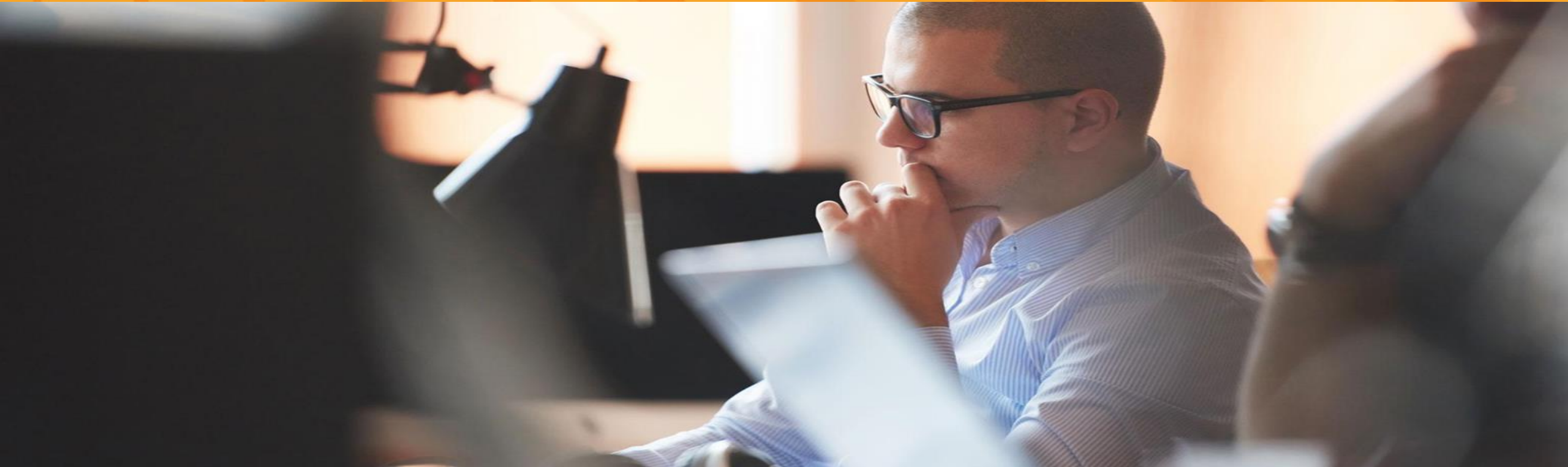
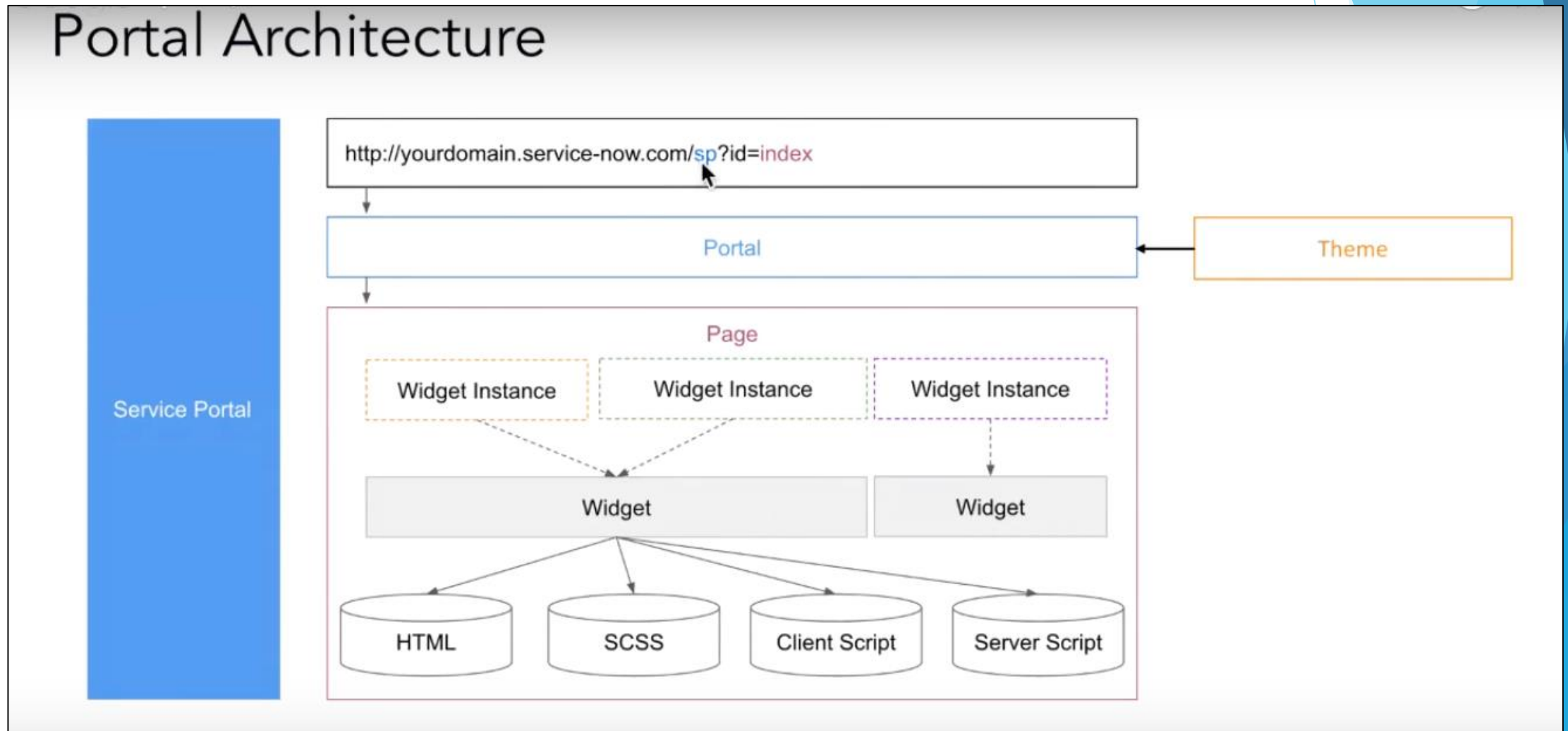




# SERVICE PORTAL DAY KINGSTON OVERVIEW



# Portal Architecture

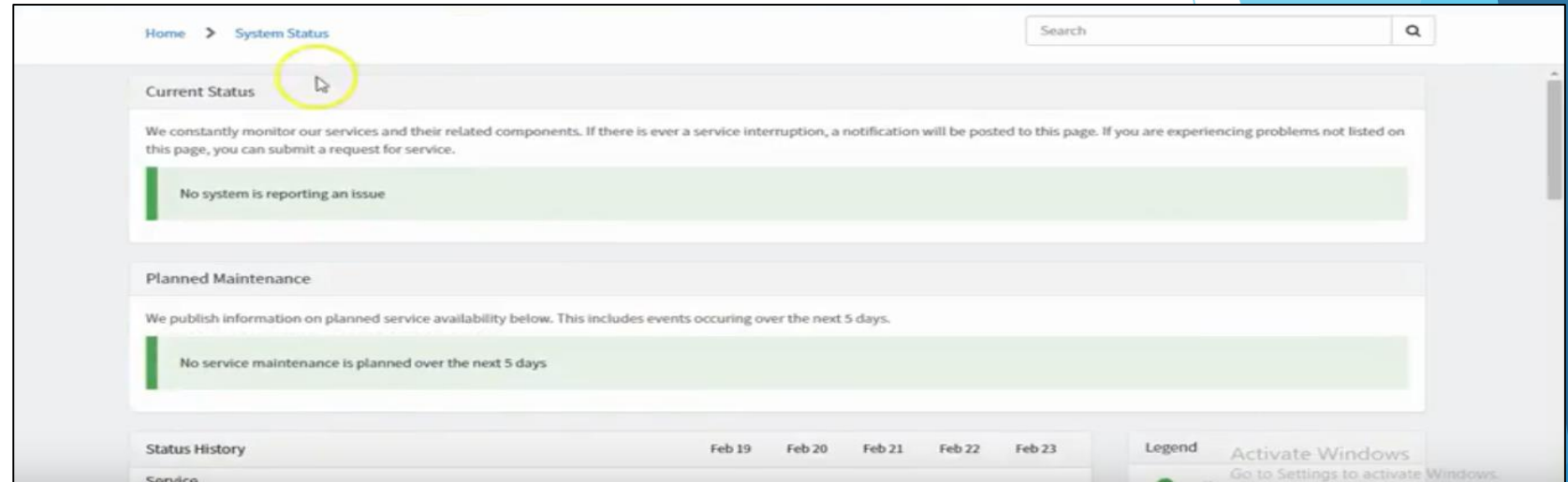


# Topics to be covered

- ▶ Announcement and Planned Maintenance
- ▶ Font Library/SEO/Service Catalog enhancements
- ▶ Order Guide/Wish list
- ▶ Page Route Map
- ▶ Building Service Portal widget from scratch

# Announcement and Planned Maintenance in out of box Service Portal

- ▶ Planned Maintenance widgets , Current status and status history widgets are part of stock Service Portal



The screenshot shows the 'Status History' table in a Service Portal. A yellow circle highlights the 'Status History' section header. The table has columns for dates from Feb 19 to Feb 23. The rows list various services, all of which show green checkmarks for all dates, indicating no issues. A legend on the right side of the table defines the status icons: green checkmark for 'No issues', blue 'i' for 'Planned maintenance', orange 'x' for 'Service degradation', red '!' for 'Outage', and blue 'x' for 'Multiple issues'. An 'Activate Windows' watermark is visible in the bottom right corner.

Service	Feb 19	Feb 20	Feb 21	Feb 22	Feb 23
Bond Trading	✓	✓	✓	✓	✓
Bond Trading - DR	✓	✓	✓	✓	✓
Client Services	✓	✓	✓	✓	✓
E-Commerce	✓	✓	✓	✓	✓
Electronic Messaging	✓	✓	✓	✓	✓
Email	✓	✓	✓	✓	✓
IT Services	✓	✓	✓	✓	✓
Outlook Web Access (OWA)	✓	✓	✓	✓	✓
PeopleSoft Asset Lifecycle Management	✓	✓	✓	✓	✓
PeopleSoft CRM	✓	✓	✓	✓	✓

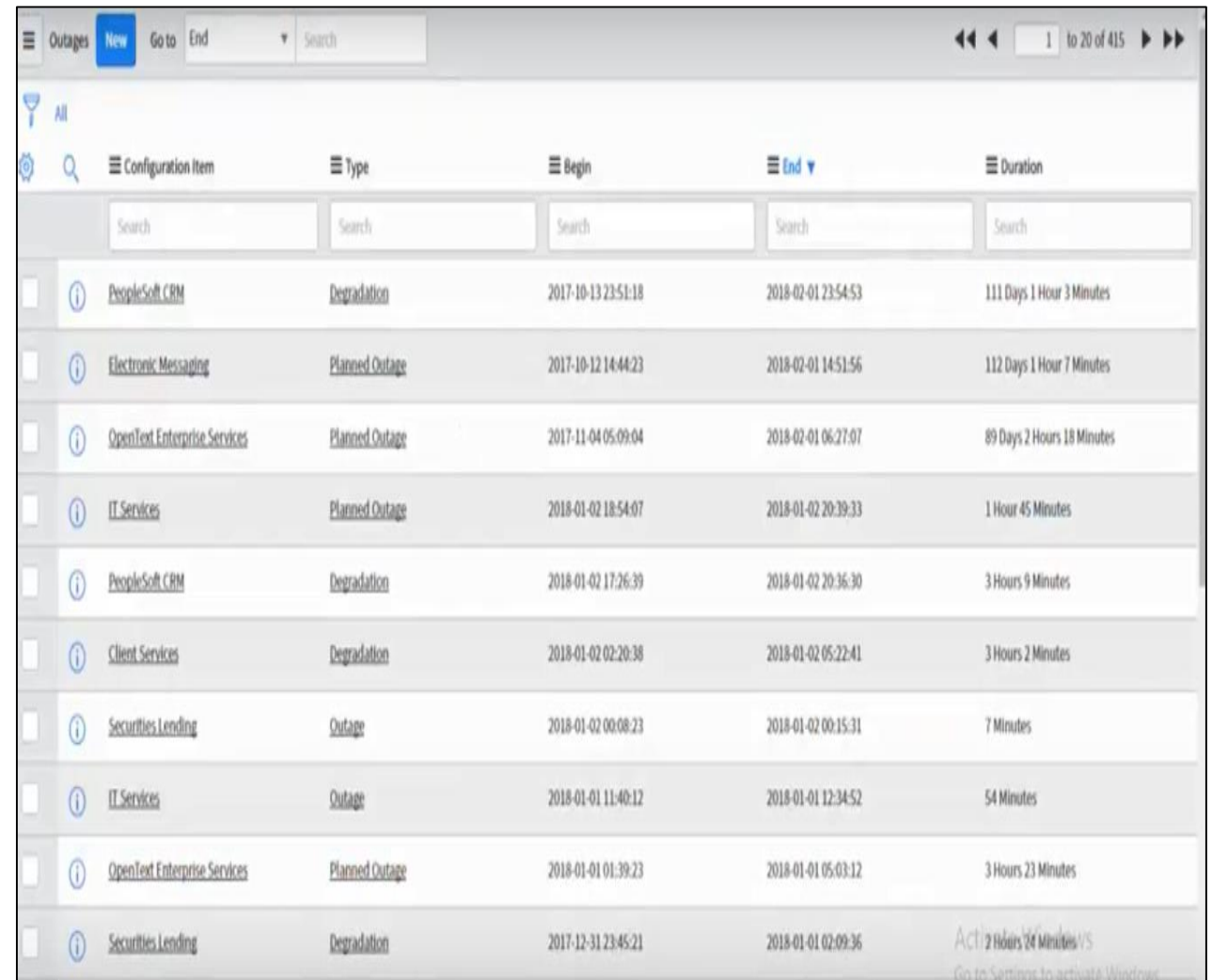
# Announcement and Planned Maintenance

- ▶ Current Status and Planned Maintenance are referring to CMDB CI Outages table.

- ▶ Types of Outages

Planned Outage - Planned Maintenance Widget

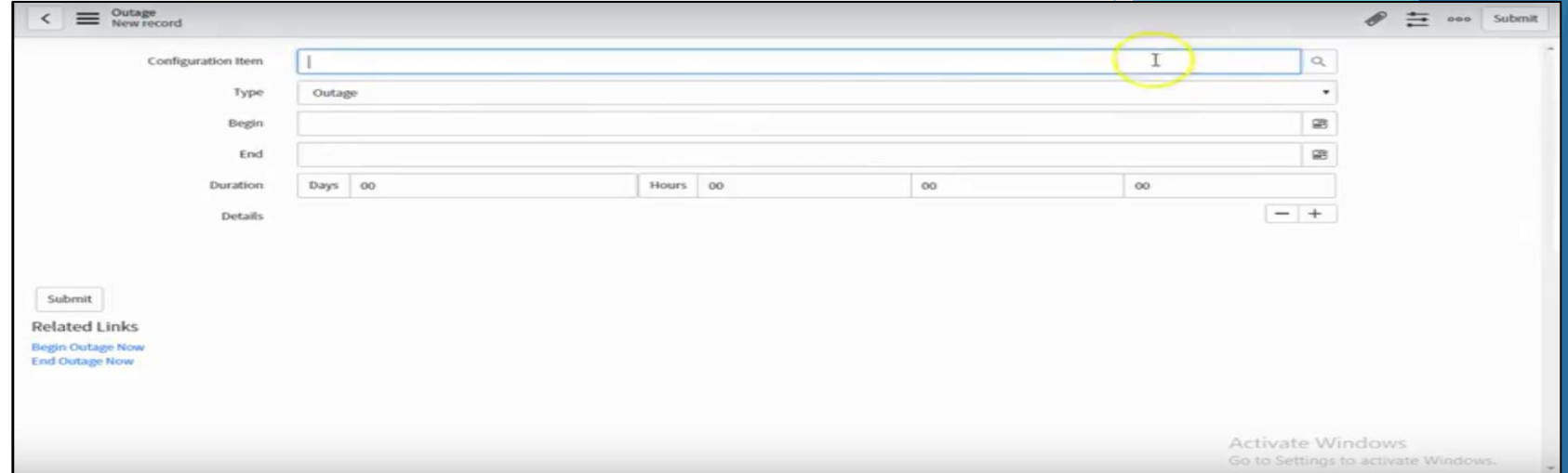
Degradation and Outage - Current Status Widget



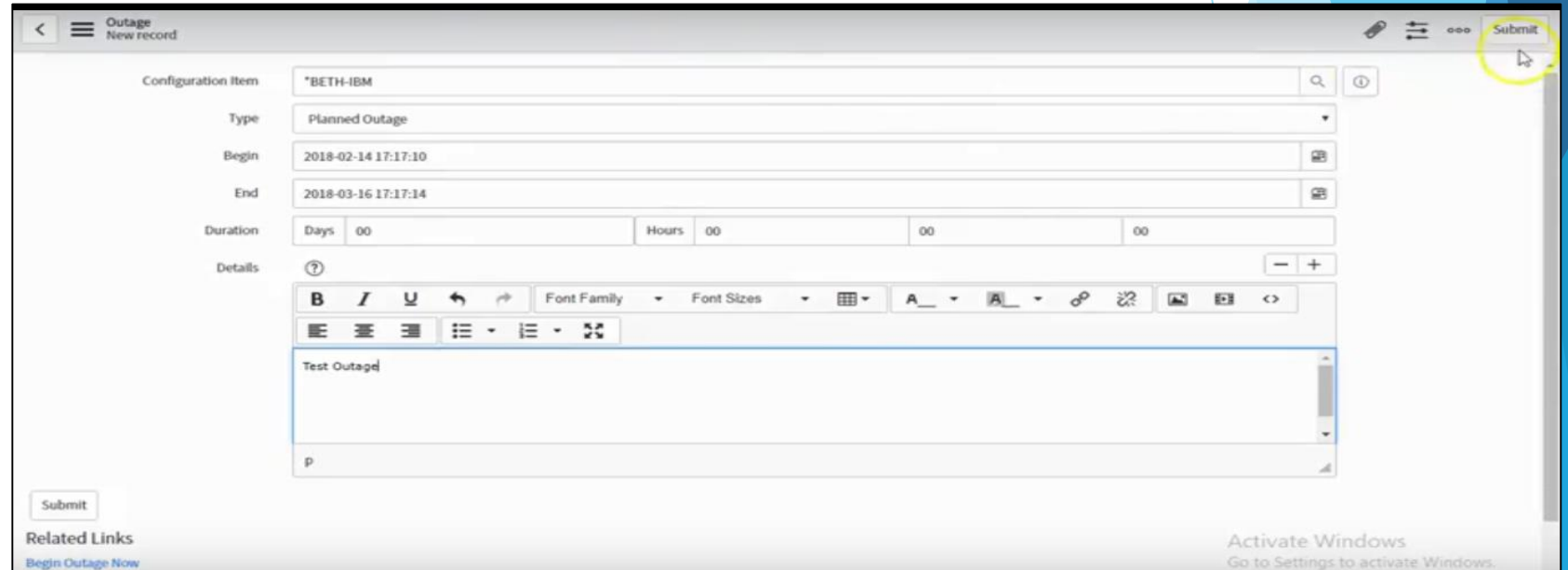
	Configuration Item	Type	Begin	End	Duration
<input type="checkbox"/>	<a href="#">PeopleSoft CRM</a>	Degradation	2017-10-13 23:51:18	2018-02-01 23:54:53	111 Days 1 Hour 3 Minutes
<input type="checkbox"/>	<a href="#">Electronic Messaging</a>	Planned Outage	2017-10-12 14:44:23	2018-02-01 14:51:56	112 Days 1 Hour 7 Minutes
<input type="checkbox"/>	<a href="#">OpenText Enterprise Services</a>	Planned Outage	2017-11-04 05:09:04	2018-02-01 06:27:07	89 Days 2 Hours 18 Minutes
<input type="checkbox"/>	<a href="#">IT Services</a>	Planned Outage	2018-01-02 18:54:07	2018-01-02 20:39:33	1 Hour 45 Minutes
<input type="checkbox"/>	<a href="#">PeopleSoft CRM</a>	Degradation	2018-01-02 17:26:39	2018-01-02 20:36:30	3 Hours 9 Minutes
<input type="checkbox"/>	<a href="#">Client Services</a>	Degradation	2018-01-02 02:20:38	2018-01-02 05:22:41	3 Hours 2 Minutes
<input type="checkbox"/>	<a href="#">Securities Lending</a>	Outage	2018-01-02 00:08:23	2018-01-02 00:15:31	7 Minutes
<input type="checkbox"/>	<a href="#">IT Services</a>	Outage	2018-01-01 11:40:12	2018-01-01 12:34:52	54 Minutes
<input type="checkbox"/>	<a href="#">OpenText Enterprise Services</a>	Planned Outage	2018-01-01 01:39:23	2018-01-01 05:03:12	3 Hours 23 Minutes
<input type="checkbox"/>	<a href="#">Securities Lending</a>	Degradation	2017-12-31 23:45:21	2018-01-01 02:09:36	2 Hours 24 Minutes

