

WEBINAR

# Building a Service Portal Widget from Scratch



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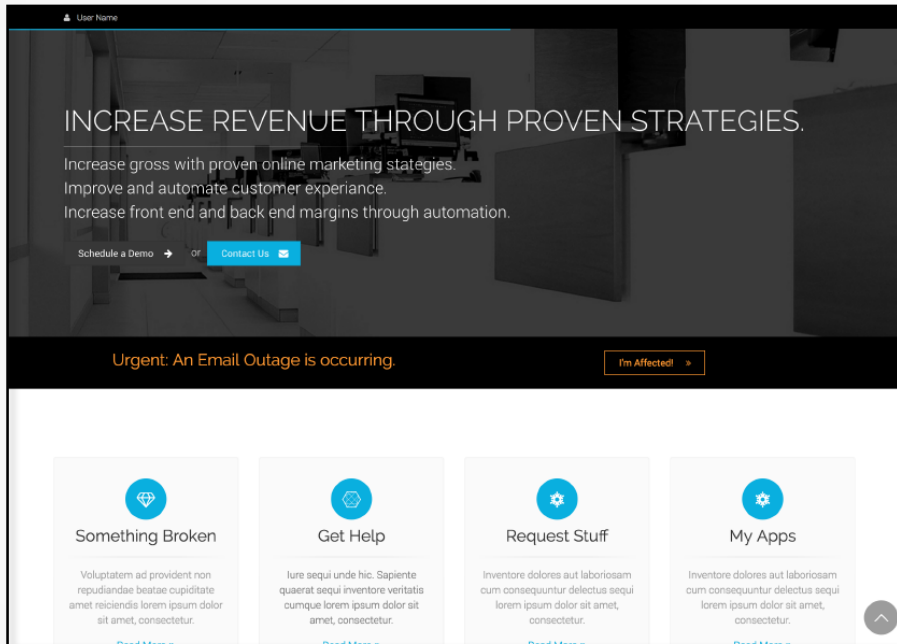
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# Introduction

**Cerna Solutions** specializes in ServiceNow consulting, implementations, integrations, and unique product offerings. We focus in service portal consulting, test management services and solutions, and remote administrative services.



# service portal consulting by cerna solutions



- Over 7 years of experience building custom employee portals
- Expert solutions, including:
  - Single or Multiple Service Desks
  - Incident Deflection with Knowledge Base
  - Optimized Mobile Portals
  - Asset Based Self-Service
- Focus on transform Service Management for ALL users
- **FREE SERVICE PORTAL WORKSHOP**

# Introduction

**Jeff Pierce**

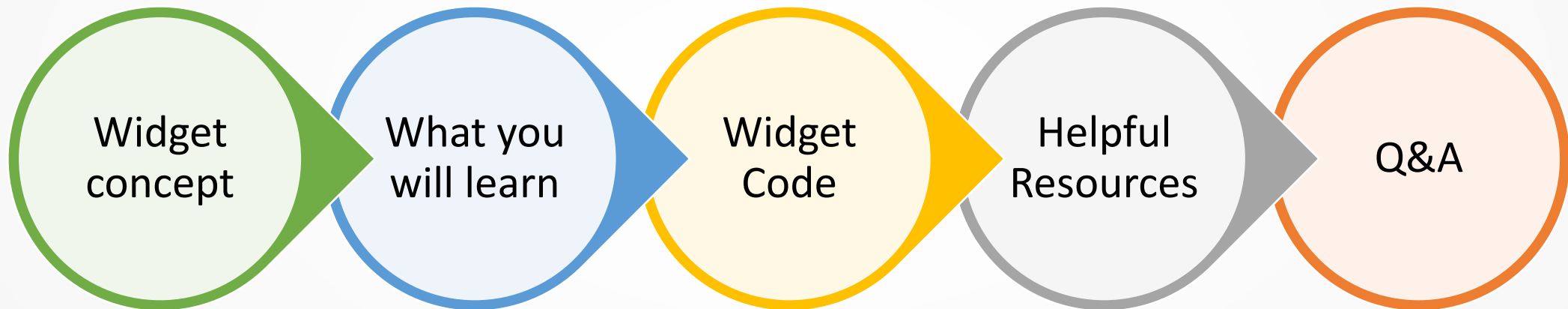
**Portal Practice Manager**

[jeff.pierce@cernasolutions.com](mailto:jeff.pierce@cernasolutions.com)

- Seven years of ServiceNow portal & platform experience
- UX designer
- Ukulele & SCUBA enthusiast



