catalog category

Employee Assesst Request

1 to 1 of 1

🔔

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ENG IN📶🔊🔌12:25 13-11-2024🔔

ServiceNow x Service Po x servicenow x Wifi Route x Wifi Route x Service Po x Catalog C x Workflow x

https://dev268530.service-now.com/now/nav/ui/classic/params/target/sc\_cat\_item.do%3Fsys\_id%3D106e055653b1121005d256a0a0490... A ☆ ⚙ ⚙ ⚙

servicenow All Favorites History Catalog Item - Wifi Router with 2 An... Search

< ☰ Catalog Item Wifi Router with 2 Antenna

Update Edit In Catalog Builder Cancel checkout Del

Update Edit In Catalog Builder Cancel checkout Delete

Related Links

[Item Diagnostic](#)  
[Edit checked out item in advanced view](#)  
[Run Point Scan](#)

Variables (4) Variable Sets Catalog UI Policies Catalog Client Scripts Available For Not Available For Categories Catalogs Catalog Data Lookup Definitions Related Articles

Related Catalog Items Assigned Topics

☰ 🔍 Order Search ⚙ — Actions on selected rows...

Catalog item = Wifi Router with 2 Antenna

<input type="checkbox"/> 🔍 Type	Question	Order ▲
Reference	user	
Single Line Text	Location	
Multi Line Text	Address	
Date	Joining date	

1 to 4 of 4

1

Windows Search File Explorer Edge Calendar Word Outlook Settings Task View WhatsApp 60 VS Code Teams OneDrive PowerPoint Spotify

ENG IN 12:25 13-11-2024

ServiceNow Workflow Editor interface showing a workflow named "emp req" (Published).

The workflow steps are:

- Begin** (Always)
- Approval - User** (Item Request by User) with options: Approved, Rejected
- Notification** (sending mail to user) (Always)
- End**

The workflow is visualized as a sequence of steps connected by arrows. The "Approval - User" step has two outgoing paths: one for "Approved" leading to the "Notification" step, and one for "Rejected" leading to the "End" step. The "Notification" step leads to the "End" step.

On the right, the "Core" activities panel lists various actions:

- On-Call: Update Escalation Level
- Service Catalog
- Scriptable Order Guide
- Subflows
- Parallel Flow Launcher
- Timers
- Timer
- Utilities
- Branch
- Join
- Lock
- Log Message
- Log Trace Message
- Return Value
- Run Script
- Set Values
- Turnstile
- Unlock

The bottom status bar shows the system is in "ENG IN" state, with a timestamp of 12:25 on 13-11-2024.

ServiceNow

AllFavoritesHistoryAdminCatalog Builder

Search

DashboardCatalog itemsCatalog item templates

Catalog items93

Last refreshed 1m ago

Discard draft

Edit

New

Name	State	Catalogs	Category
Wifi Router with 2 Antenna	Published		(empty)
Wifi Router with 2 Antenna	Published	Service Catalog	Employee Assesst Re
(empty)	Published		(empty)
Manage Knowledge Ownership Group	Published		(empty)
Service Category Request	Published	Service Catalog	Departmental Servic
Item Designer Category Request	Published	Service Catalog	Can We Help You?
New LDAP Server	Published	Service Catalog	(empty)
Create a new Export Set	Published	Service Catalog	(empty)
Register a Business Application	Published	Service Catalog	Business Application Manage...