# Announcement and Planned Maintenance

- ▶ Create new Outage
- ▶ Select Configuration item of your choice and Type as Planned Outage, Specify Begin and End date for the outage and Details description as Test Outage
- ▶ Refresh Service Portal and it appears in Planned Maintenance Widget



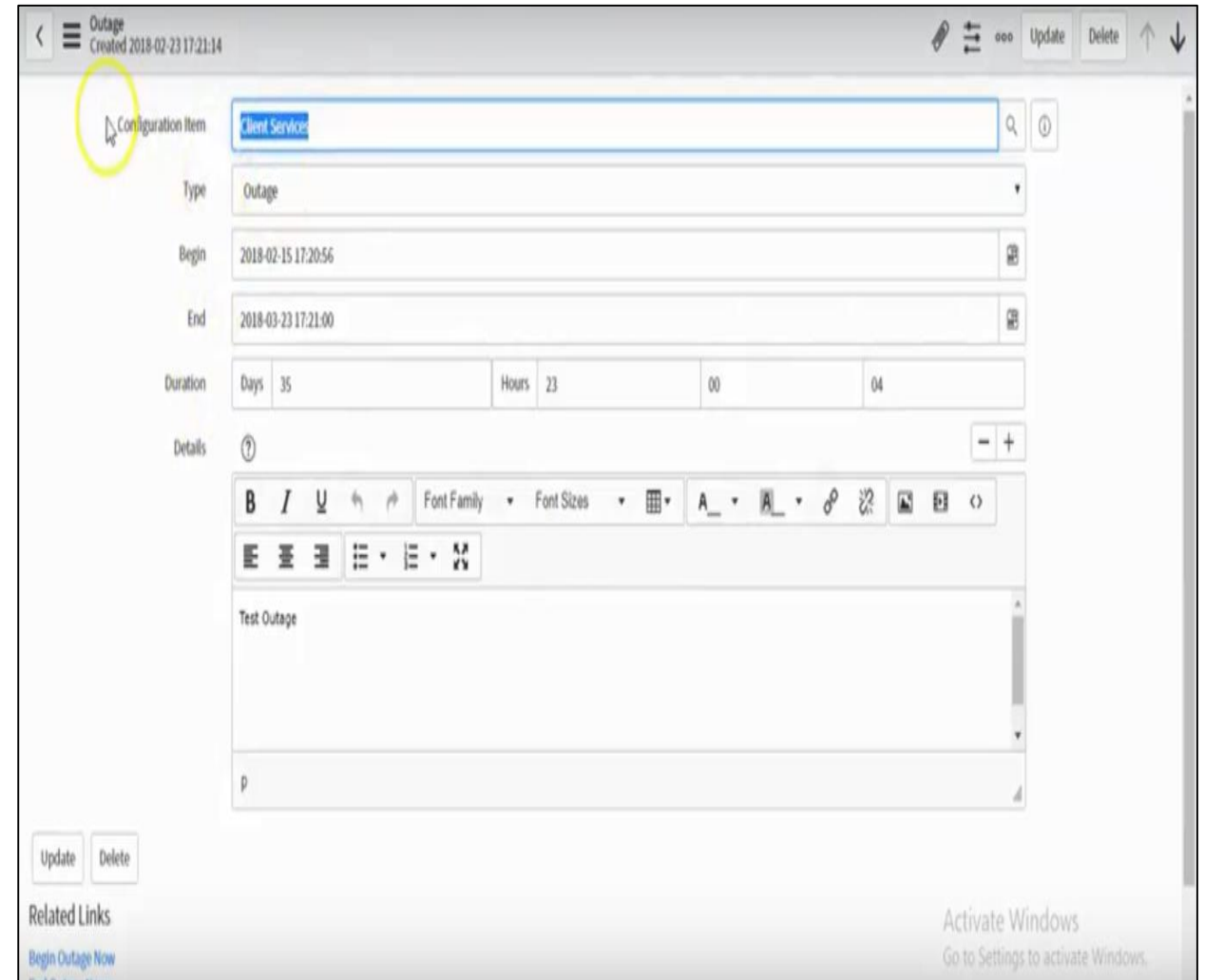
This screenshot shows the 'Outage New record' form. The 'Configuration Item' field is highlighted with a yellow circle. The form includes fields for 'Type' (set to 'Outage'), 'Begin', 'End', and 'Duration' (Days, Hours, and minutes). A 'Submit' button is at the bottom left. Below the form, there are 'Related Links' for 'Begin Outage Now' and 'End Outage Now'. An 'Activate Windows' watermark is visible in the bottom right corner.



This screenshot shows the 'Outage New record' form with the 'Submit' button highlighted by a yellow circle. The 'Configuration Item' field is now filled with '\*BETH-IBM'. The 'Type' is 'Planned Outage'. The 'Begin' date is '2018-02-14 17:17:10' and the 'End' date is '2018-03-16 17:17:14'. The 'Details' field contains the text 'Test Outage'. The 'Submit' button is at the bottom left. Below the form, there are 'Related Links' for 'Begin Outage Now' and 'End Outage Now'. An 'Activate Windows' watermark is visible in the bottom right corner.

# Announcement and Planned Maintenance

- ▶ Create another outage with Configuration item as Client Services, Type as Outage and specify Begin and End date as well as description
- ▶ The Outage would appear in Current Status Widget

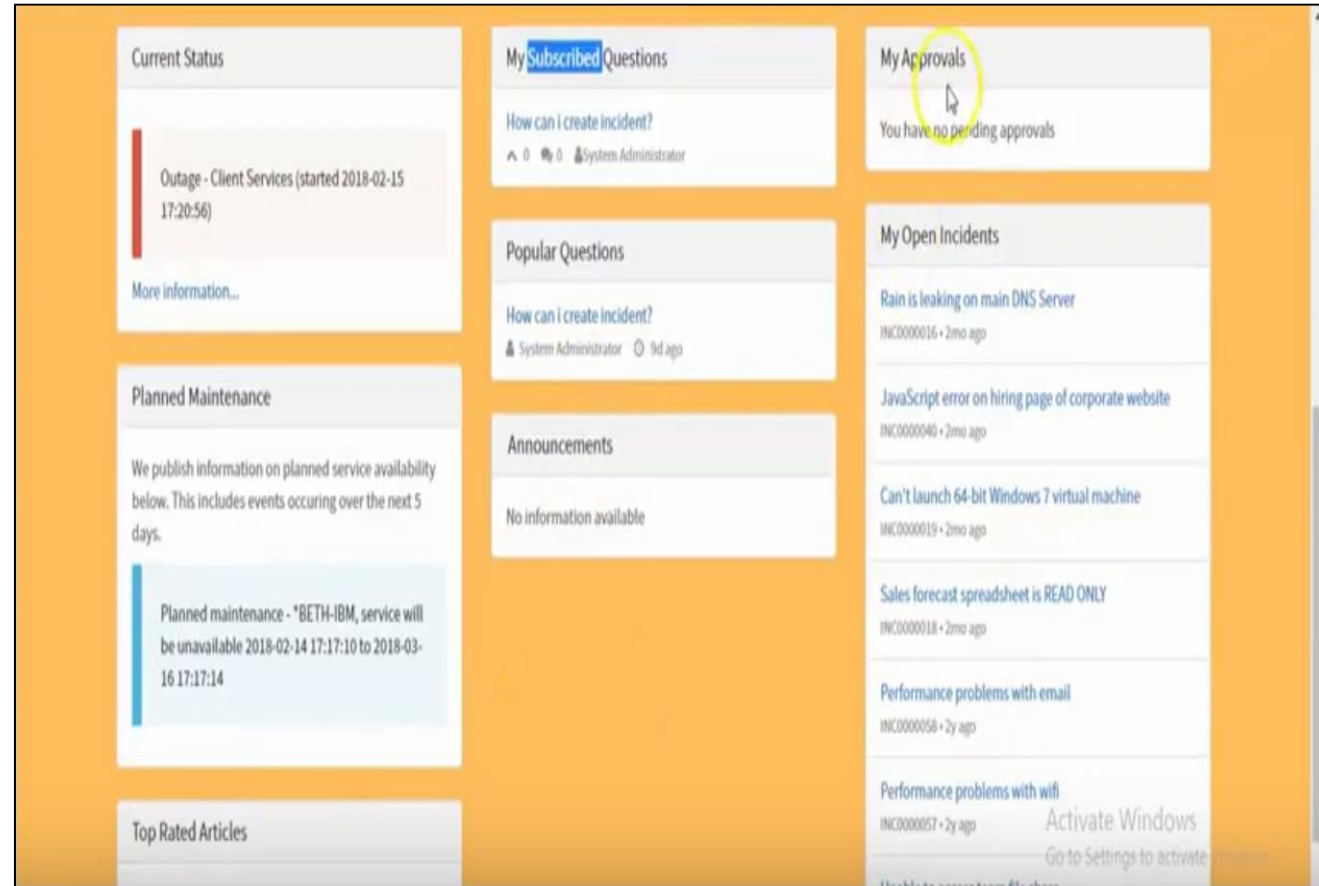


The screenshot shows a web-based interface for configuring an outage. At the top, a header bar displays 'Outage' and 'Created 2018-02-23 17:21:14'. On the right of the header are icons for editing, deleting, and navigating, along with 'Update' and 'Delete' buttons. The main form area includes a 'Configuration Item' dropdown menu with 'Client Services' selected, highlighted by a yellow circle. Below this are fields for 'Type' (set to 'Outage'), 'Begin' (2018-02-15 17:20:56), and 'End' (2018-03-23 17:21:00). A 'Duration' section shows 'Days: 35', 'Hours: 23', '00', and '04'. A 'Details' section with a '+' icon contains a rich text editor with a toolbar (bold, italic, underline, link, unlink, font family, font size, list, indent, outdent, text color, background color, image, video, code) and a text area containing 'Test Outage' and 'P'. At the bottom left are 'Update' and 'Delete' buttons. At the bottom right, there is a 'Related Links' section with a link 'Begin Outage Now' and a watermark for 'Activate Windows'.



# Popular Question Widget

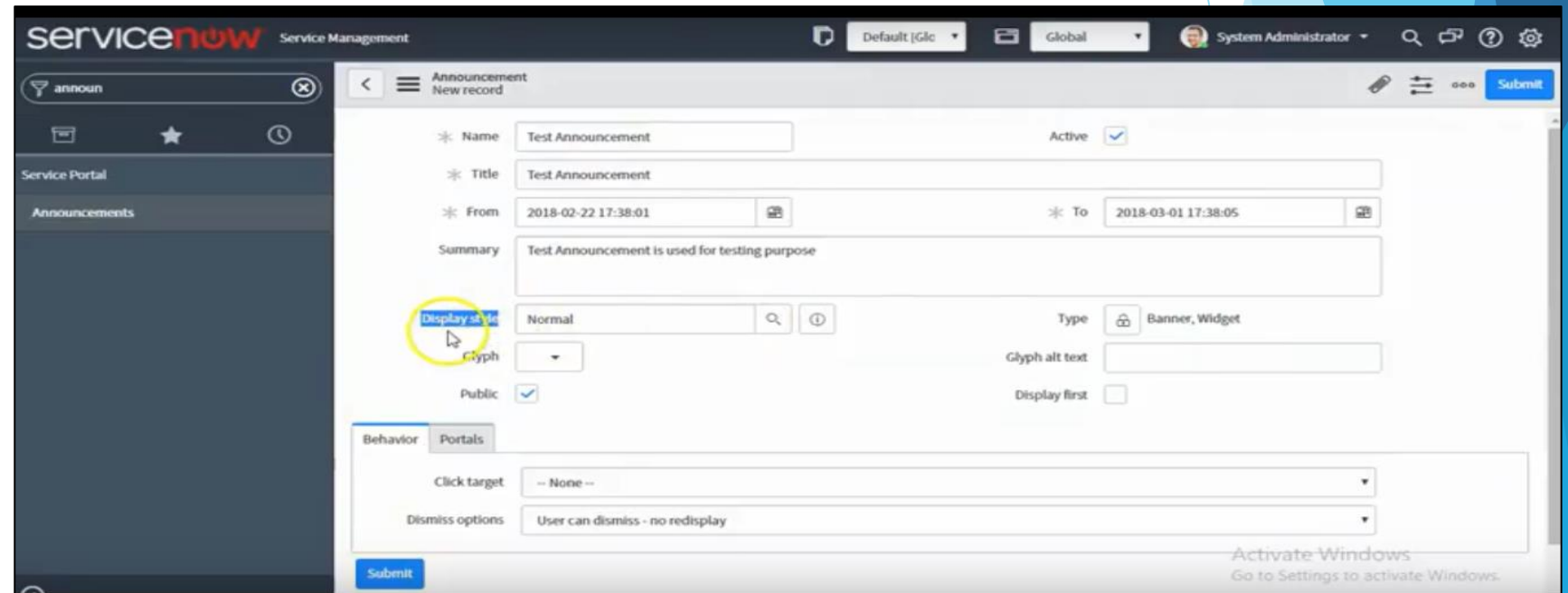
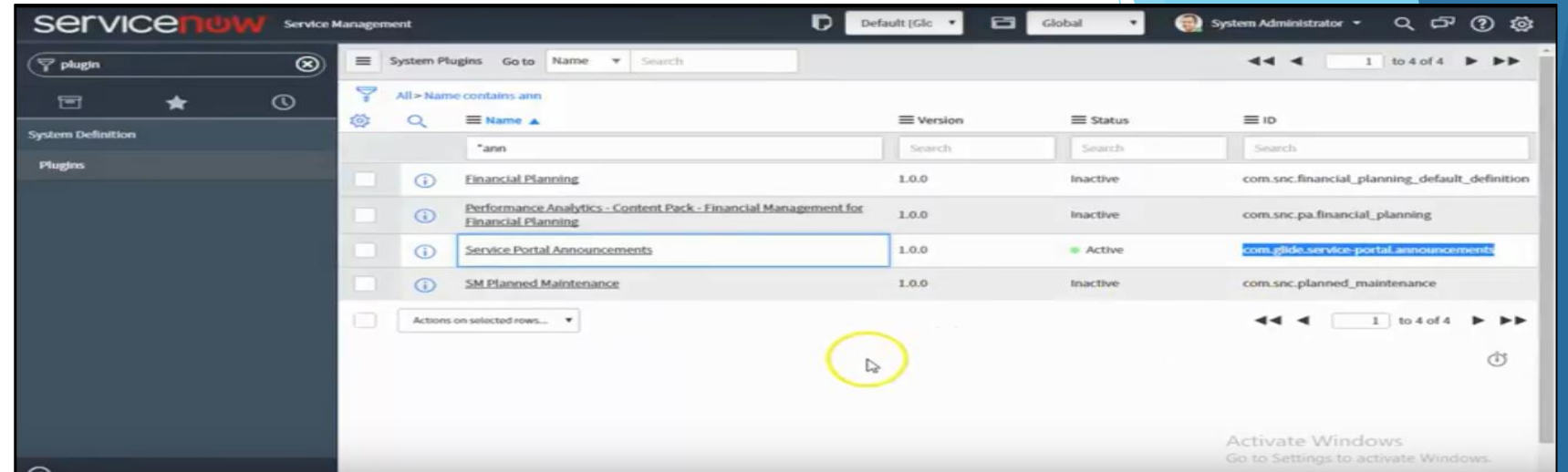
- ▶ We can add a question in Popular question widget and star it which makes it appear in another widget called My Subscribed Questions.





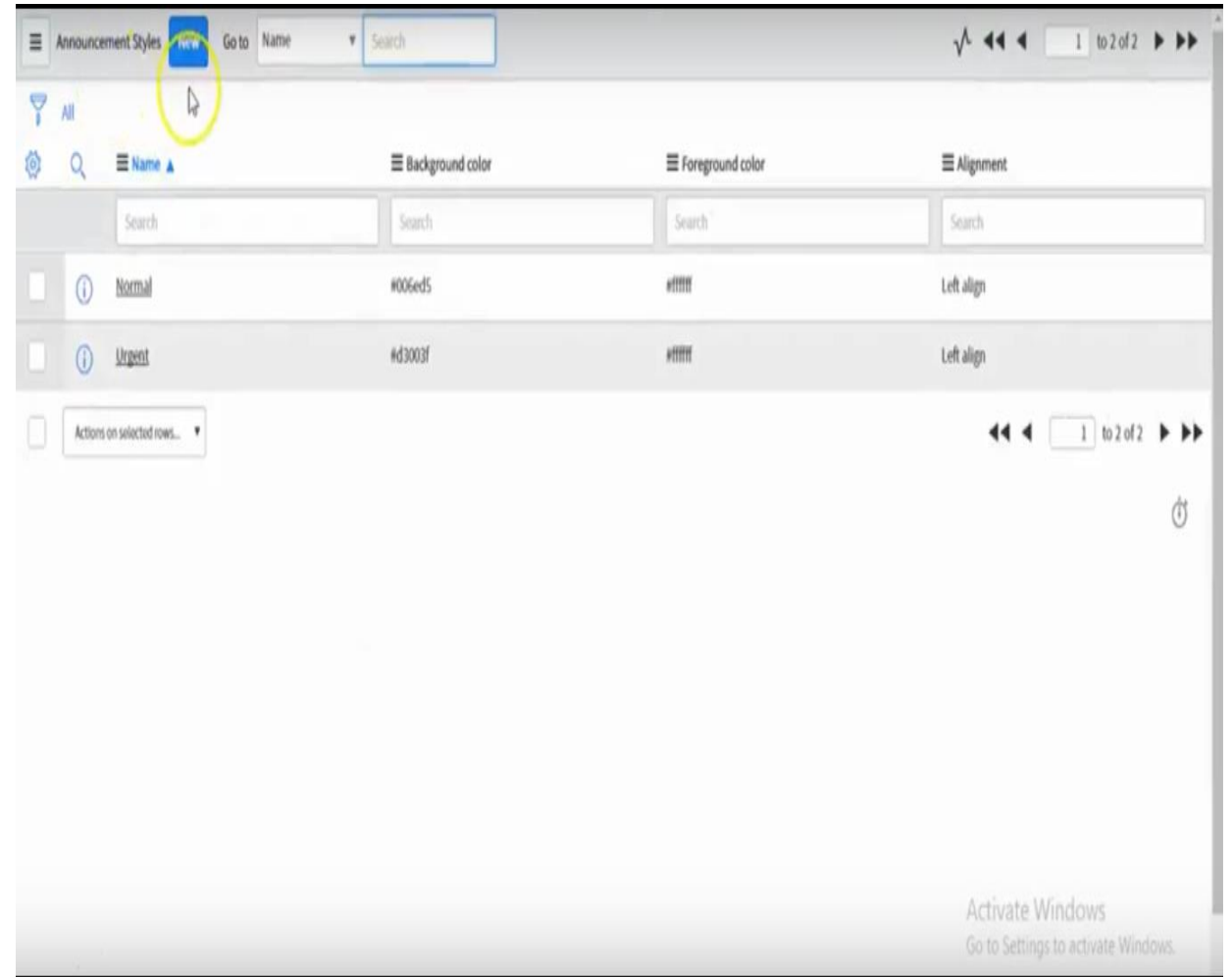
# Announcements

- ▶ Announcements is Kingston release upgrade. However we can install Service Portal Announcements Plugin if it is upgraded from older version to Kingston version
- ▶ Navigate to Announcements and create new with name of Announcement, Title and date specified



