

# Automated Network Request Management System

## User Flow

This document describes the User Interface (UI), User Experience (UX), and navigation flow of the Automated Network Request Management System developed using ServiceNow. The primary objective is to ensure an intuitive, efficient, and user-friendly process for submitting, approving, and fulfilling network-related requests.

### Network Request Catalog Item UI

The Network Request catalog item is designed with a clean and structured form layout. Fields are logically grouped to improve readability and reduce user effort.

Key UI Features:

- **Clearly Labeled Fields:** Ensures users understand required inputs.
- **Sectioned Layout:** Uses containers to organize information effectively.
- **Mandatory Indicators:** Visually identifies required fields to prevent submission errors.
- **Dynamic Fields:** Fields adjust based on user selection.

## Dynamic UI Behaviour

To improve the User Experience (UX), UI Policies and Client Scripts are utilized to manage field visibility

- Fields appear or hide based on the specific request type selected.
- Additional input fields appear only when specific options (e.g., "Others") are selected.
- Unnecessary fields are hidden to reduce clutter
- Mandatory fields change dynamically to match the context of the request.

This dynamic behaviour minimizes user errors and significantly speeds up request submission.

The screenshot displays a 'Network Request' form on the left and a shopping cart summary on the right, illustrating dynamic UI behavior.

**Left Side (Network Request Form):**

- Header:** Network Request, Network Service Request.
- Opened on behalf of:** Abraham Lincoln (radio button selected).
- Email Id:** abraham.lincoln@example.com
- User name:** abraham.lincoln
- Phone Number:** (035) 555-0004
- Proof of Document:** A file input field with an 'Upload' button.
- Is this a new connection or Relocation:** Radio buttons for New (selected), Relocation, and None.
- If this is a relocation, please provide relocated address here:** Text input field containing 'Nil'.
- If this is relocation please provie new location:** Text input field containing 'Nil'.
- Please provide address here:** Text input field containing '123 ABC Nagar, Adyar, Chennai 600 089'.
- Type of Devices:** A dropdown menu showing 'Laptop'.
- If any please write here:** A text input field containing 'no comments'.
- Add attachments:** A dashed rectangular area with a cloud icon and the text 'Choose a file or drag it here. Copy and paste clipboard files here.'

**Right Side (Shopping Cart Summary):**

- Quantity:** 1
- Delivery Time:** 2 Days
- Action Buttons:** Add to Cart, Save as Draft, Order Now.

**Figure1:** Network Request catalog item form (Dynamic field behaviour)

## **Approval Flow and User Interaction**

After Submission:

- After submission, the request is routed to the appropriate approver.
- Approval notifications are sent via email.
- Approvers can approve or reject the request directly.
- The approval status is immediately visible to the requester.

## **Task Fulfilment Flow:**

- Once approved, a network task is automatically generated.
- Task progress is updated in the system, and fulfilment actions are tracked until completion.
- This automation ensures transparency and accountability throughout the process.

## **Notifications and Request Tracking**

Throughout the request lifecycle, email notifications are sent at each stage to keep stakeholders informed. Users can track the status of their requests directly from the Requests module. A final completion notification is sent after fulfilment, ensuring users are kept informed without the need for manual follow-ups.

## **User Experience Validation and Benefits**

**Validation Criteria:** The UI/UX design was validated based on ease of navigation, reduced form complexity, minimal training requirements, and error prevention through validations.

### **Key UX Benefits:**

- Improved user satisfaction.
- Reduced incorrect submissions.
- Standardized request handling.
- Efficient service delivery.

## **Conclusion**

The combined UI, UX, and navigation design of the Automated Network Request Management System ensures a smooth and efficient experience for end users. The implementation of dynamic forms, structured navigation, and automated workflows significantly improves usability and operational efficiency.