

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:

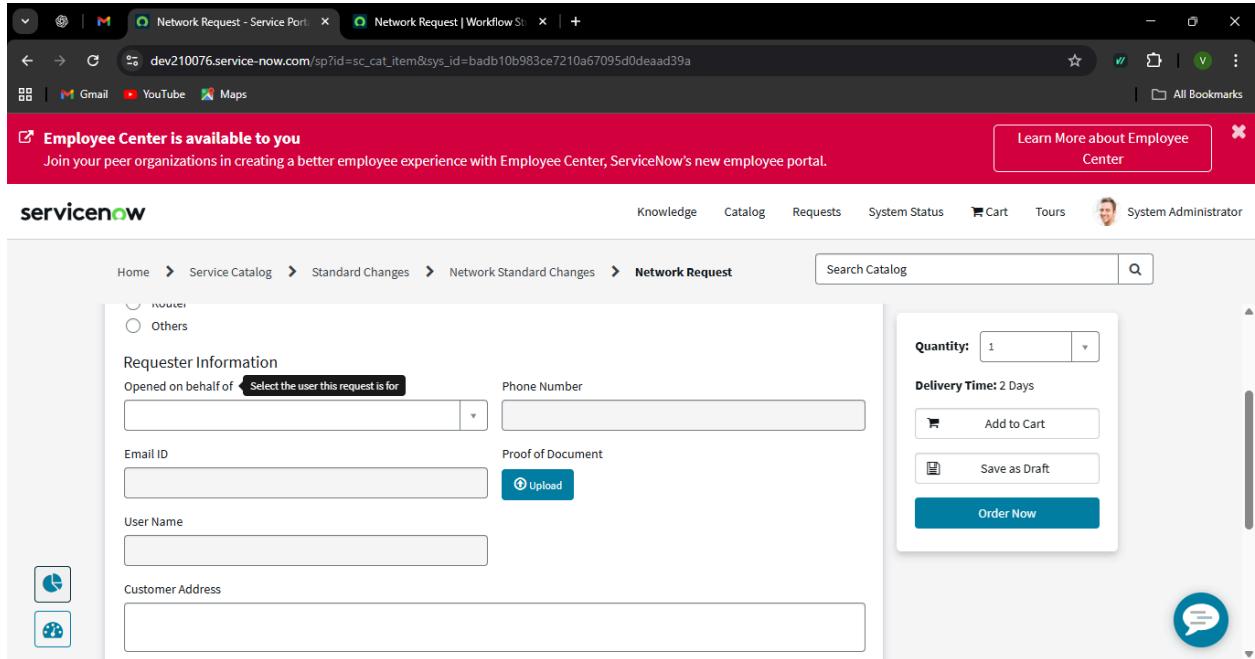
"Please provide address here" displayed as inline guidance for the address field.

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 shows a ServiceNow Service Portal page titled "Network Request". The URL in the address bar is https://dev210076.service-now.com/sp?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deaad39a. The top navigation bar includes links for Knowledge, Catalog, Requests, System Status, Cart, Tours, and System Administrator. A red banner at the top left says "Employee Center is available to you" with a link to "Learn More about Employee Center". The main content area shows a breadcrumb trail: Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request. On the left, there's a sidebar with icons for "Requester" and "Others". The main form has sections for "Requester Information" (User ID dropdown, Phone Number input, Email ID input, Proof of Document button), "User Name" (input), and "Customer Address" (input). To the right, a sidebar contains "Quantity" (set to 1), "Delivery Time: 2 Days", "Add to Cart" (button), "Save as Draft" (button), and a large "Order Now" button. A blue speech bubble icon is located at the bottom right of the sidebar area.