# Announcements

- ▶ We can create our own custom styles by navigating to table announcement\_style.LIST and give background, foreground and alignment for the style



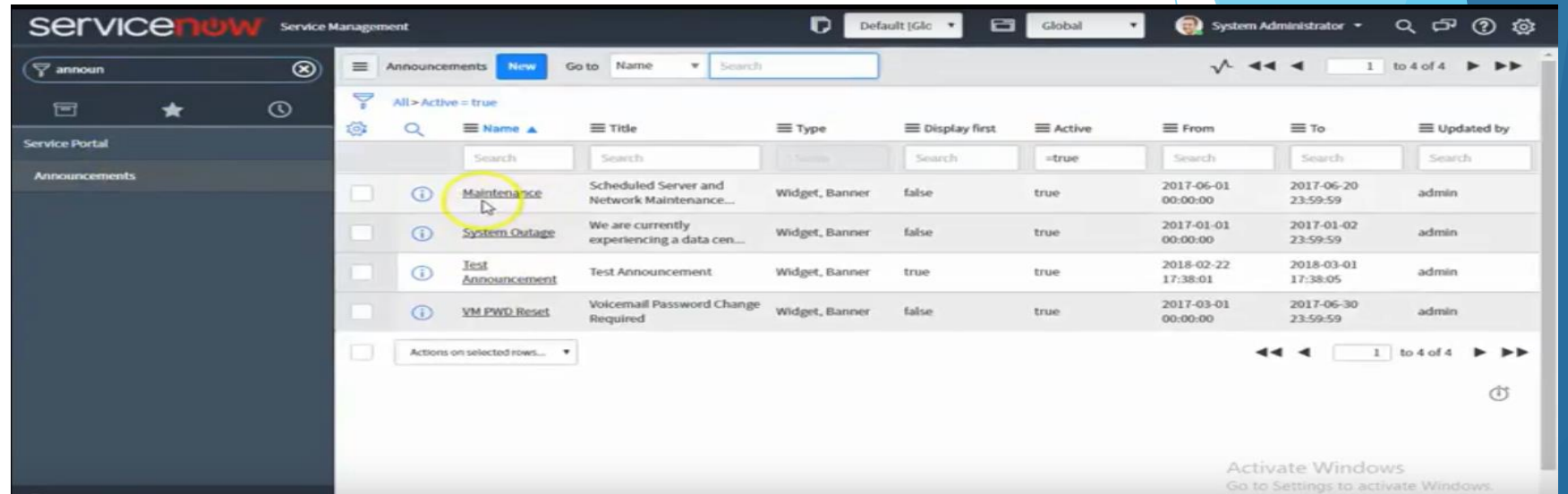
# Announcements

- ▶ We can choose the Display First so that Announcement is displayed first
- ▶ There are 2 types Announcements can be displayed
  - Banner
  - Widget

The screenshot shows the ServiceNow 'Announcement' form. The left sidebar contains navigation links: Self Service, Homepage, Business Applications, Dashboards, Service Catalog, Knowledge, Help the Help Desk, Visual Task Boards, Connect Chat, Incidents, and Watched Incidents. The main form area is titled 'Announcement New record'. It includes fields for Name (Test Announcement), Title (Test Announcement), From (2018-02-22 17:38:01), To (2018-03-01 17:38:05), and Summary (Test Announcement is used for testing purpose). There are checkboxes for Active, Public, and Display first. The 'Display style' is set to Normal, and the 'Type' is set to Banner, Widget. The 'Glyph' is set to an envelope icon. The 'Click target' is set to -- None --, and the 'Dismiss options' are set to User can dismiss - no redisplay. A yellow circle highlights the 'Title' field. At the bottom, there is a 'Submit' button and a note: 'Activate Windows Go to Settings to activate Windows.'

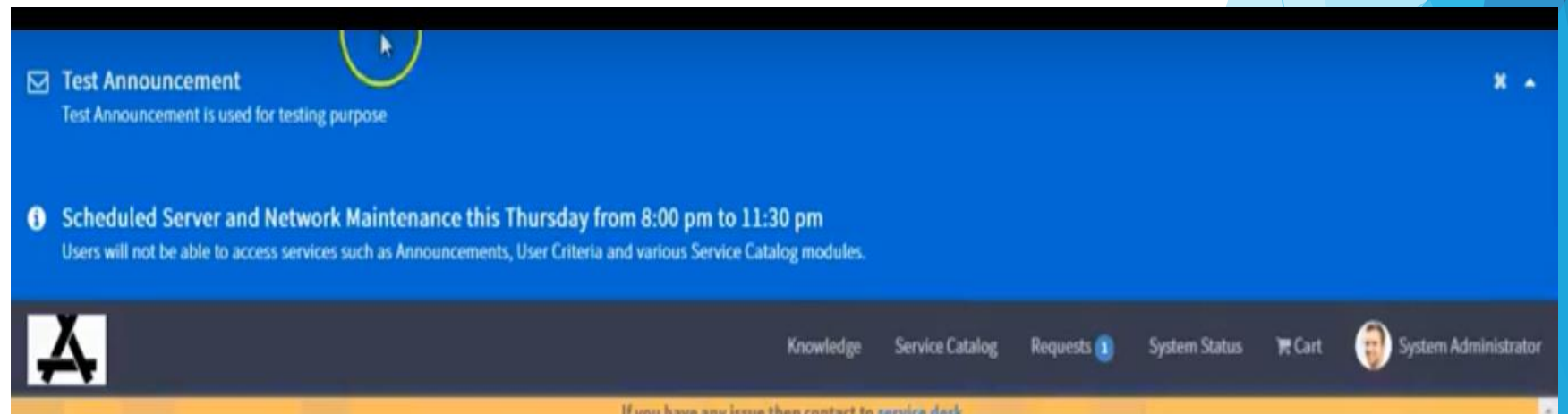
# Announcements

- ▶ Create the announcement
- ▶ Check in the service Portal URL



The screenshot shows the ServiceNow interface for managing announcements. The left sidebar contains the 'Service Portal' and 'Announcements' sections. The main area displays a list of announcements with columns for Name, Title, Type, Display first, Active, From, To, and Updated by. The 'Maintenance' announcement is highlighted with a yellow circle.

Name	Title	Type	Display first	Active	From	To	Updated by
Maintenance	Scheduled Server and Network Maintenance...	Widget, Banner	false	true	2017-06-01 00:00:00	2017-06-20 23:59:59	admin
System Outage	We are currently experiencing a data cen...	Widget, Banner	false	true	2017-01-01 00:00:00	2017-01-02 23:59:59	admin
Test Announcement	Test Announcement	Widget, Banner	true	true	2018-02-22 17:38:01	2018-03-01 17:38:05	admin
VM PWD Reset	Voicemail Password Change Required	Widget, Banner	false	true	2017-03-01 00:00:00	2017-06-30 23:59:59	admin



The screenshot shows the Service Portal interface. The top section displays the 'Test Announcement' with a checkbox and the text 'Test Announcement is used for testing purpose'. Below it, a blue banner displays the 'Scheduled Server and Network Maintenance this Thursday from 8:00 pm to 11:30 pm' announcement, stating 'Users will not be able to access services such as Announcements, User Criteria and various Service Catalog modules.' The bottom navigation bar includes links for Knowledge, Service Catalog, Requests, System Status, Cart, and the user profile (System Administrator).

# Announcements

- ▶ Behavior of the announcements can be controlled in the tab by giving dismiss options - User cannot dismiss the announcement
- ▶ We can assign roles for whom it needs to be displayed. For example by removing public and setting roles as admin, Only admins can see the announcements.
- ▶ We can further select Specific Portals it needs to be displayed

The screenshot displays the 'Announcement Maintenance' interface. At the top, there's a header with a back arrow, a menu icon, the title 'Announcement Maintenance', and action buttons for 'Update' and 'Delete'. Below the header, there are two date pickers. The main form area includes a 'Summary' text box with the text: 'Users will not be able to access services such as Announcements, User Criteria and various Service Catalog modules.' Below this, there are fields for 'Display style' (set to 'Normal'), 'Type' (set to 'Widget, Banner'), 'Glyph' (set to '0'), 'Glyph alt text' (set to 'Info'), 'Public' (unchecked), and 'Display first' (unchecked). A 'Roles' section shows 'admin' as the assigned role. At the bottom, there are two tabs: 'Behavior' and 'Portals'. The 'Behavior' tab is active, showing a 'Click target' dropdown set to 'Page', a 'Details page' dropdown set to 'custom\_hello\_widget', and a 'Dismiss options' dropdown. The 'Dismiss options' dropdown is open, showing four options: 'User cannot dismiss' (selected), 'User can dismiss - no redisplay', 'User can dismiss for current session only', and 'User cannot dismiss'. There are 'Update' and 'Delete' buttons at the bottom left of the form. An 'Activate Windows' watermark is visible in the bottom right corner.

# Announcements

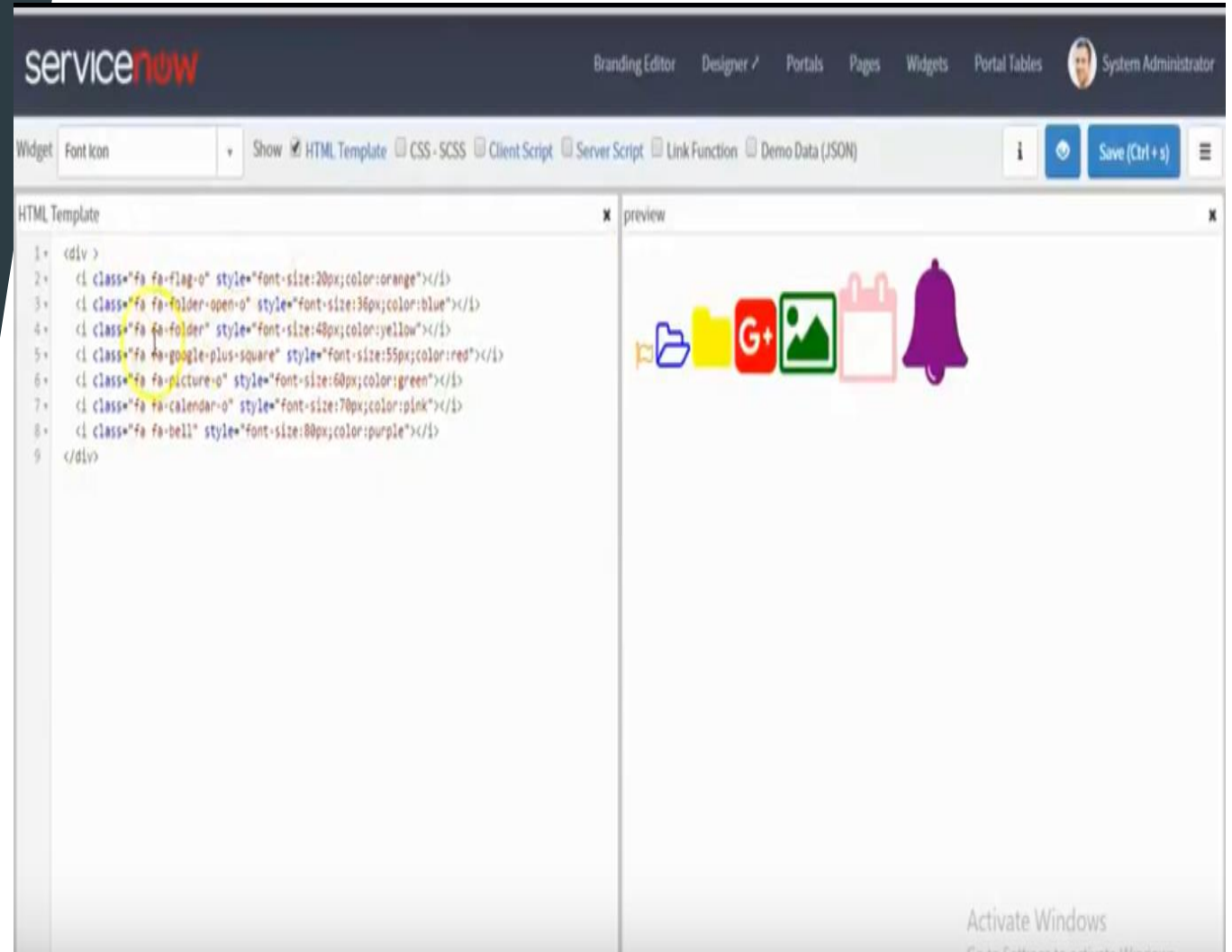
- ▶ We can further control behavior by adding Click target as Page, Details page as custom widget and Details link text as Click here. Specify the portal
- ▶ We can observe in the portal link it is specified to widget specified.
- ▶ More behavior can be set by changing target to URL in current browser tab and specify URL

The screenshot displays the 'Announcement Maintenance' interface. At the top, there's a header with a menu icon, the title 'Announcement Maintenance', and a yellow circle highlighting a mouse cursor icon. To the right of the header are icons for edit, view, and list, along with 'Update' and 'Delete' buttons. The main form area is divided into two sections: 'Behavior' and 'Portals'. The 'Behavior' section contains fields for 'Display style' (set to 'Normal'), 'Glyph' (set to '0'), 'Public' (checked), 'Type' (set to 'Widget, Banner'), 'Glyph alt text' (set to 'Info'), and 'Display first' (unchecked). The 'Portals' section contains fields for 'Click target' (set to 'Page'), 'Details page' (set to 'custom\_hello\_widget'), 'Details link text' (set to 'Click Here'), and 'Dismiss options' (set to 'User cannot dismiss'). At the bottom of the form are 'Update' and 'Delete' buttons.

# Font Libraries

- ▶ ServiceNow has upgraded to more fonts in libraries and has helped add more icons on widgets. Ex: Flag icon, folder icon, google plus icon, picture, calendar and bell icon.

```
<div><i class="fa fa-flag-0" style="font-size:20px;color:orange"></i>
```



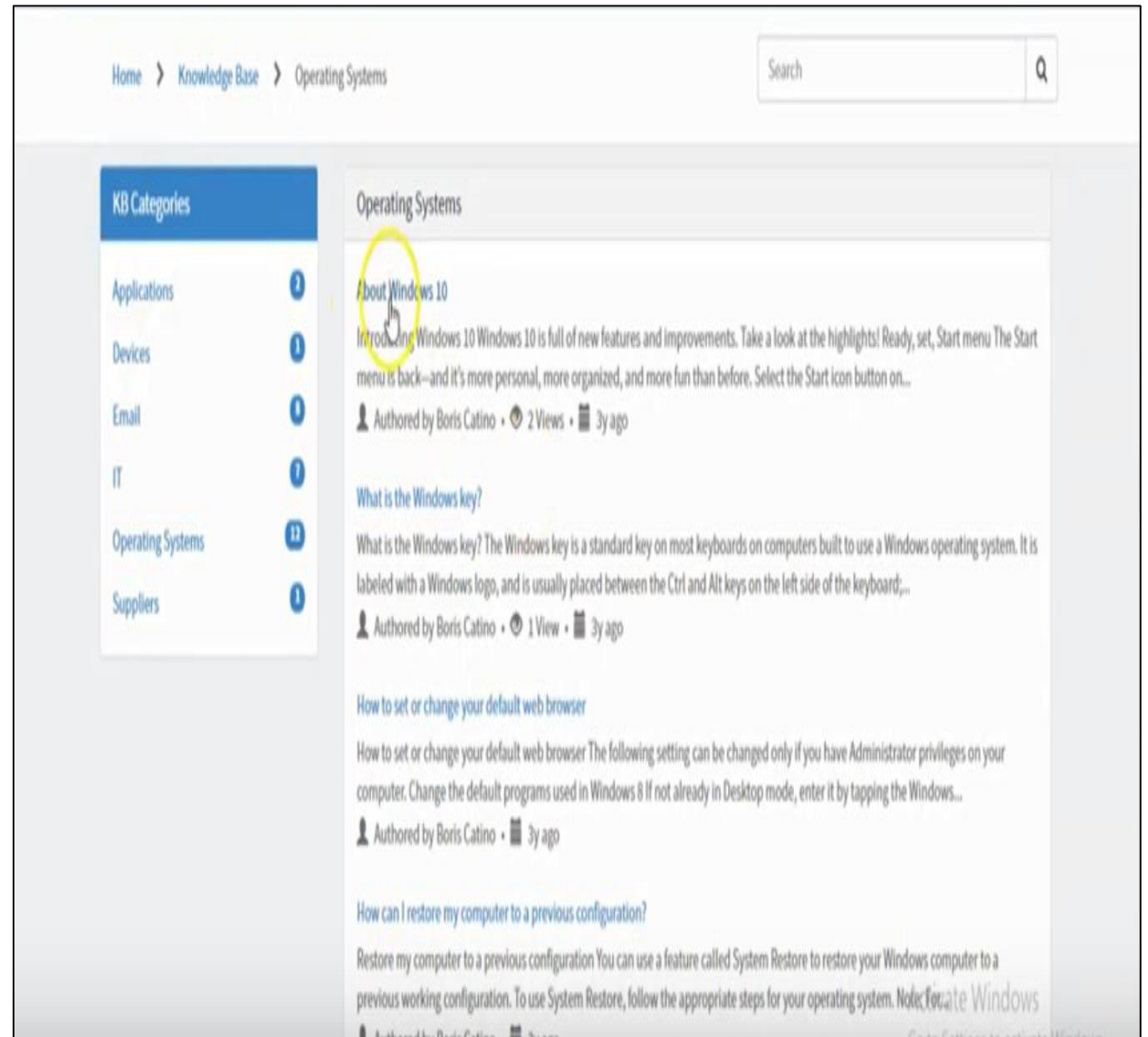


# Add Search Engine Optimization Information to Service Portal Pages

- ▶ This functionality incorporates search functionality of service portal pages by adding metatags and descriptive titles to pages.
- ▶ It is achieved by 2 ways
  - By adding metatags to public pages
  - By using record data to dynamically generate descriptive title for the page

