Phase 3: UI/UX Development & Customization

Tooltips & Help Text

Description

Tooltips and help text are configured for selected Service Catalog variables to assist users while filling out the Network Request form. These contextual hints provide clarity on what information is required, expected formats, and field purpose—without cluttering the interface.

Tooltips appear when users hover over a field or focus on it, improving usability and reducing form submission errors.

Implementation Details

- Tooltip text is configured directly within **Catalog Item → Variables → Tooltip field**

- Help text guides users by explaining:

    - What information is required

    - When a field is applicable

    - What format or example is expected

- Tooltips are added only to **complex or non-intuitive fields**

Configured Tooltip Examples

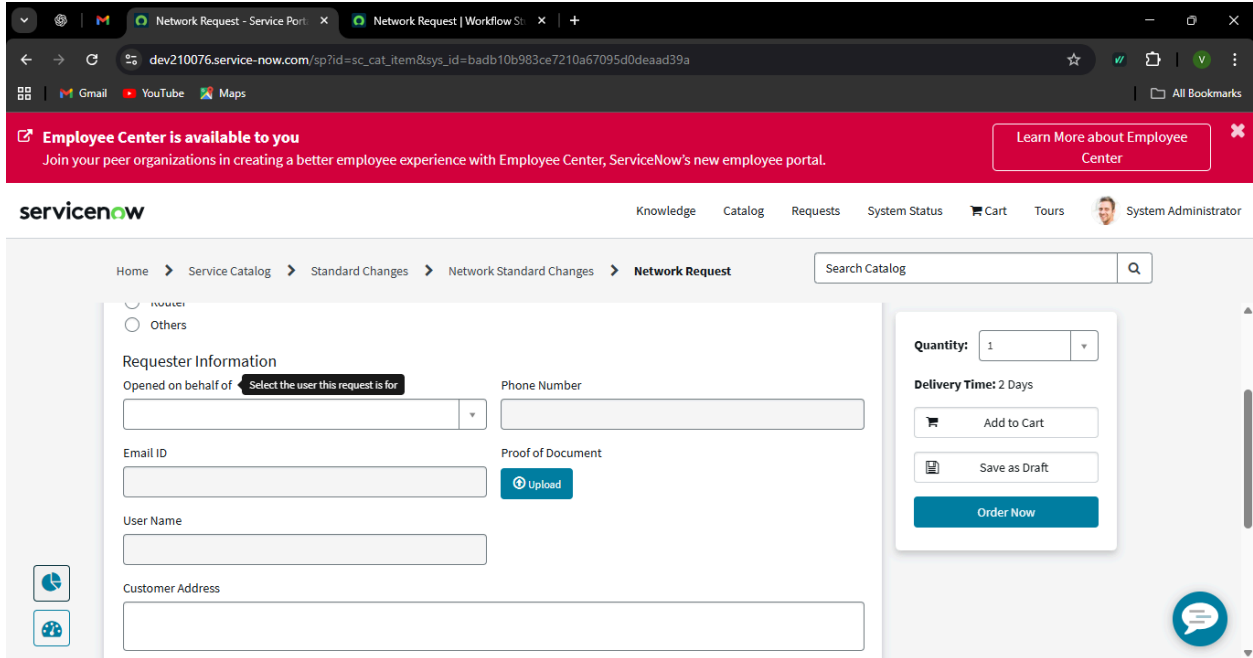| Field Name	Tooltip Text
Types of Devices	*Select the primary device type. Choose "Others" if not listed.*
Customer Address / Relocated Address	*Provide the complete installation or relocation address.*
Device Details	*Specify device details if "Others" is selected.*
Proof of Document	*Upload a valid supporting document (PDF or image).*

Example shown in implementation:
 "Please provide address here" displayed as inline guidance for the address field.

Benefits

- Improves user understanding of understands each field's purpose

- Reduces incorrect or incomplete submissions

- Enhances overall form clarity and user experience

- Minimizes dependency on external instructions or training

📸 **Screenshot Evidence – Tooltips & Help Text**

Network Request catalog form showing tooltip guidance in Service Portal.