

# Usability

## 1. Introduction

Usability enhancements focus on minimizing manual input and improving data accuracy through automation. Auto-filled fields improve user efficiency and ensure consistent data entry.

## 2. Auto-Filled Fields Configuration

The following fields are auto-populated based on the logged-in user:

- Name (Opened on behalf of)
- Email
- Phone Number
- User Name

## 3. Implementation Approach

- Reference variables are used to fetch user details.
- Auto-populate values are configured using dot-walking.
- Dependent fields retrieve values dynamically from the User table.

The screenshot displays the ServiceNow 'Network Request' form. The top navigation bar includes 'Knowledge', 'Catalog', 'Requests', 'System Status', 'Cart', 'Tours', and 'System Administrator'. The breadcrumb trail shows 'Home > Service Catalog > Standard Changes > Network Standard Changes > Network Request'. The form title is 'Network Request' with the subtitle 'Network request Management'. The 'Requester information' section contains several auto-populated fields: 'Opened on behalf of' (Abraham Lincoln), 'Phone Number' ((555) 555-0004), 'Email Id' (abraham.lincoln@example.com), and 'User name' (Abraham Lincoln). There is an 'Upload' button for 'Proof of Document'. A section titled 'Is this a new network connection or a relocation?' has a radio button selected for 'New network connection'. Below this, there are two text input fields: 'If this is a relocation, please provide your relocated address here' and 'If this is a relocation, Please provide new location'. On the right side of the form, there is a 'Quantity' dropdown set to '1', a 'Delivery Time: 2 Days' indicator, and buttons for 'Add to Cart', 'Save as Draft', and 'Order Now'.

Figure 3.1: Auto-Population

#### **4. Benefits of Auto-Filled Fields**

- Reduces user effort
- Eliminates data entry errors
- Improves request accuracy
- Enhances user experience

#### **5. Conclusion**

Usability enhancements through auto-filled fields significantly improve form efficiency and data reliability, ensuring faster request submissions and better data integrity.