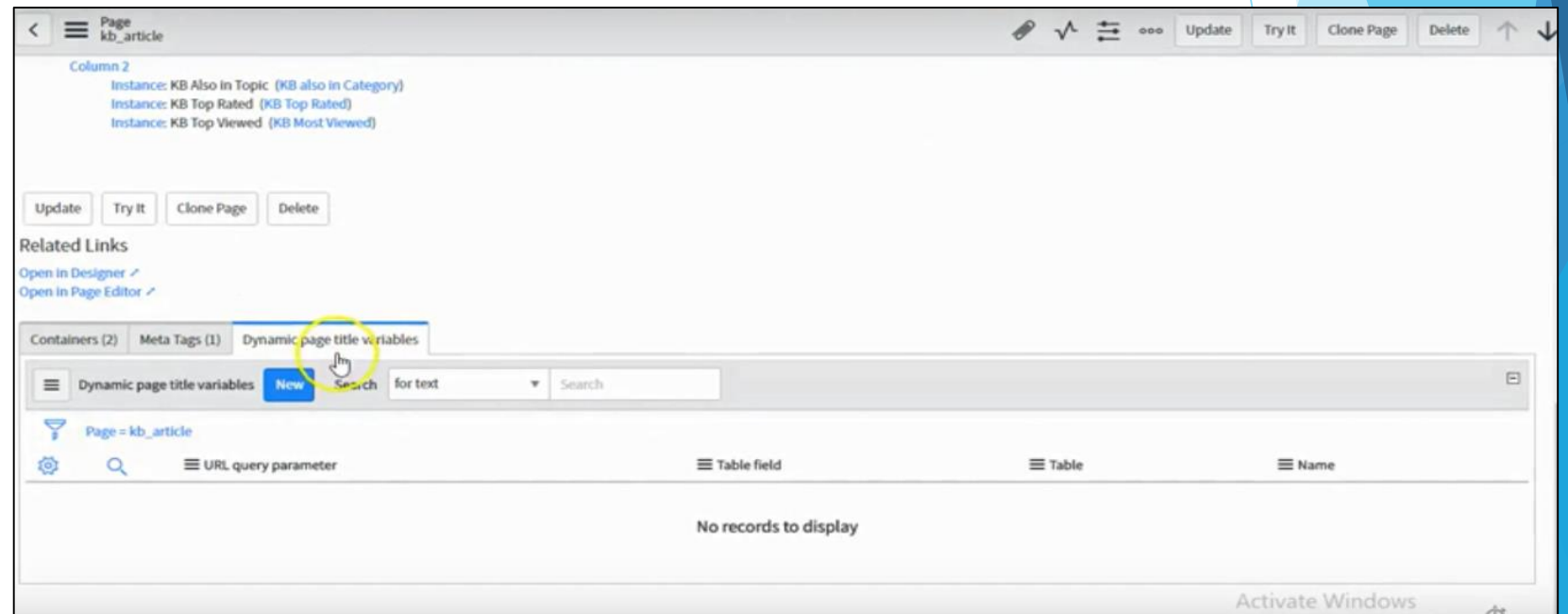
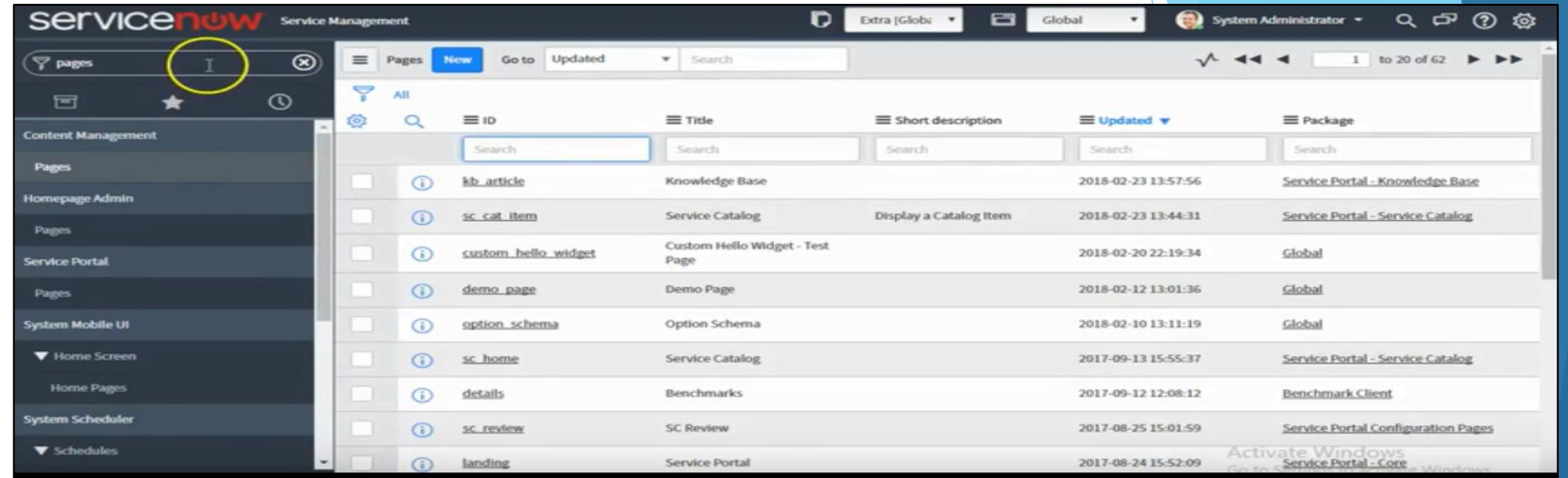
# Search Engine Optimization

- ▶ In Service portal URL go to Knowledge base ,Under Operating system categories click About Windows 10
- ▶ [https://<<instance-name>.service-now.com/sp?id=kb\\_article&sys\\_id=2238892hdhjjkkdkdsjec01](https://<<instance-name>.service-now.com/sp?id=kb_article&sys_id=2238892hdhjjkkdkdsjec01)
- ▶ Choose another article - what is windows key and extract its sys\_id



# Search Engine Optimization

- ▶ In Pages go to kb\_article page
- ▶ Scroll down to Related list Dynamic page tile variables .By using this we can dynamically create title for the page.



# Search Engine Optimization

- ▶ Click new and give name as %dTitle and URL query parameter as sys\_id and Table is kb\_knowledge and Table field as Number
- ▶ Submit it

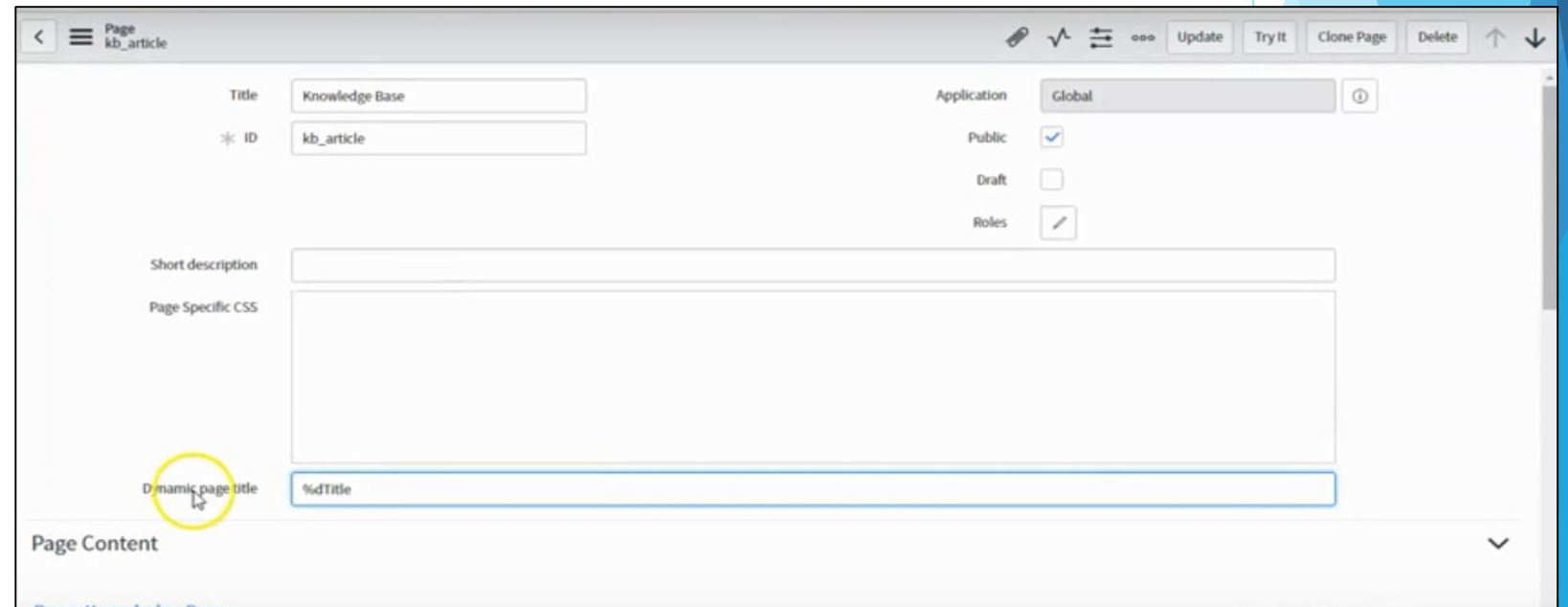
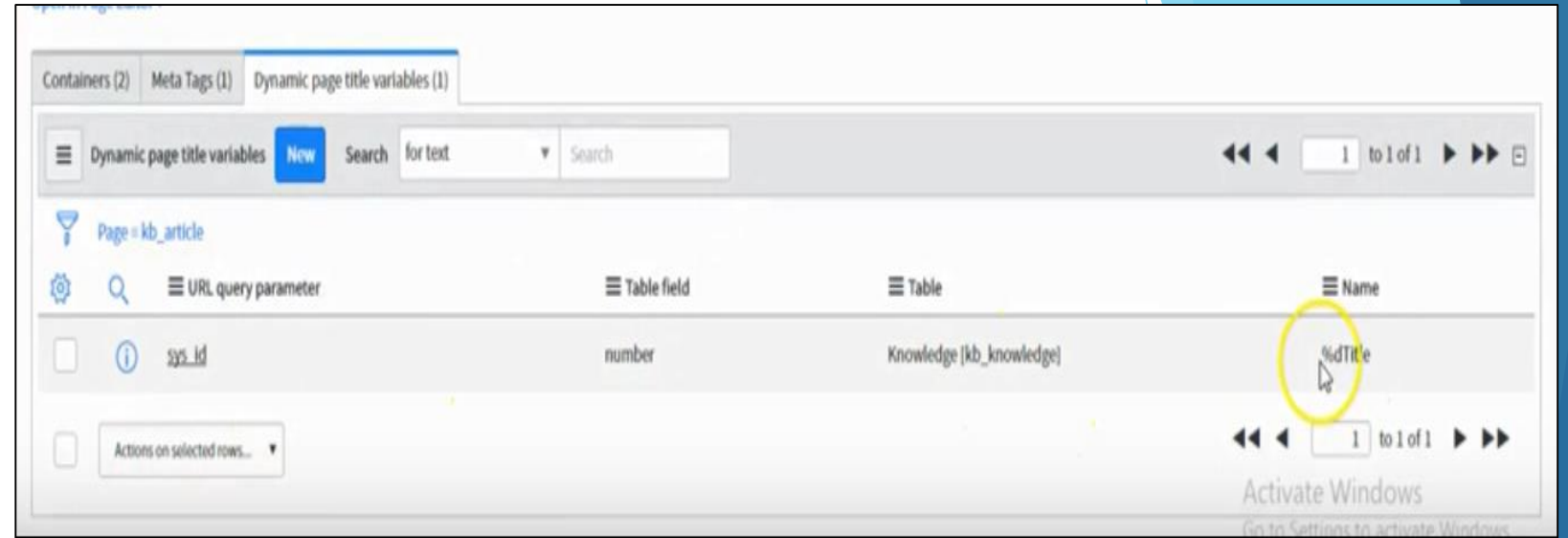
The screenshot shows a web interface for configuring 'Dynamic page title variables'. The title bar includes a back arrow, a menu icon, the text 'Dynamic page title variables', and a 'New record' link. On the right of the title bar are icons for a pencil, a list, and a 'Submit' button. The form contains the following fields:

- \* Name:** A text input field containing '%dTitle'.
- Application:** A dropdown menu with 'Global' selected.
- \* Page:** A text input field containing 'kb\_article'.
- \* URL query parameter:** A text input field containing 'sys\_id'.
- \* Table:** A dropdown menu with 'Knowledge (kb\_knowledge)' selected.
- \* Table field:** A dropdown menu with 'Number' selected.

A yellow circle highlights the 'Submit' button at the bottom left of the form area. A power icon is visible in the bottom right corner of the interface.

# Search Engine Optimization

- ▶ Copy the name and paste it under Dynamic Page Title name in kb\_article page
- ▶ Save it



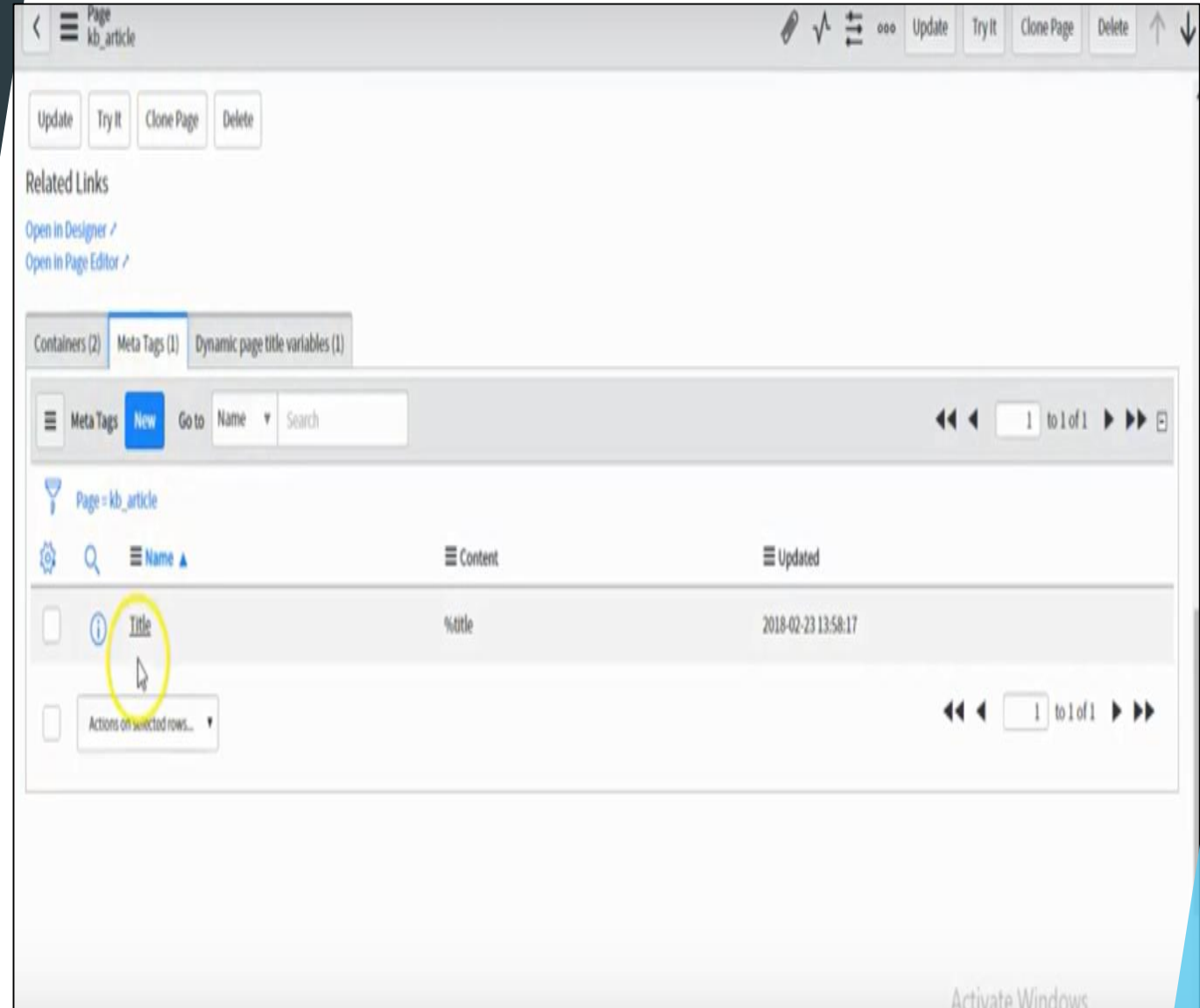
# Search Engine Optimization

- ▶ Without referring knowledge article we get default Knowledge base title whereas referring with title gives reference to knowledge article number which can be useful in many ways of dynamic referencing



# Adding metatags to public pages

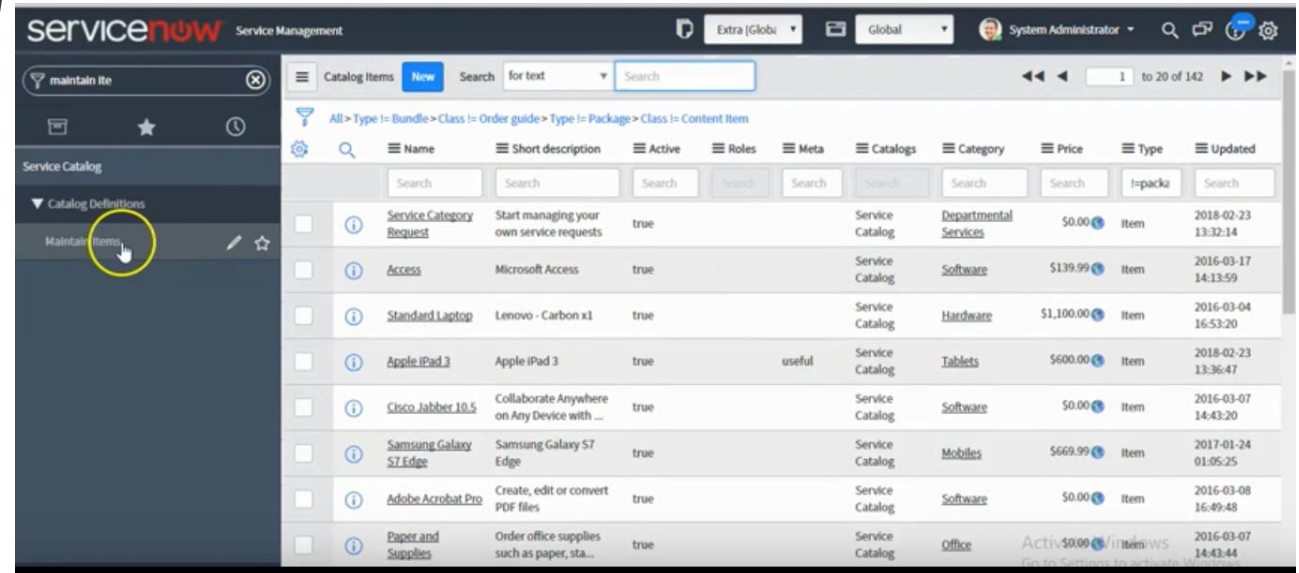
- ▶ In the related list of kb\_article page create a new Metatag with name as Title ,Content as %title
- ▶ In related list add new content variables URL query parameter as sys\_id,Table field as number ,Table as kb\_knowledge.
- ▶ Its important to choose the page as public





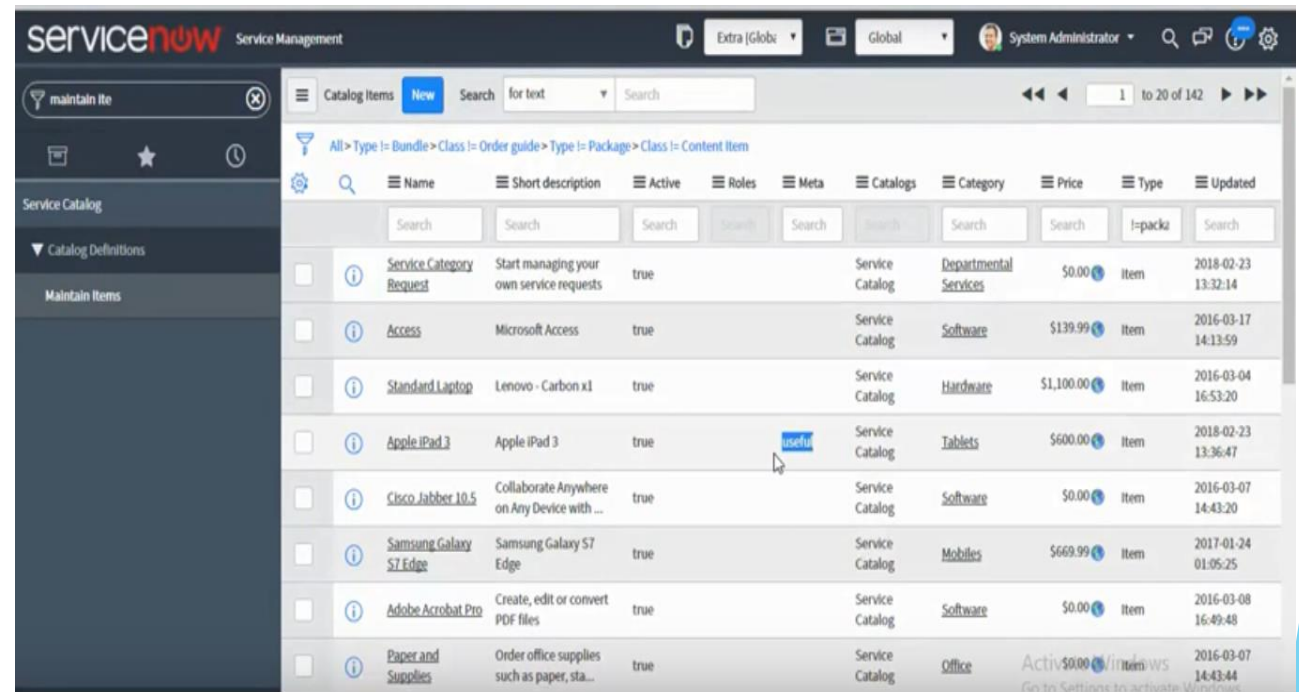
# Adding Metatags

- ▶ This is similar to adding metatags for Catalog items in Maintain items
- ▶ We can search in URL service Portal Home using this meta in Help search bar



The screenshot shows the ServiceNow Service Management interface. On the left sidebar, under 'Service Catalog', the 'Catalog Definitions' section is expanded, and 'Maintain Items' is highlighted with a yellow circle. The main content area displays a table of catalog items with columns for Name, Short description, Active, Roles, Meta, Catalogs, Category, Price, Type, and Updated. The table lists various items like 'Service Category Request', 'Access', 'Standard Laptop', 'Apple iPad 3', 'Cisco Jabber 10.5', 'Samsung Galaxy S7 Edge', 'Adobe Acrobat Pro', and 'Paper and Supplies'.

