

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
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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
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Outcome / Benefits

- Reduces manual data entry
 - Prevents incorrect or inconsistent user information
 - Improves form completion speed
 - Enhances overall user experience in the Service Portal
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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

Network Request - Service Portal | Network Request | Workflow Status

dev210076.service-now.com/?id=sc_cat_item&sys_id=badb10b983ce7210a67095d0deaad39a

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Requester Information

Opened on behalf of: John Adams (555) 555-0002

Email ID: john.adams@example.com Proof of Document:

User Name: John Adams

Customer Address:

Customer Document:

Quantity: 1

Delivery Time: 2 Days

Add to Cart Save as Draft Order Now

Feedback icon

This screenshot shows the ServiceNow Network Request page. At the top, there's a red banner announcing the availability of the Employee Center. Below the banner, the ServiceNow logo is on the left, and a navigation bar with links like Knowledge, Catalog, Requests, etc., is on the right. The main content area shows 'Requester Information' with fields for name, email, and address. To the right, there's a sidebar with delivery options (Quantity 1, Delivery Time 2 Days), and buttons for Add to Cart, Save as Draft, and Order Now. A blue feedback icon is located at the bottom right of the sidebar.