

# 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 shows a ServiceNow interface for a 'Network Request' in the 'Network Standard Changes' category. The 'Requester information' section is populated with the user 'Abraham Lincoln'. The 'Phone Number' field contains '(355) 555-0004'. The 'Email Id' field contains 'abraham.lincoln@example.com'. The 'User name' field also contains 'Abraham Lincoln'. To the right of the form, there is a sidebar with a shopping cart icon and buttons for 'Add to Cart', 'Save as Draft', and 'Order Now'. The sidebar also shows a quantity of 1 and a delivery time of '2 Days'.

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.