Name	Short description	Active	Roles	Meta	Catalogs	Category	Price	Type	Updated
Service Category Request	Start managing your own service requests	true			Service Catalog	Departmental Services	\$0.00	Item	2018-02-23 13:32:14
Access	Microsoft Access	true			Service Catalog	Software	\$139.99	Item	2016-03-17 14:13:59
Standard Laptop	Lenovo - Carbon x1	true			Service Catalog	Hardware	\$1,100.00	Item	2016-03-04 16:53:20
Apple iPad 3	Apple iPad 3	true		useful	Service Catalog	Tablets	\$600.00	Item	2018-02-23 13:36:47
Cisco Jabber 10.5	Collaborate Anywhere on Any Device with ...	true			Service Catalog	Software	\$0.00	Item	2016-03-07 14:43:20
Samsung Galaxy S7 Edge	Samsung Galaxy S7 Edge	true			Service Catalog	Mobiles	\$669.99	Item	2017-01-24 01:05:25
Adobe Acrobat Pro	Create, edit or convert PDF files	true			Service Catalog	Software	\$0.00	Item	2016-03-08 16:49:48
Paper and Supplies	Order office supplies such as paper, sta...	true			Service Catalog	Office	Activ-\$0.00	Item	2016-03-07 14:43:44

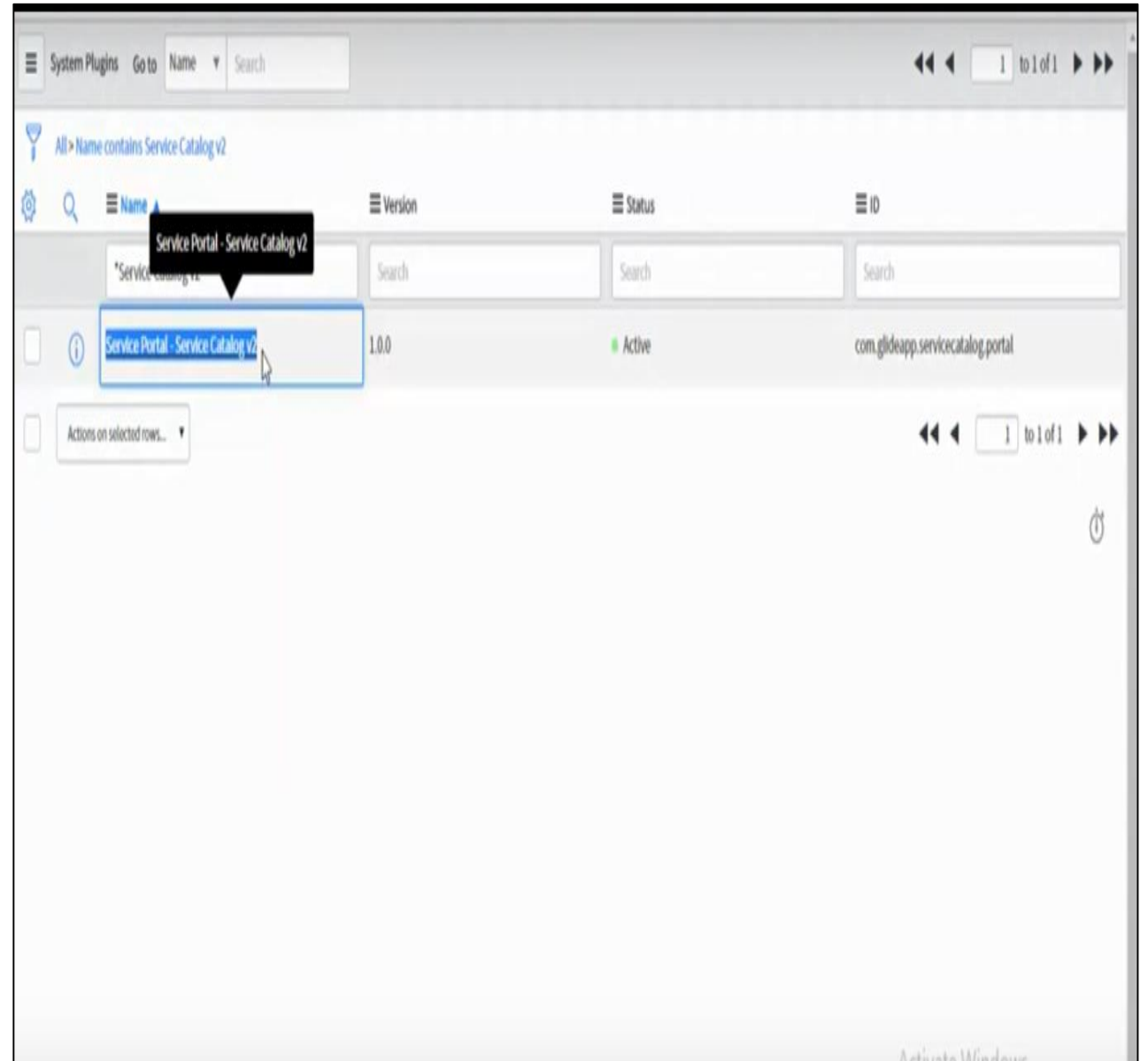


The screenshot shows the same ServiceNow Service Management interface as the previous one. In this view, a blue box highlights the 'useful' meta tag in the 'Roles' column for the 'Apple iPad 3' item. The table of catalog items is identical to the one in the previous screenshot.

Name	Short description	Active	Roles	Meta	Catalogs	Category	Price	Type	Updated
Service Category Request	Start managing your own service requests	true			Service Catalog	Departmental Services	\$0.00	Item	2018-02-23 13:32:14
Access	Microsoft Access	true			Service Catalog	Software	\$139.99	Item	2016-03-17 14:13:59
Standard Laptop	Lenovo - Carbon x1	true			Service Catalog	Hardware	\$1,100.00	Item	2016-03-04 16:53:20
Apple iPad 3	Apple iPad 3	true	useful		Service Catalog	Tablets	\$600.00	Item	2018-02-23 13:36:47
Cisco Jabber 10.5	Collaborate Anywhere on Any Device with ...	true			Service Catalog	Software	\$0.00	Item	2016-03-07 14:43:20
Samsung Galaxy S7 Edge	Samsung Galaxy S7 Edge	true			Service Catalog	Mobiles	\$669.99	Item	2017-01-24 01:05:25
Adobe Acrobat Pro	Create, edit or convert PDF files	true			Service Catalog	Software	\$0.00	Item	2016-03-08 16:49:48
Paper and Supplies	Order office supplies such as paper, sta...	true			Service Catalog	Office	Activ-\$0.00	Item	2016-03-07 14:43:44

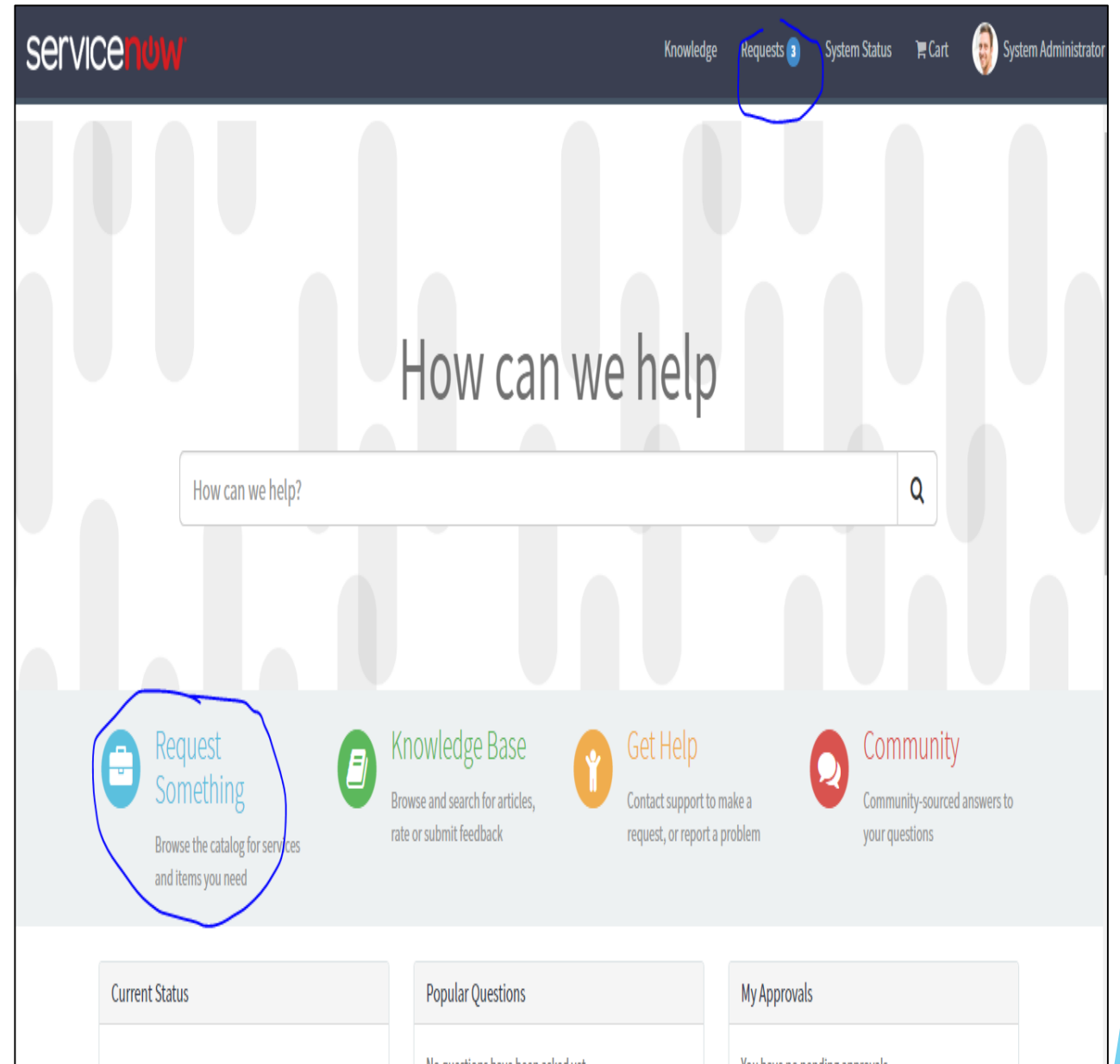
# Service Portal plugins

- ▶ Ensure Service Catalog v2 plugin is installed if there is upgrade from previous version to Kingston version. It ensures installation of features like
  - Catalog Homepage search
  - SC Scroll to top
  - Requests and Approvals
  - Recent and Popular items



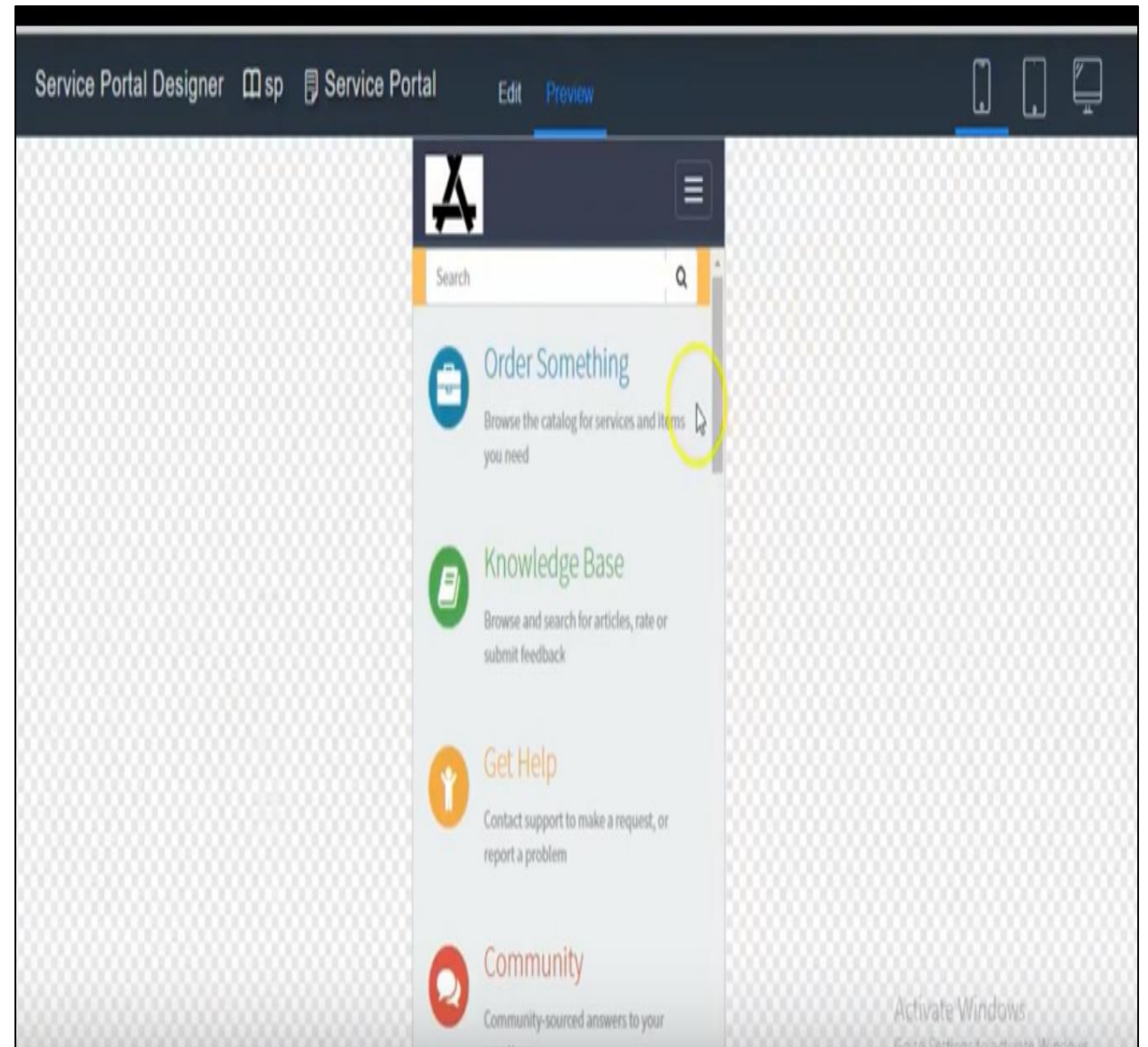
# Service Portal Enhancement in Kingston

- ▶ There are 3 ways we can go landing page of service catalog which ensures Catalog Homepage search feature
- Order Something
- Menu Service Catalog
- Bread crumbs landing on the service catalog page



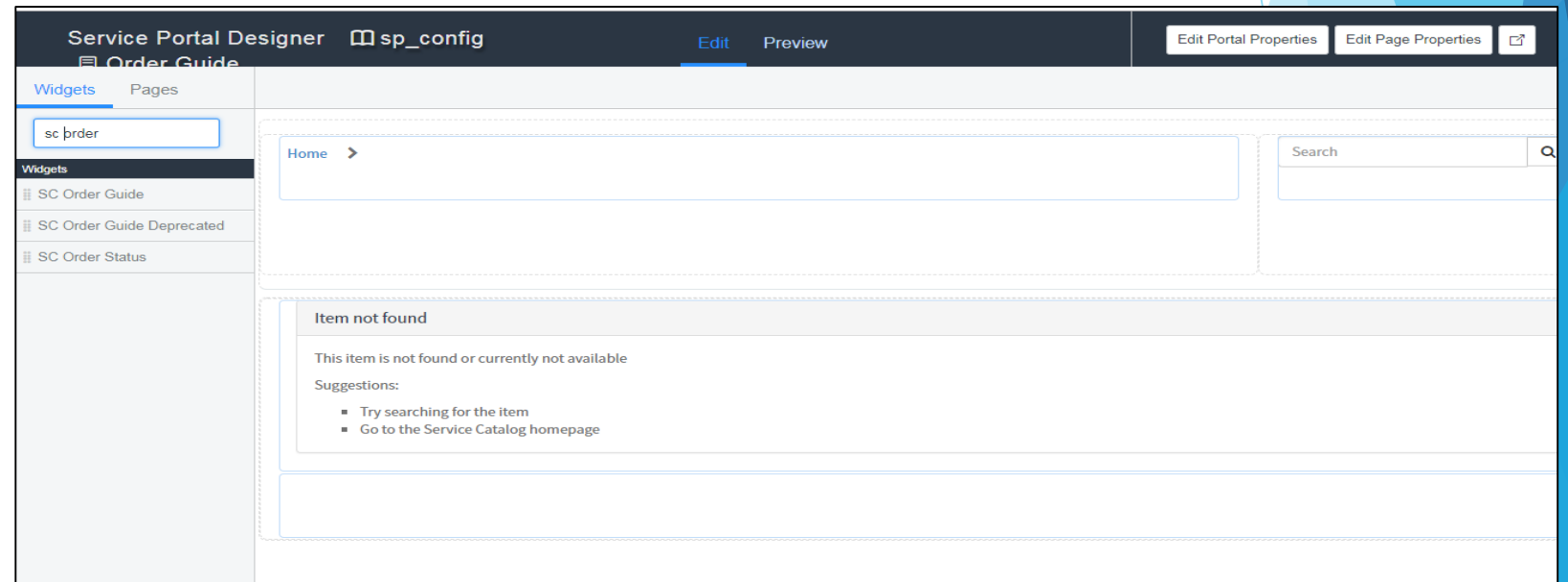
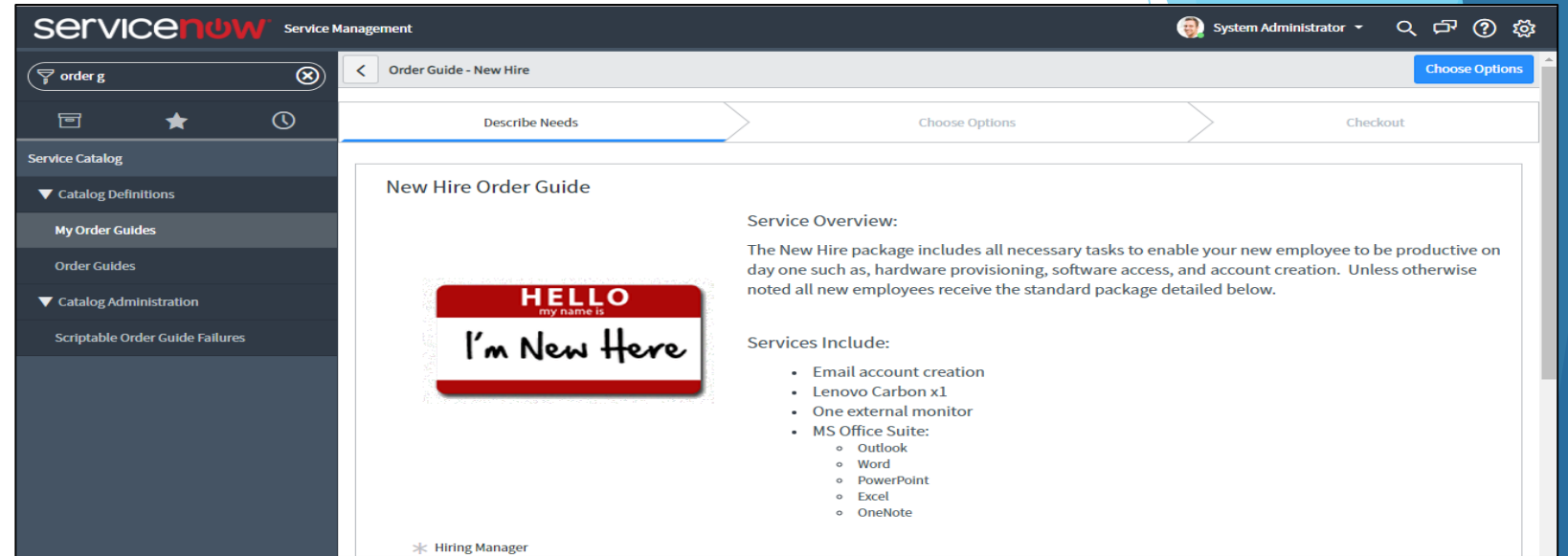
# SC Scroll to top

- ▶ Use the widget SC scroll to top for small size mobile browsing to help go back to the top easily.



