Phase 3: UI/UX Development and Customization

Usability

Overview

This activity focuses on improving the usability of the **Network Request** Service Catalog form by minimizing manual user input and ensuring consistent, accurate data entry through auto-filled fields.

Description

To enhance the end-user experience, key requester-related fields are automatically populated based on the selected **Opened on behalf of** user.
This reduces user effort, avoids incorrect entries, and speeds up request submission.

Auto-Filled Fields Configuration

The following fields are configured to auto-populate:

- **Name** – Populated when a user is selected in *Opened on behalf of*

- **Email ID** – Auto-populated from the selected user record

- **Phone Number** – Auto-populated from the selected user record

- **User Name** – Auto-populated from the selected user record

---

Configuration Details

- Auto-fill functionality is implemented **using reference variables only**

- The **Opened on behalf of** field is configured as a reference to the **User (sys_user)** table

- Dependent fields use **Auto-populate configuration**

- **Dot-walking** is used to fetch values such as:

    - `sys_user.email`

    - `sys_user.name`

    - `sys_user.mobile_phone`

- No custom scripts are used; all functionality is achieved through native ServiceNow configuration

---

Outcome / Benefits

- Reduces manual data entry

- Prevents incorrect or inconsistent user information

- Improves form completion speed

- Enhances overall user experience in the Service Portal

📸 **Screenshot Evidence – Usability**

(Insert screenshots below)

1. Network Request form showing **Opened on behalf of** selection

2. Auto-filled **Email ID, User Name, and Phone Number** fields

servicenow

Knowledge   Catalog   Requests   System Status   🛒 Cart   Tours   System Administrator

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

Search Catalog

Requester Information

Opened on behalf of

ℹ John Adams   ✕ ▾

Email ID

john.adams@example.com

User Name

John Adams

Phone Number

(555) 555-0002

Proof of Document

ⓘ Upload

Customer Address

Customer Document

Quantity: 1 ▾

Delivery Time: 2 Days

🛒   Add to Cart

💾   Save as Draft

Order Now