# today's agenda



# what you will **learn**

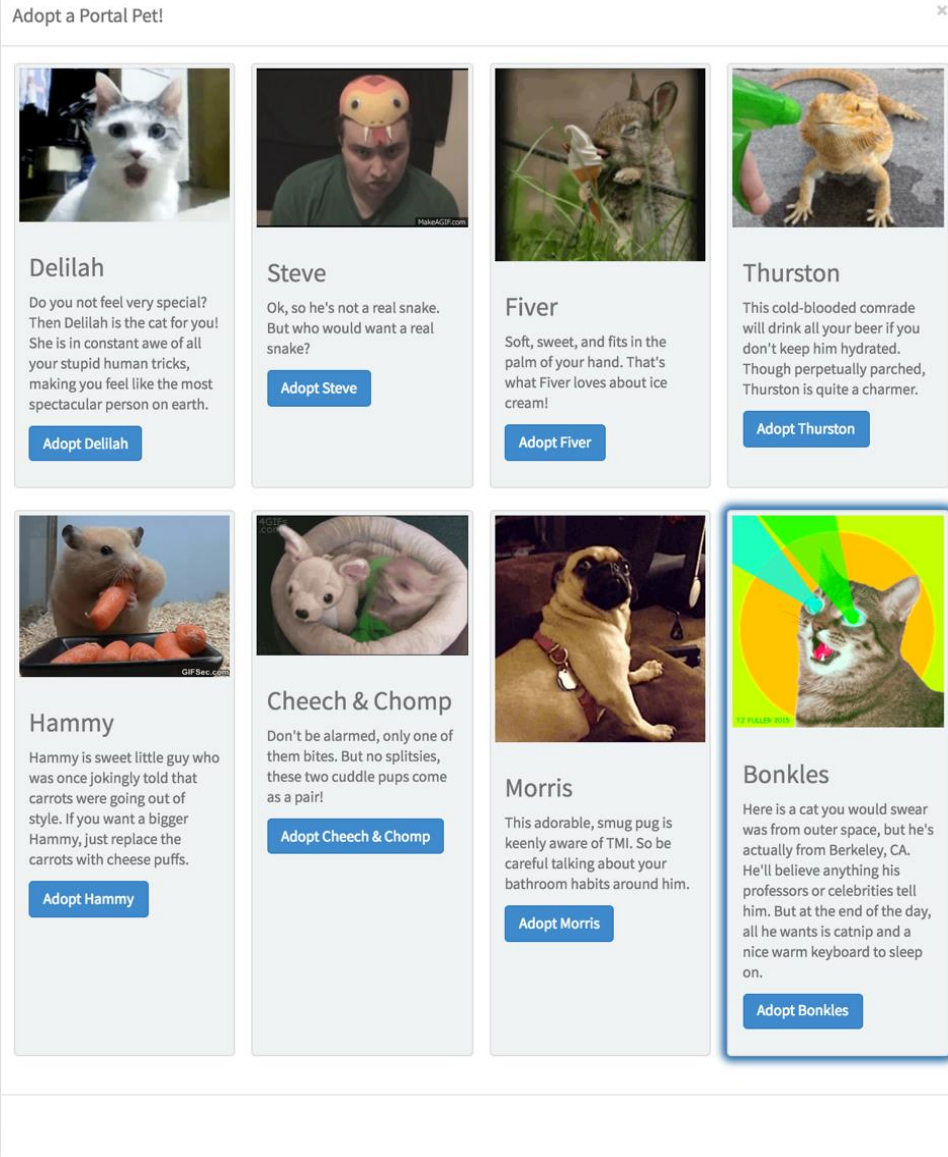
- 1 Use a **portal service** to open a **modal dialogue**
- 2 **Embed** a widget
- 3 Hack the **modal buttons** using **Angular Element**
- 4 Use **GlideRecord** to populate your template with server data
- 5 Use an **image field** in your HTML template
- 6 Call **client-side functions** from your HTML template
- 7 **Conditionally style** an HTML element
- 8 **Insert and update records** from a widget

# widget concept

Did you say portal adoption?  
I thought you said PET ADOPTION!

The purpose of our widget is  
to choose a pet to adopt from  
a list of available animals.

The adopted pet will live in a  
doghouse on the portal  
homepage.



the data

To get started, we need two tables and an image:

**u\_pets** : database of pets

**u\_pet\_adoptions** : assigns a pet to a user



**pet-house.png**



# select a pet widget

Widget 1 has two purposes:

1. Display the adopted pet
2. Open a modal window to browse pets

Widget details:

## Server script

- Check the **u\_pet\_adoptions** table to populate the object **currentPet** with the existing adoption, if there is one
- When user selects a new pet to adopt, update the **u\_pet\_adoptions.table**

## Client script

- Function to open the a **modal dialogue**
- Reference to the **embedded widget**
- Define an object to share with the **embedded widget**
- When user selects a pet, share the selection with the **server script**

## HTML template

- **Button** for browsing pets if no adopted pet exists
- **House Image** for the adopted pet to live in
- **Link** to exchange your pet for a new one

## CSS

- Custom styles

# select a pet widget

Widget 2 has one purpose:

1. Display a list of adoptable pets

Widget details:

## Server Script

- Build the **list** of adoptable pets

## Client Script

- Get the **shared object** from the "My Pet" widget
- **Adoption Function** for selecting a pet
- **Disable the visibility** of the default modal Submit button
- Use **Angular Element** to simulate clicking Submit

## HTML Template

- **Repeated template** for each pet
- **Conditionally apply** the 'adopted' class
- Include the pet's **photo URL** and other info
- **Button** for selecting the pet

## CSS

- Custom styles

# questions / **comments**



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