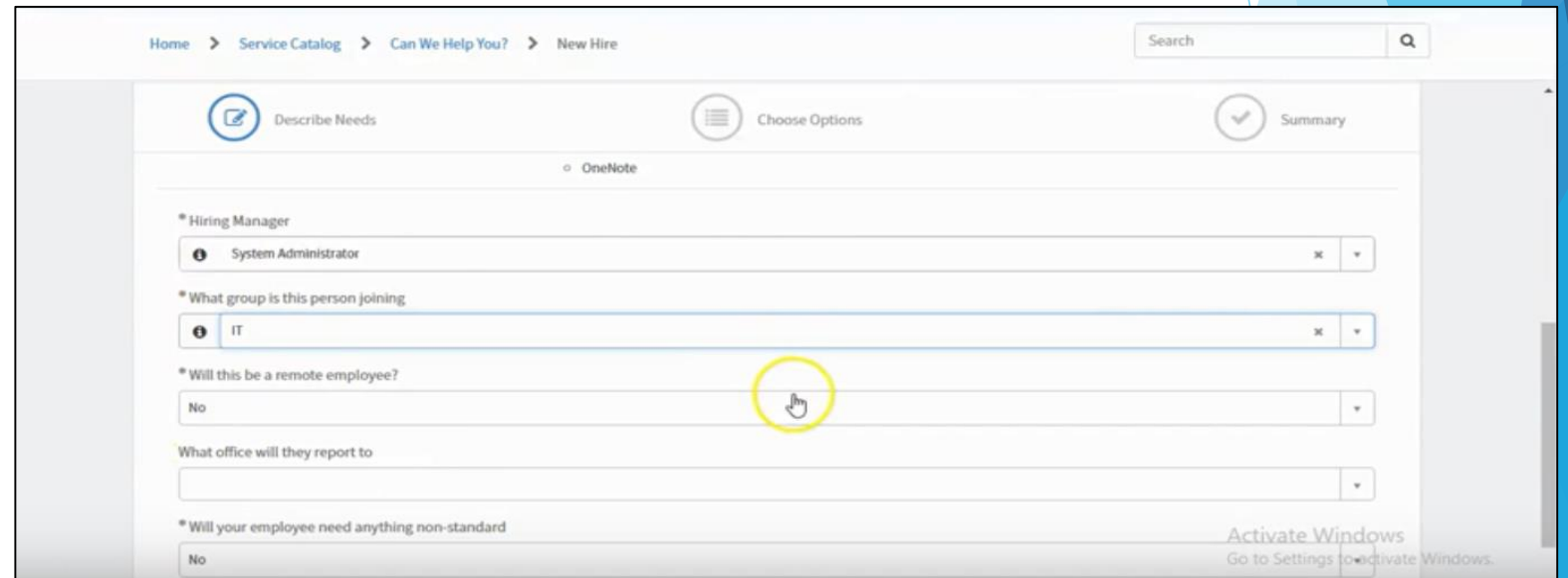
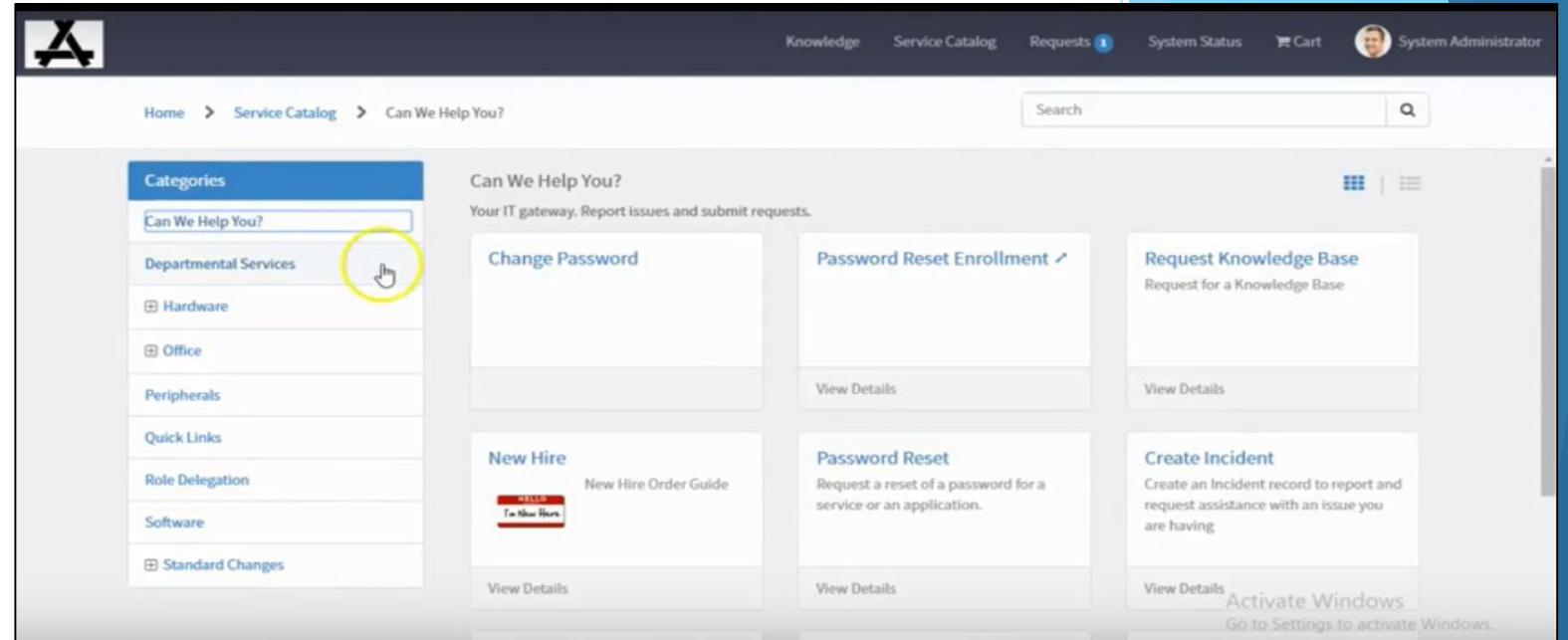
# Order Guide/Wish List

- ▶ Order guide feature is new feature in Kingston and there is SC order guide widget which is enhanced and improved.
- ▶ New hire order guide comes in Can we help you Categories



# Order Guide/Wish List

- ▶ Click on category Can we help you to select New hire order guide
- ▶ Select the group which person belongs as IT and click Next
- ▶ All the maintained items as part of order guide is available

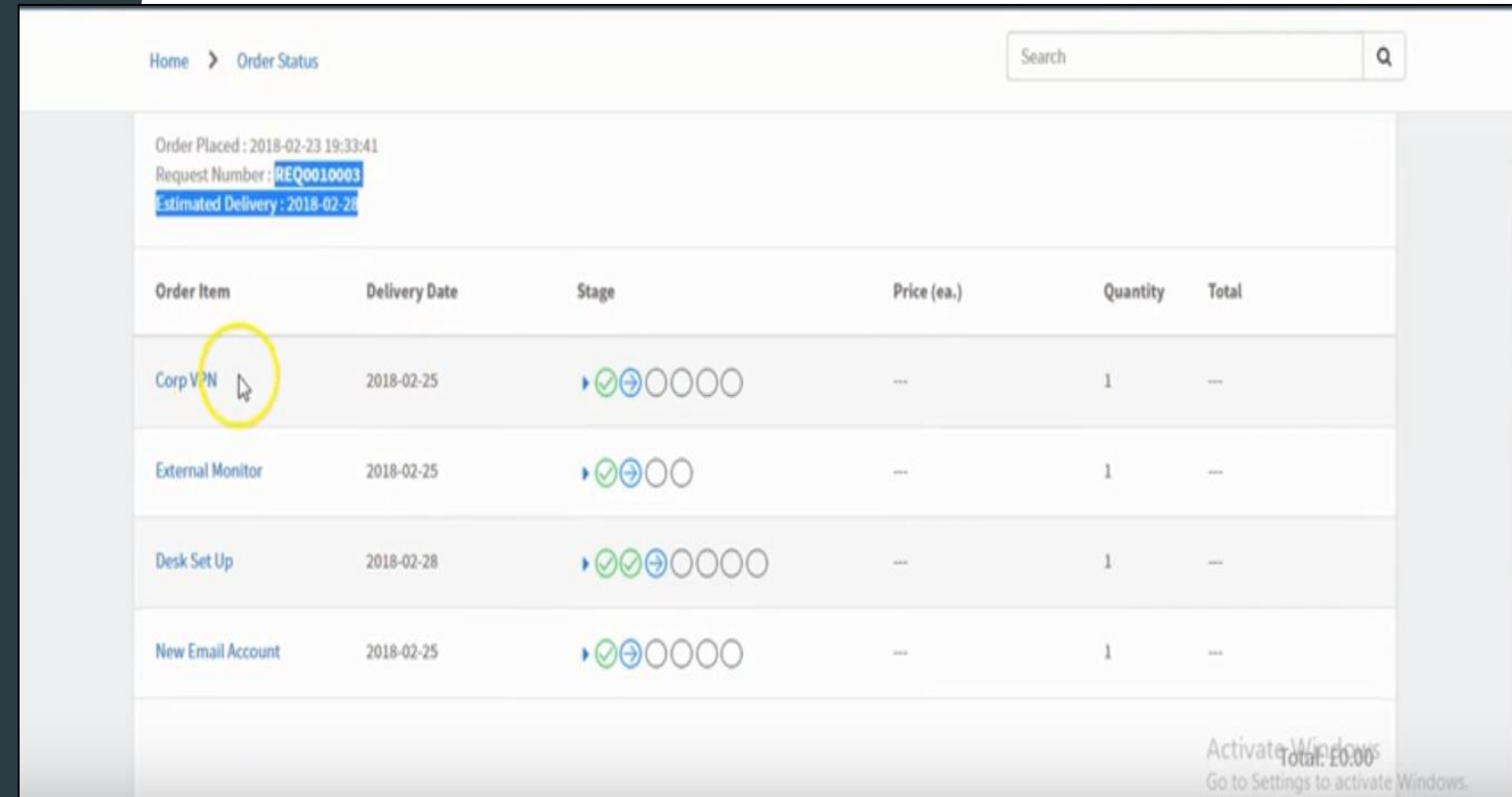
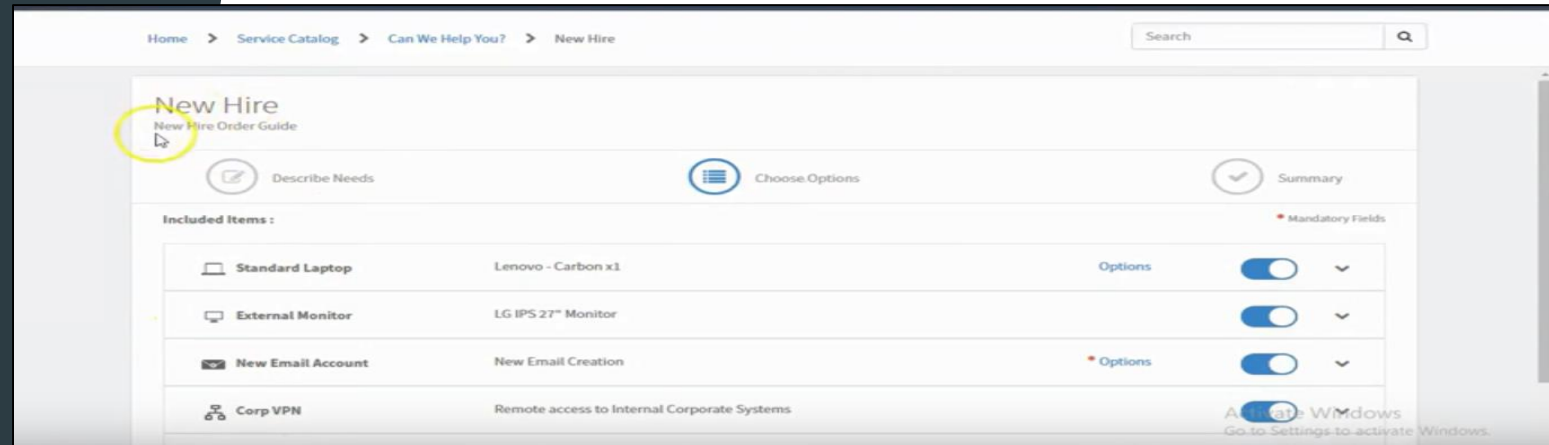


# Order Guide/Wish List

- ▶ For a new hire you can select/de-select particular items necessary. We can observe attachment button which is new feature in Kingston for all category items

Ex: Exclude Laptop and as Email is mandatory give a valid email id and Click Next

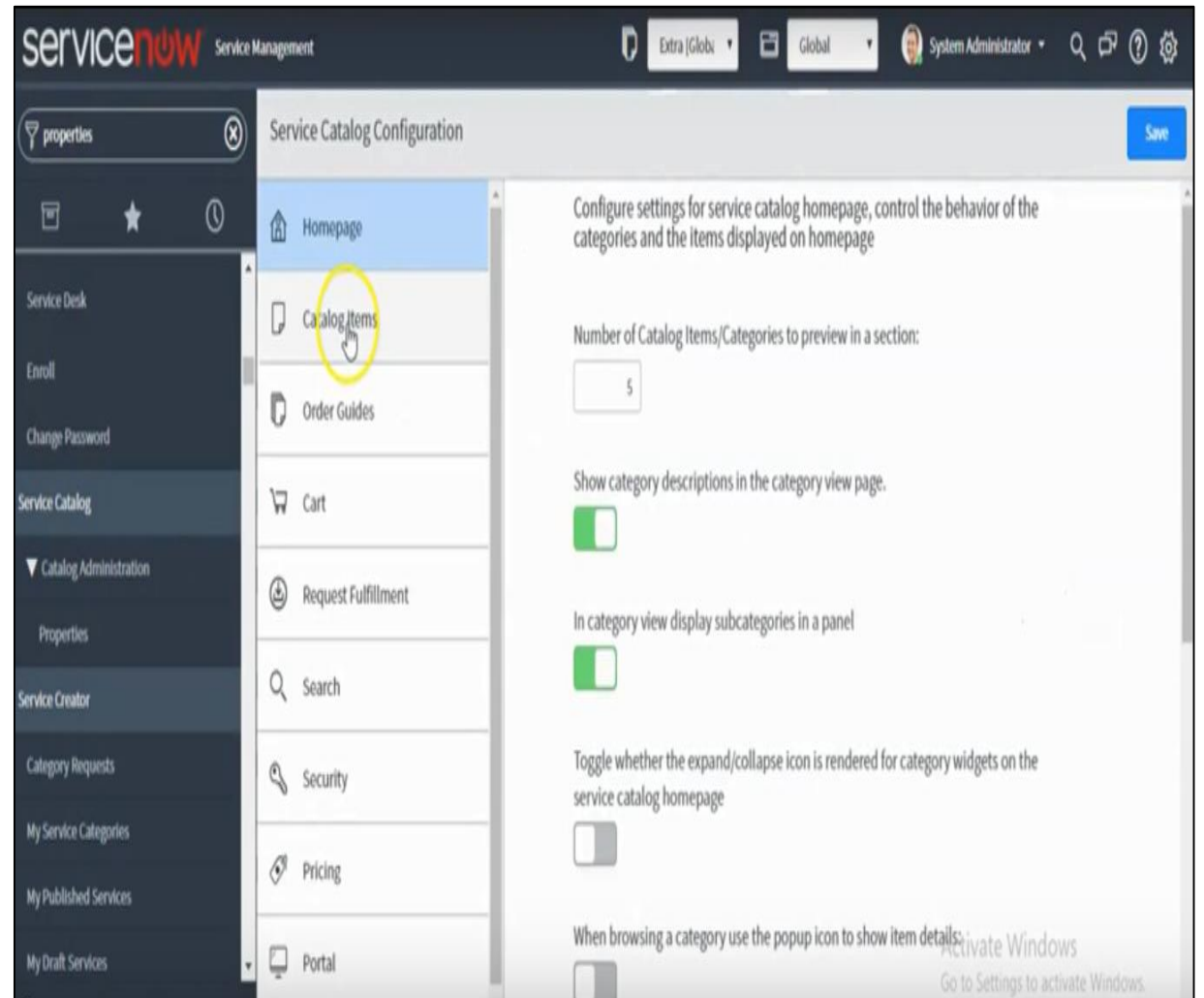
- ▶ Order Guide details appear and Click Order Now button
- ▶ The request is then created.





