



## Phase – 3: UI/UX Development & Customization

### Tooltips & Help Text

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#### Description

The Tooltips & Help Text feature enhances user experience by providing contextual guidance while filling the Service Catalog form. Tooltip text is added to input fields so users clearly understand what information is expected, reducing errors and improving form usability.

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#### Activity: Tooltips & Help Text Configuration

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#### Objective

To add help text (tooltips) for catalog variables to guide users during software request submission.

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#### Steps Performed

1. Logged in to the **ServiceNow instance**.
  2. Navigated to **Service Catalog** → **Maintain Items**.
  3. Opened the **Software Installation Request** catalog item.
  4. Scrolled down to the **Variables** related list.
  5. Opened each variable one by one and configured tooltip/help text.
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## Tooltip Configuration Details

The following tooltips were added:

- **Software Name**  
*Tooltip:* Enter the name of the software
- **Software Version**  
*Tooltip:* Enter required version
- **License Justification**  
*Tooltip:* Explain why this software is required for your work
- **Urgency Level**  
*Tooltip:* Select the urgency level based on business requirement

These tooltips appear as help text next to the respective fields and assist users in providing accurate input.

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## Verification

1. Navigated to the **Service Portal**.
2. Opened the **Software Installation Request** catalog item.
3. Verified that tooltip/help text is visible for each variable when users interact with the fields.

### Screenshot Evidence

Insert screenshot showing the **catalog form with tooltip/help text visible next to the input fields.**



\* What software do you need? Enter the name of the software

MS Word, IntelliJ IDEA

Specify version (if required) Enter required version

2021, 17.0.8

\* Why do you need this software? ◀

Explain the business or learning  
need fo

This software is required to perform my daily project tasks efficiently. It is needed to meet current project requirements and improve productivity.

\* Select urgency level. ◀

Choose how urgently the software is  
requ

- ☒ Normal
- ☐ High
- ☐ Critical

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## Outcome

The addition of tooltips and help text improves usability by guiding users during form completion. This reduces incorrect submissions, improves clarity, and ensures that required details are entered correctly while requesting software installation.