Showing 1-20 of 93

12345

20 rows per page

Item details

Details

Basic info

Item name

Wifi Router with 2 Antenna

Short description

Item details

Image

1

Windows Taskbar

12:23 13-11-2024

ServiceNow

All | Favorites | History | Admin | Service Portals

Search

service porta

FAVORITES

No Results

ALL RESULTS

Service Portal

Service Portal Home

Service Portal Configuration

Portals

Announcements

Agent Chat

Themes

URL suffix	Theme	Updated
cab	CAB Workbench - Default	2024-07-27 14:52:39
mesp	Mobile Employee Next Experience Theme	2022-08-08 02:10:34
kb	Portal Next Experience Theme	2024-07-27 14:52:39
benchmarks	Benchmarks - Theme	2024-07-27 14:52:39
esc	EC Theme	2024-07-27 14:45:22
sp	La Jolla	2024-07-27 14:52:39
sp_config	La Jolla	2024-07-27 14:52:39
swp	Workspace EC Theme	2022-09-14 00:45:58

1 to 8 of 8

https://dev268530.service-now.com/sp?sysparm\_stack=no

12:26

13-11-2024

ServiceNow x Service Po x servicenow x Wifi Route x Wifi Route x Service Po x wifi Search x Workflow x

https://dev268530.service-now.com/sp?id=search&sapa=1&q=wifi

servicenow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Search

wifi

Sources

All

Knowledge Bases

Catalogs

FILTERS

Catalogs

Clear All

Catalog >

Category >

Apply

All results for "wifi"

Wifi Router with 2 Antenna

End of results

1

Windows Taskbar Icons

ENG IN

12:28 13-11-2024



ServiceNow

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > All Catalogs > Service Catalog > Employee Assesst Request > Wifi Router with 2 Antenna