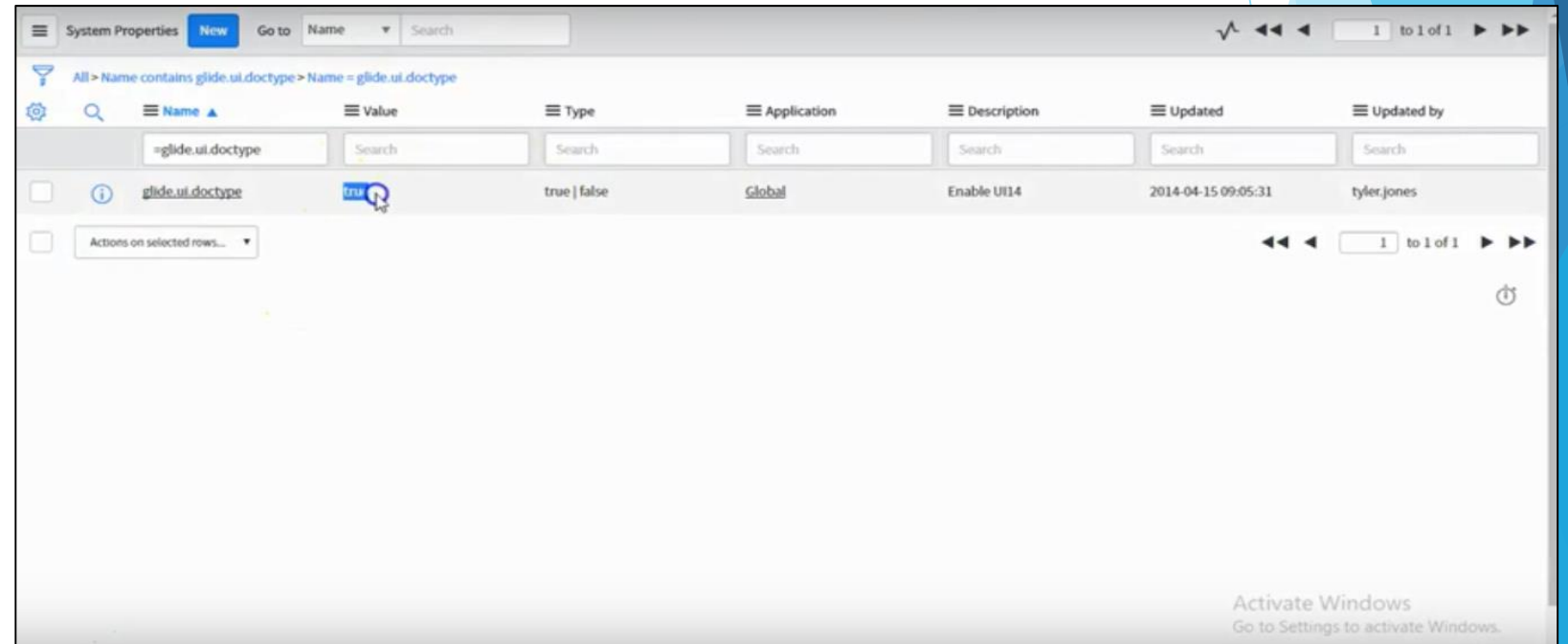
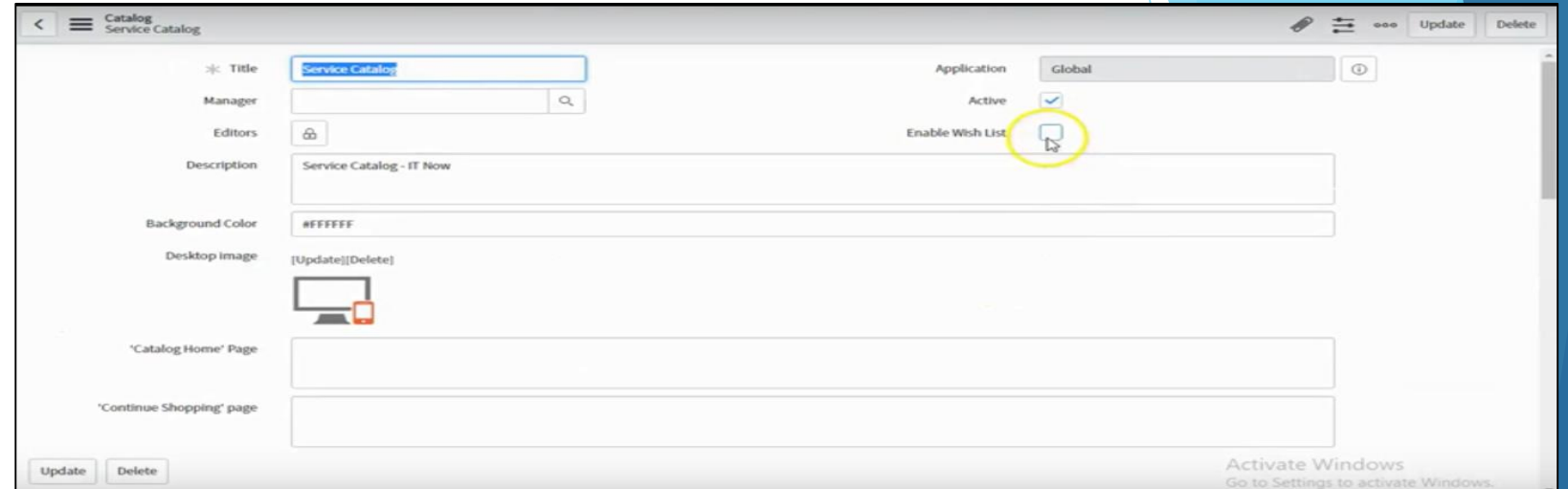
# Changing Properties of Order Guide

- ▶ Navigate to Service Catalog → Properties and change properties as necessary for Catalog items ,Order guides and cart
- ▶ Enable 2 step checkout model to enable 2 step cart checkout functionality
- ▶ Administer properties to enable users appropriately for raising service Request capability.



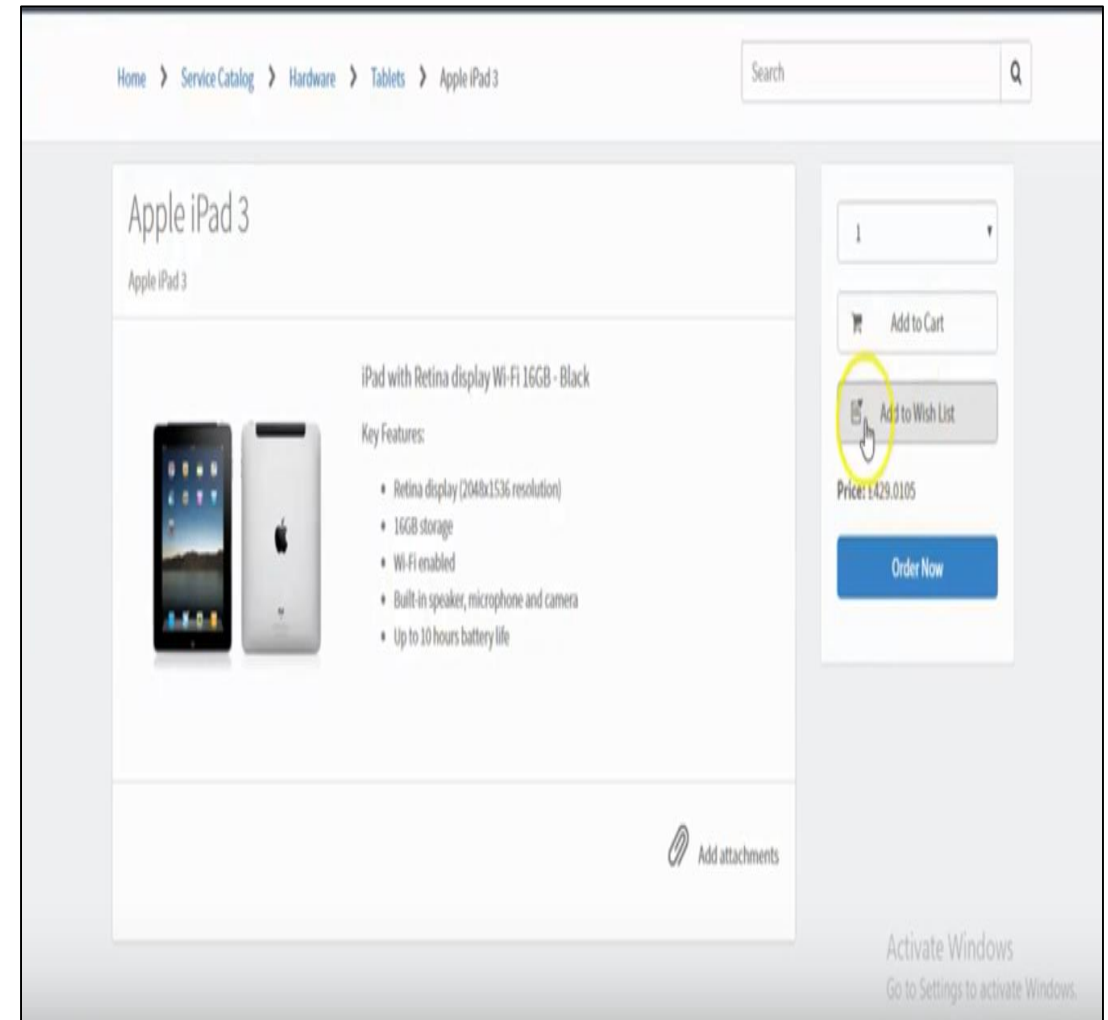
# Wish list functionality

- ▶ Open a Catalog preferably Service Catalog and Enable wishlist functionality and save it.
- ▶ There are 140 catalog items for Service Catalog
- ▶ In the System Properties check glide.ui.doctype is set to true



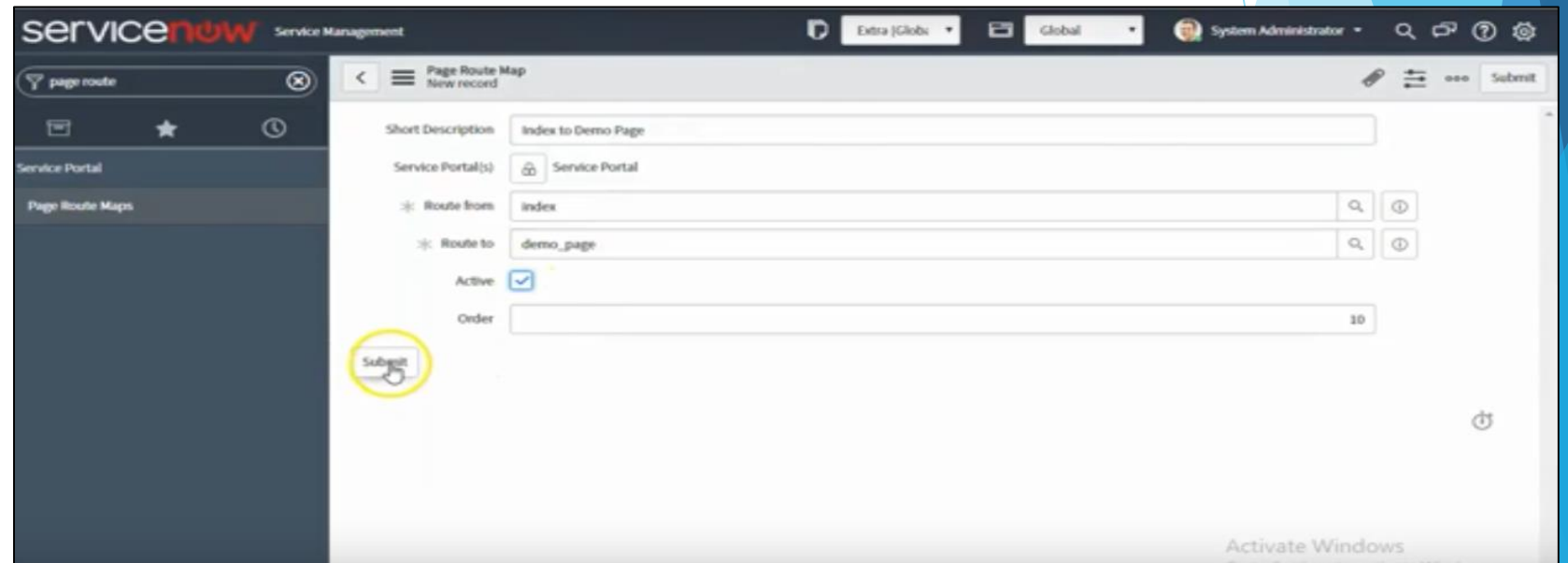
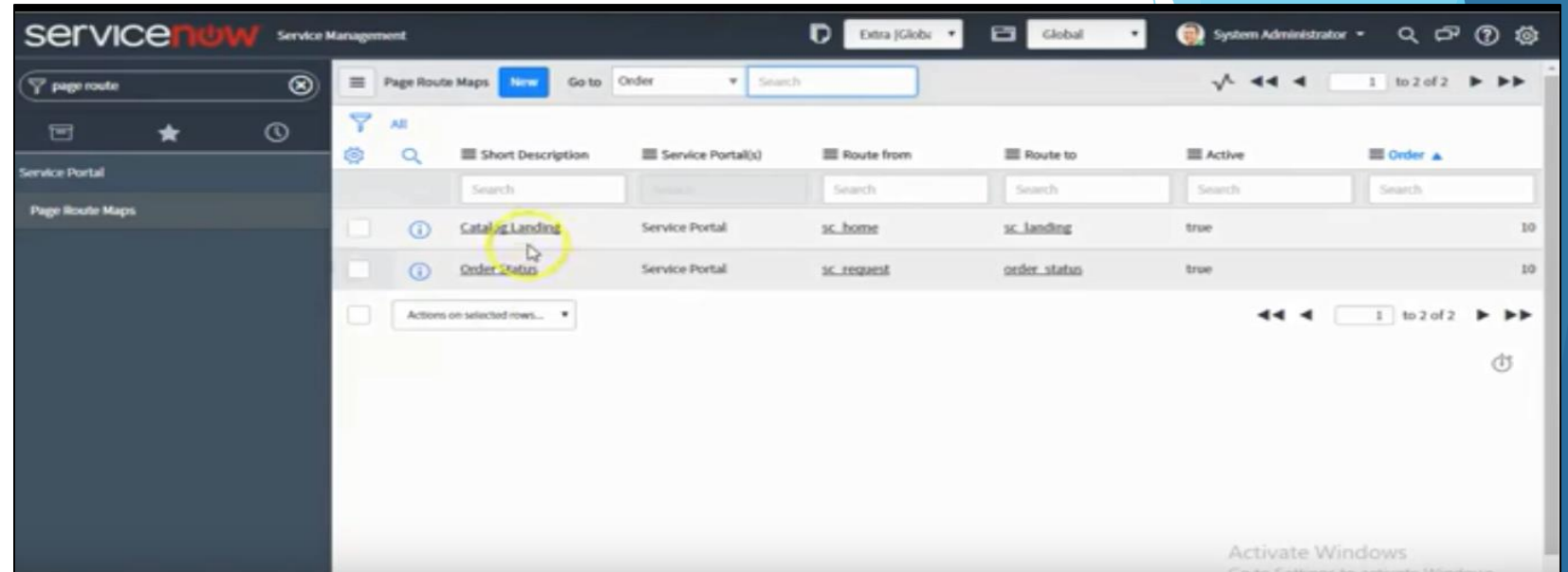
# Wish list functionality

- ▶ Now we can observe category items in Service Catalog has wish list button added.
- ▶ Update wishlist is also enabled to update quantity of ordered item



# Page Route Map feature in Service Catalog

- ▶ Navigate to Page Route map module
- ▶ Create a new record of Page Route map with Short description as Index to Demo page, Portal as Service Portal, Route from as index ,Route to as demo\_page
- ▶ Submit the record and make active as true
- ▶ The requirement is to navigate from index page to Demo page



# Page Route Map feature in Service Catalog

- ▶ Navigate to Service Portal record in Portals
- ▶ When we click Try it button it navigates to demo\_page though homepage is specified as index page. This is the routing functionality created.
- ▶ Now make the Page route map record created as false

The screenshot displays the 'Service Portal' configuration page. At the top, there's a header with 'Service Portal' and a 'Try it' button highlighted with a blue box. Below the header, there's a form with various fields. On the left side, there's a list of labels: 'Title', 'URL suffix', 'Homepage', 'Knowledge base', 'Social QA Knowledge Base', 'KB home page', 'Login page', 'Application', '404 page', 'Catalog', 'Catalog home page', 'Main menu', and 'Theme'. The 'Homepage' label is circled in yellow, and a mouse cursor is pointing at it. The 'Try it' button is also highlighted with a blue box. The form contains several input fields with search and refresh icons.

Label	Value	Search	Refresh
Title	Service Portal		
URL suffix	sp		
Homepage	index	Q	ⓘ
Knowledge base	IT	Q	ⓘ
Social QA Knowledge Base	Social QA	Q	ⓘ
KB home page	kb_view2	Q	ⓘ
Login page	landing	Q	ⓘ
Application	Global		ⓘ
404 page	404	Q	ⓘ
Catalog	Service Catalog	Q	ⓘ
Catalog home page		Q	
Main menu	SP Header Menu	Q	ⓘ
Theme	Stock	Q	ⓘ

# Building Service Portal widget

- ▶ **Widget Concept**
- ▶ **Widget Code**
- ▶ **Helpful Resources**

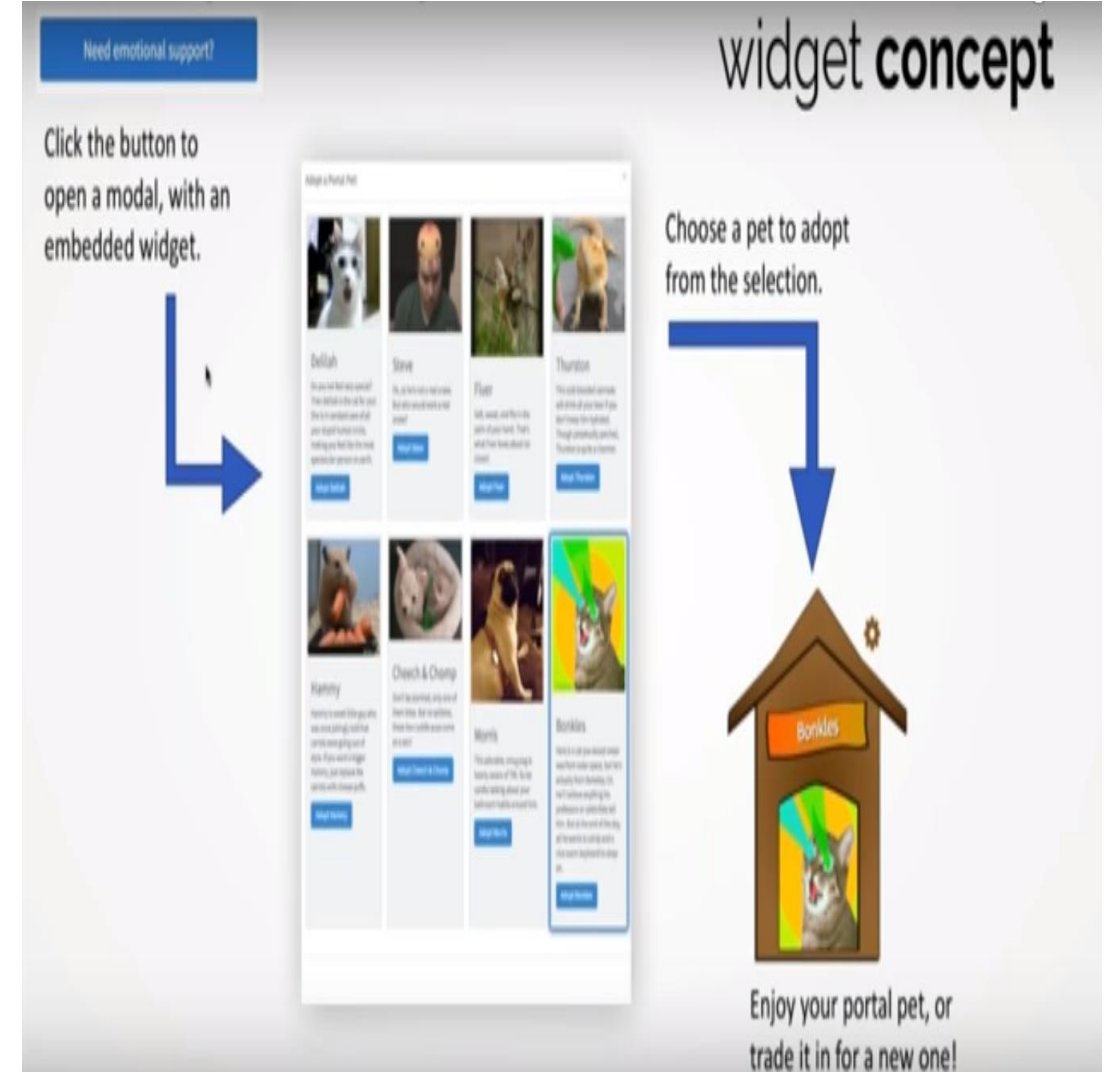
# Learning Widgets - Agenda

- ▶ How to use Modals to open an Embedded widget
- ▶ Use a bootstrap component template
- ▶ Modify the modal buttons using Angular Element
- ▶ Use Glide record to populate your template with server data
- ▶ Use an image field in your HTML template
- ▶ Call client-side functions from your HTML templates
- ▶ Conditionally style an HTML element
- ▶ Insert and update records from a widget



# Demonstrating Widget through Pet Adoption

- ▶ Functionality
- ▶ There would be button on Service Portal page - Need Emotional support
- ▶ It would open a modal window which allows to browse through window to select desired pet to adopt
- ▶ After adopting there would be portal pet present in little dog home on the home page



# Pre-requisites

- ▶ We would need 2 tables `u_pets` and `u_pet_adoptions`

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

`u_pets`

The screenshot shows the `u_pets` table interface. It includes a search bar, a list of pets with columns for Name, Bio, and Photo, and a detailed view of a pet named 'Fluffy' with a photo and bio.

`u_pet_adoptions`

The screenshot shows the `u_pet_adoptions` table interface. It includes a form to adopt a pet with fields for User, Pet, and a Submit button.

