



Phase – 3: UI/UX Development & Customization

Tooltips & Help Text

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.

Activity: Tooltips & Help Text Configuration

Objective

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

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

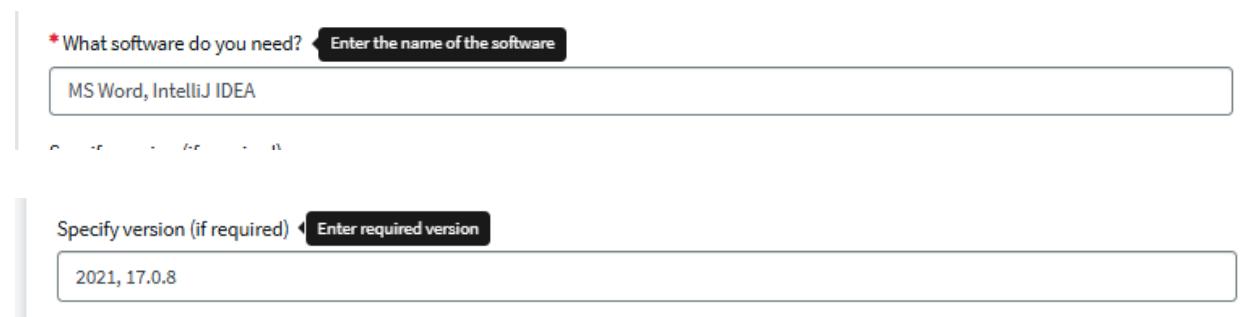
These tooltips appear as help text next to the respective fields and assist users in providing accurate input.

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**.



The screenshot displays a software installation request form. At the top, there is a field labeled "What software do you need?" with a tooltip "Enter the name of the software" positioned to its right. A text input box contains the text "MS Word, IntelliJ IDEA". Below this, another field is labeled "Specify version (if required)" with a tooltip "Enter required version" to its right. A text input box for this field contains the text "2021, 17.0.8".

* Why do you need this software?

Explain the business or learning
need for this software

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
needed

- Normal
- High
- Critical

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.