Search Catalog

Wifi Router with 2 Antenna

Add attachments

Delivery Time: 2 Days

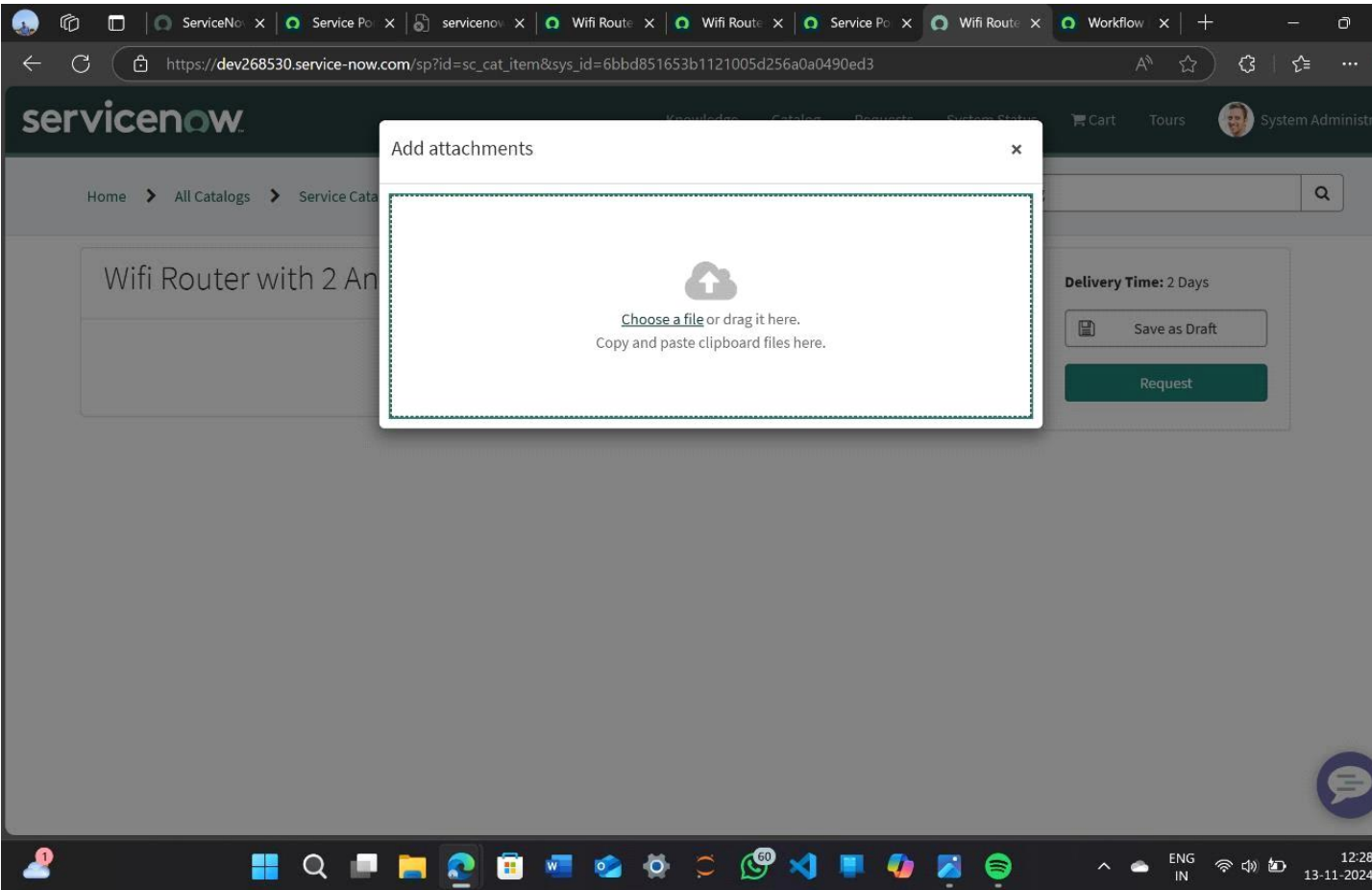
Save as Draft

Request

1

Windows Taskbar

12:28 13-11-2024



ServiceNow x Service Po x serviceno x Wifi Route x Wifi Route x Service Po x Request Si x Workflow x

https://dev268530.service-now.com/sp?id=sc\_request&is\_new\_order=true&table=sc\_request&sys\_id=546c5d9653f1121005d256a0a049...

service-now

KnowledgeCatalogRequestsSystem StatusCartToursSystem Administrator

Home > Request Summary

Search Catalog

Submitted :2024-11-12 22:58:40  
Request Number :REQ0010002  
Estimated Delivery :2024-11-14

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Wifi Router with 2 Antenna	2024-11-14	▶ Assess or Scope Task	---	--	---
					Total: \$0.00

12:28  
13-11-2024

Requests - Service Portal | dev268530.service-now.com | REQ0000001 | Request | ServiceN

https://dev268530.service-now.com/now/nav/ui/classic/params/target/sc\_request.do%3Fsys\_id%3D6eed229047801200e0ef563dbb9a71c...

servicenow All Favorites History Request - REQ0000001 Search

Request REQ0000001 Discuss Follow Update Cancel Request Copy Delete

Number REQ0000001 Opened 2024-07-22 13:58:44

Requested for System Administrator Opened by System Administrator

Location Approval Approved

Due date 2024-07-24 13:58:43 Request state Approved

Price \$600.00

Description

Short description

Special instructions

Update Cancel Request Copy Delete

Requested Items (5) Approvers

Number Search Actions on selected rows...

Request = REQ0000001

Email Your order

Preview Email

order successful

Ref:MSG0000859\_q64UgqwPUvWPDKKwxWbq

Content

Headers X-ServiceNow-Source:Notification  
List-Unsubscribe:<mailto:?subject=Unsubscribe+from+  
%22sending+mail+to+user%22&body=Sending+this+email+with+the+predefined+content+in+the+subject+and+body+will+unsubscr  
ibe+you+from+the+notification+%22sending+mail+to+user%22.+  
%0D%0A%0D%0AUnsubscribe%3A%7B%22id%22%3A%22null%22%2C%22token%22%3A%22c797e62132%22%7D>  
X-ServiceNow-SysEmail-Version:2

Update Delete

Related Links  
[Preview Email](#)

**Output:**

[https://drive.google.com/file/d/1VCq2cnrh4hGecbIMeV3An\\_DrVm2RS3T7/view?usp=drive\\_link](https://drive.google.com/file/d/1VCq2cnrh4hGecbIMeV3An_DrVm2RS3T7/view?usp=drive_link)