

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**
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Configured Tooltip Examples

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

Example shown in implementation:

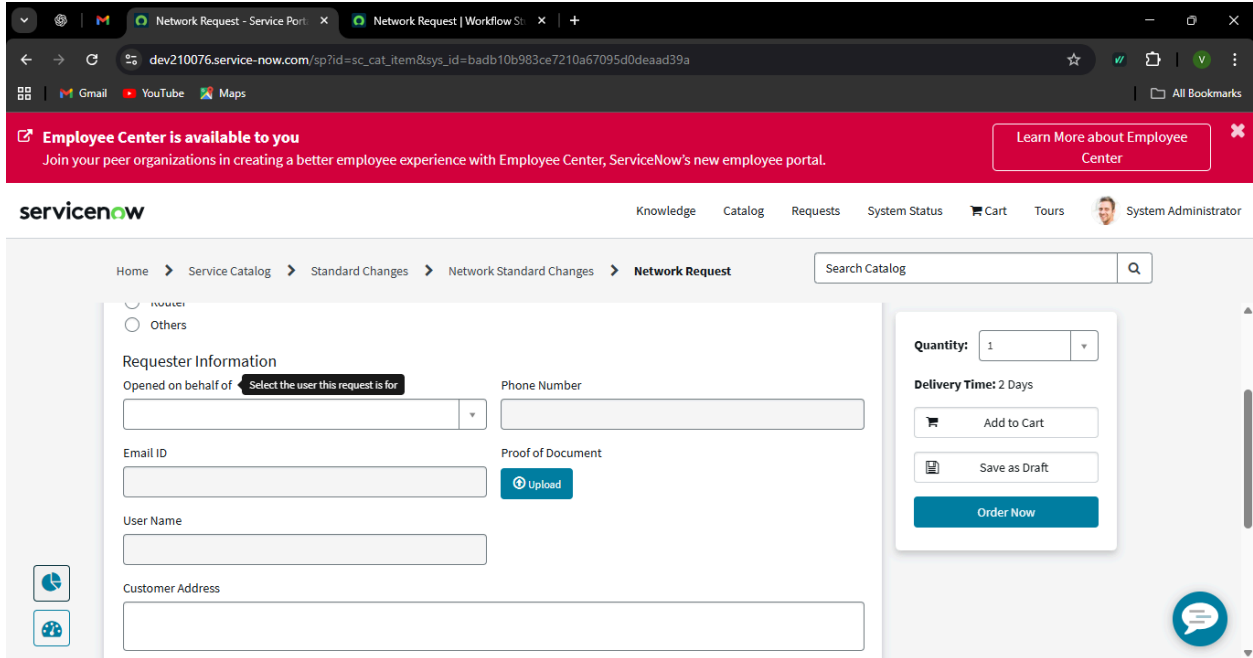
“Please provide address here” displayed as inline guidance for the address field.

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
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Screenshot Evidence – Tooltips & Help Text

Network Request catalog form showing tooltip guidance in Service Portal.



The screenshot displays the ServiceNow Network Request catalog form. The browser address bar shows the URL: `dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deadd39a`. A red banner at the top states: "Employee Center is available to you. Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal." The ServiceNow logo is in the top left, and navigation links (Knowledge, Catalog, Requests, System Status, Cart, Tours) and the user name "System Administrator" are in the top right. The breadcrumb trail is: Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request. A search bar labeled "Search Catalog" is on the right. The form includes radio buttons for "router" (selected) and "Others". The "Requester Information" section contains fields for "Opened on behalf of" (with a tooltip "Select the user this request is for"), "Phone Number", "Email ID", "User Name", and "Customer Address". There is an "Upload" button for "Proof of Document". A right-hand sidebar shows "Quantity: 1", "Delivery Time: 2 Days", and buttons for "Add to Cart", "Save as Draft", and "Order Now". A chat icon is in the bottom right corner.

Network Request - Service Portal | Network Request | Workflow St...

dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deadd39a

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

Search Catalog

☐ router
☐ Others

Requester Information

Opened on behalf of Select the user this request is for

Phone Number

Email ID

User Name

Customer Address

Proof of Document

Upload

Quantity: 1

Delivery Time: 2 Days

Add to Cart

Save as Draft

Order Now