

Phase 3: UI/UX Development & Customization

Navigation Flow

Automated Network Request Management in ServiceNow

Overview

This phase demonstrates the end-to-end navigation flow of the **Network Request** Service Catalog item using the ServiceNow Service Portal. The objective is to validate that users can easily access the catalog item, submit requests, and receive confirmation with a generated request number.

Duration

30 Minutes

Assigned To

Vivek S

(Documentation ownership)

Description

The navigation flow validates how an end user accesses the ServiceNow Service Portal, searches for the Network Request catalog item, submits the request, and receives confirmation. This ensures smooth usability, correct routing, and proper request generation without errors.

Navigation Flow – Procedure

1. Log in to the **ServiceNow Personal Developer Instance (PDI)**.
2. Copy the instance domain URL.

Example:

<https://devXXXXXX.service-now.com>

3. Open a new browser tab and append `/sp` to access the **Service Portal**.

Example:

<https://devXXXXXX.service-now.com/sp>

4. From the Service Portal homepage, use the search bar to search for

“Network Request”.

5. From the Service Portal homepage, use the **search bar** to search for “**Network Request**”.

6. Fill in the required request details:

- Type of Device
- Requester Information (auto-populated fields)
- Customer Address
- Device Details
- Proof of Document (optional attachment)

7. Click **Order Now** to submit the request.

8. After submission:

- A **new request number** is generated.
- The request appears in the **Request Summary** page.
- Email notifications are triggered to the requester and relevant stakeholders (based on instance configuration).

Expected Outcome

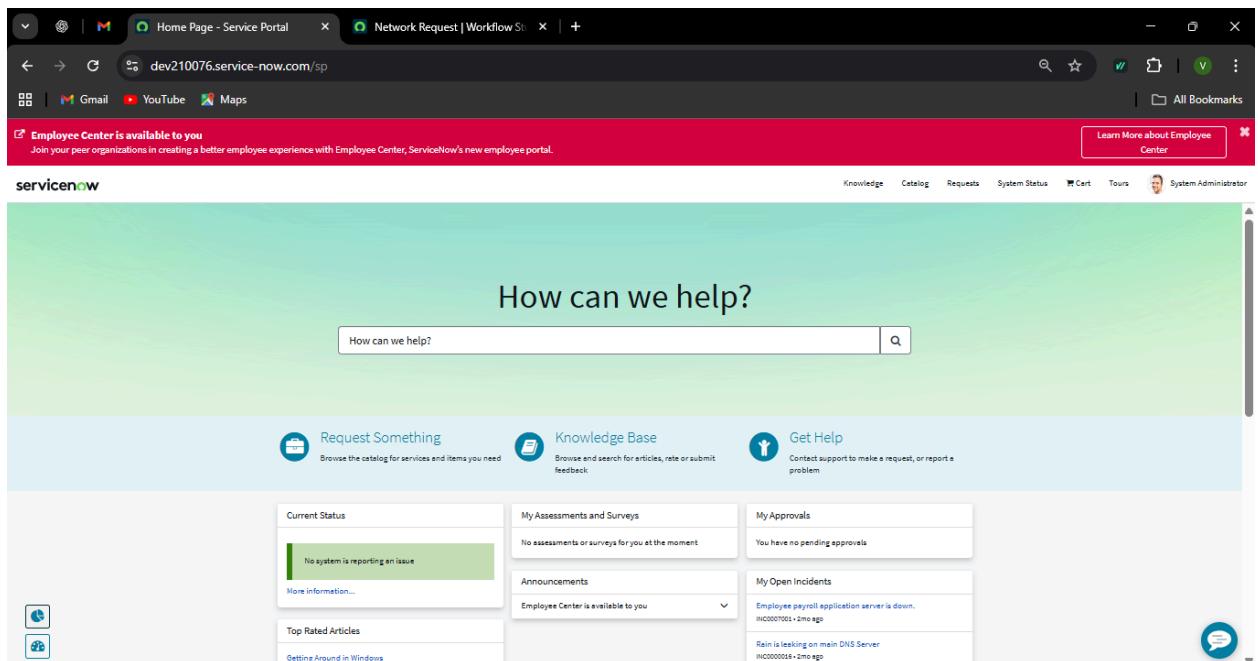
- Users can successfully navigate to the Service Portal.
 - The Network Request catalog item is easily discoverable.
 - Requests are submitted without errors.
 - A unique request number is generated and displayed.
 - The overall flow is intuitive and user-friendly.
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📸 Screenshot Evidence – Navigation Flow

(Insert screenshots here)

1. Service Portal Home Page

(How can we help? landing page)



2. Service Portal Search Result

(Search for “Network Request”)

The screenshot shows a ServiceNow Service Portal search results page. The URL in the address bar is <https://dev210076.service-now.com/sp?id=search&spa=1&q=Network%20Request>. The search term "Network Request" is entered in the search bar at the top right. 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 search results for "Network Request" under the "Sources" category. The results include:

- Network Request**
Network Request Management
- Request for Backup**
Backup system, data files or database
- Apple iPhone 13**
Request for Apple iPhone 13
\$799.00
- Apple iPhone 13 pro**

On the left, there are filters for "Knowledge Bases" and "Catalogs", and a sidebar with icons for Home, Search, and other portal features.

3. Network Request Catalog Form

(Form with Requester Information and Service Details)

The screenshot shows a ServiceNow interface for a 'Network Request'. The top navigation bar includes links for 'Employee Center', 'Knowledge', 'Catalog', 'Requests', 'System Status', 'Cart', 'Tours', and 'System Administrator'. A banner at the top left promotes the Employee Center. On the right, there's a 'Learn More about Employee Center' button.

The main form is titled 'Network Request' and is part of 'Network Request Management'. It contains sections for 'Types of Devices' (with 'Laptop' selected), 'Requester Information' (including 'Opened on behalf of' set to 'System Administrator', 'Phone Number', 'Email ID', 'User Name', 'Customer Address', and 'Customer Document' with an 'Upload' button), and an 'Add attachments' section with a file upload area. To the right of the main form is a sidebar with a shopping cart icon, quantity selector, delivery time, and 'Order Now' button.

4. Request Submission Confirmation / Request Summary Page
(Generated Request Number and Delivery Date)

Network Request - Service Portal | Network Request | Workflow Status

Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center.

servicenow

Home > Service Catalog > Standard

Email ID: admin@example.com
User Name: System Administrator
Customer Address: 14 Kalki Street, Karungalpatti, Gugai, Salem, Tamil Nadu - 636006
Customer Document:
Choose a file or drag it here.
Copy and paste clipboard files here.

Order Confirmation

Request for: System Administrator

Delivery Information (Optional)

Special instructions (Optional)

Cancel

Close modal

Learn More about Employee Center

Log Requests System Status Cart Tours System Administrator

Quantity: 1 Add to Cart

Delivery Time: 2 Days Save as Draft

Order Now Submitting...

Request Summary - REQ001000 | Network Request | Workflow Status

Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

servicenow

Home > Request Summary - REQ001000

Submitted: 2025-12-27 03:49:24
Request Number: REQ0010001
Estimated Delivery: 2025-12-29

Item	Delivery Date	Stage	Price (each)	Quantity	Total
Network Request	2025-12-29	Request Approval	---	1	---

Total: \$0.00

Knowledge Catalog Requests System Status Cart Tours System Administrator