`pet-house.png`



# Main 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**

## 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

## 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**

## CSS

- Custom styles

# Embedded 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

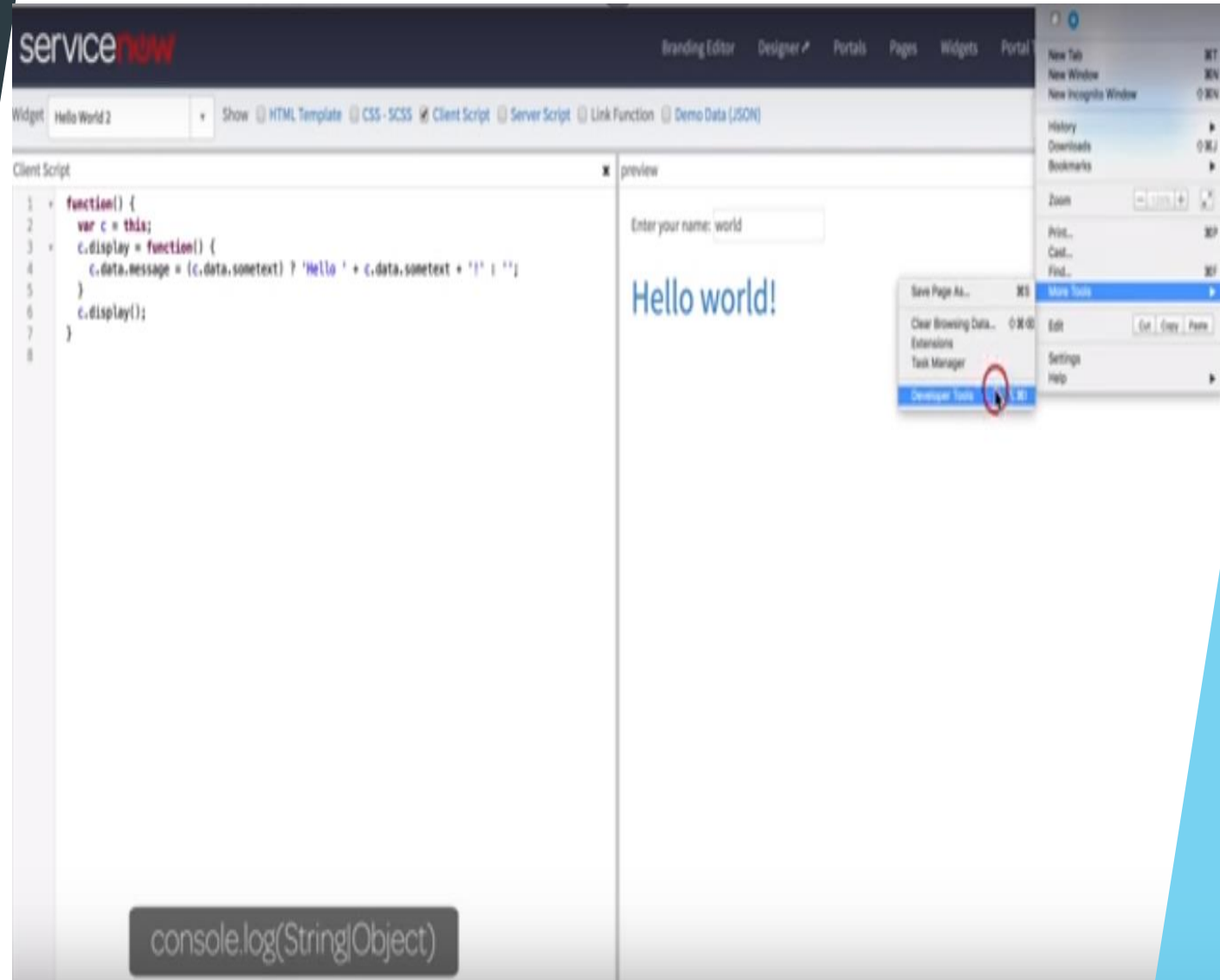
- Custom styles

# Debugging Service Portal

- Client script debugging tips
- Server script debugging tips
- Context menu tricks
- Hiding a widget instance on a page

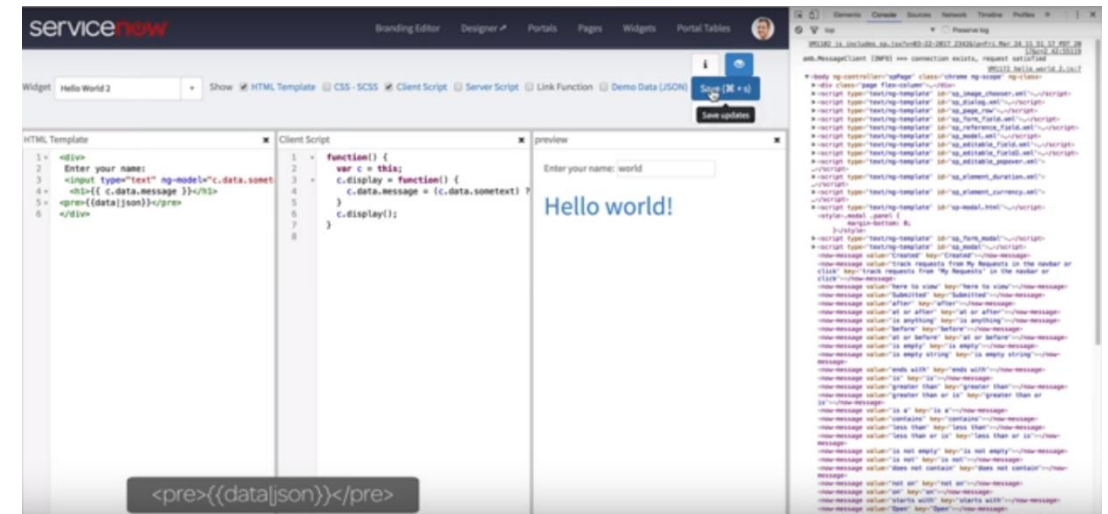
# Client Scripts debugging

- ▶ Navigate to ServicePortal configuration → Widget Editor
- ▶ In Chrome browser console is accessible from More options → Developer tools → console
- ▶ Select Widget needs to be debugged and add the command `console.log(document.body)` and save it



# Data JSON command and Debugger

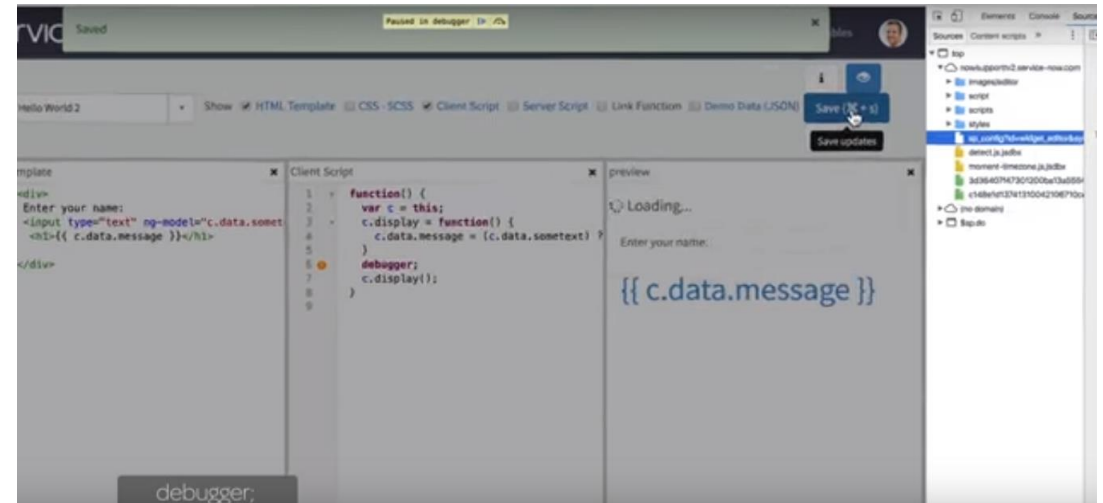
- ▶ Data json command uses angular JSON filter to display content of JSON object in a easy to read filter using `<pre>{{data|json}}</pre>`





# Debugger

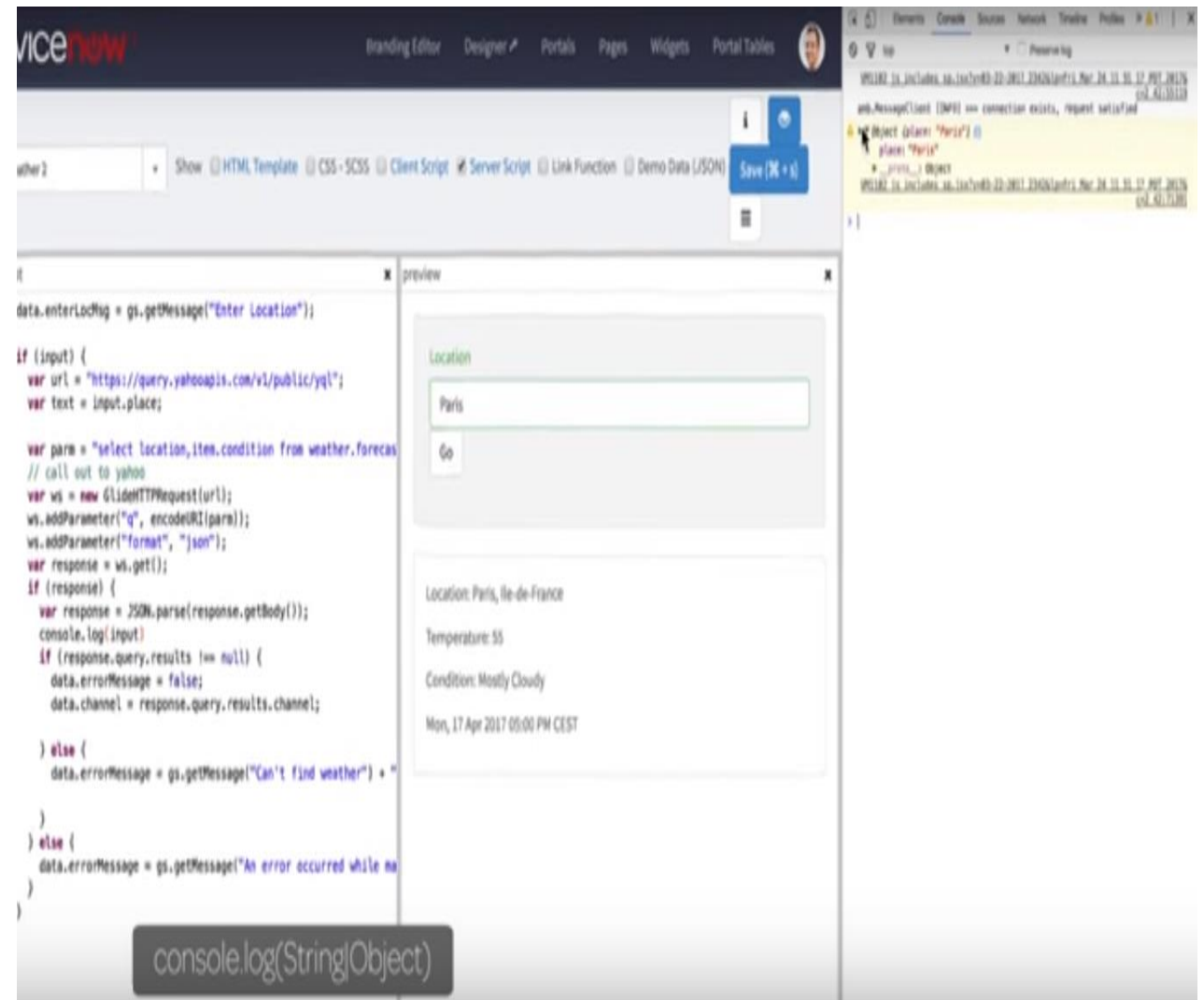
- ▶ Debugger command sets chrome/firefox browser breakpoints allowing to step through script line by line
- ▶ The script is paused right before rendering the data message as shown in screenshot



# Server Script Debugging

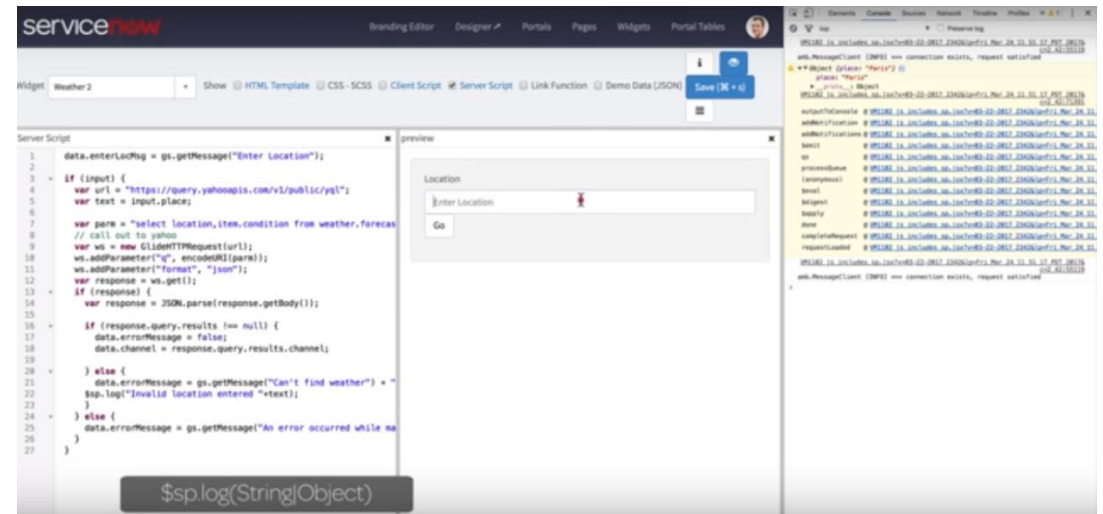
## Console.log SP.log

- ▶ These work on Server script on ServicePortal and would not work on script include or business rules
- ▶ Console.log(input) is used similar to Client script and logs server side java script objects/strings to the console

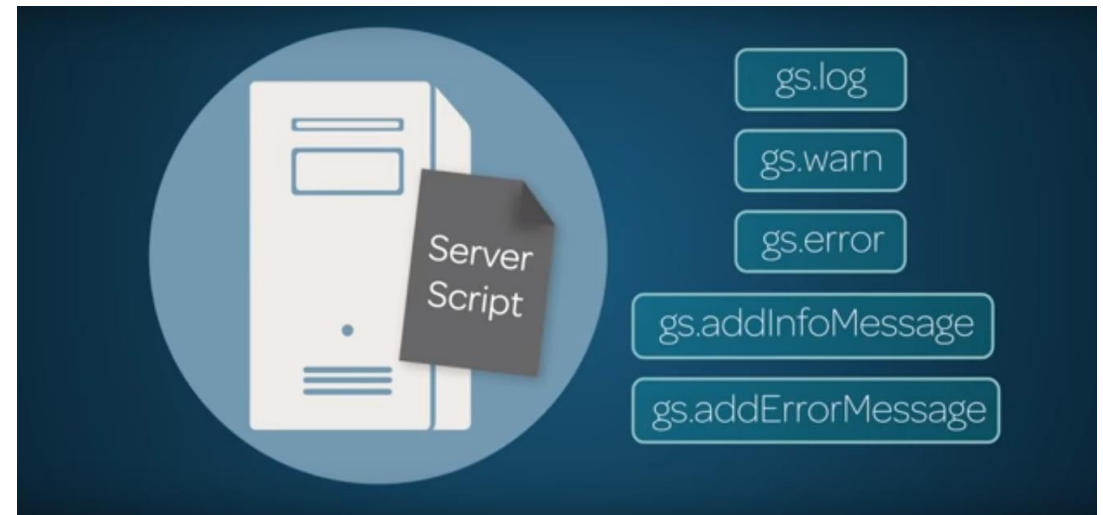


# Sp.log debugger

- ▶ It produces output directly on the Service Portal page if user has sp.admin role assigned



# ServiceNow functions to troubleshoot SP



How can we help?



"Single List" generated in : 0.008

### Instance Options

Instance in Page Editor 

Page in Designer ➤

Edit Container Background

### Widget Options Schema

### Widget in Form Modal

Widget in Editor 

Log to console: `$scope.data`

Log to console: \$scope



Browse the catalog for services and items you need

Knowledge  
Base

Browse and search for articles, rate or submit feedback



Contact support for  
a request, or report  
problem

### Current Status

No system is reporting an issue.

### Popular Questions

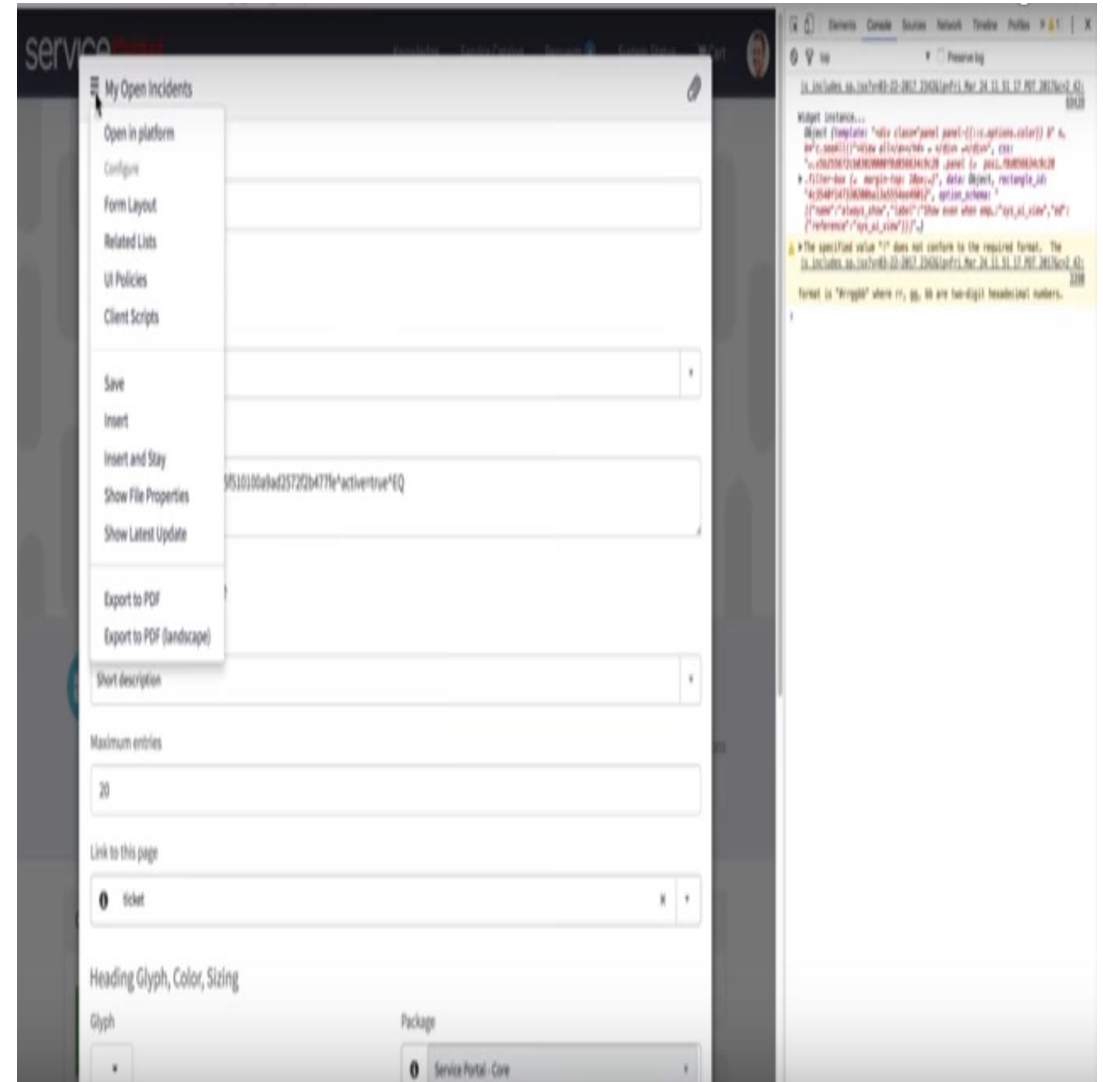
No questions have been asked yet.

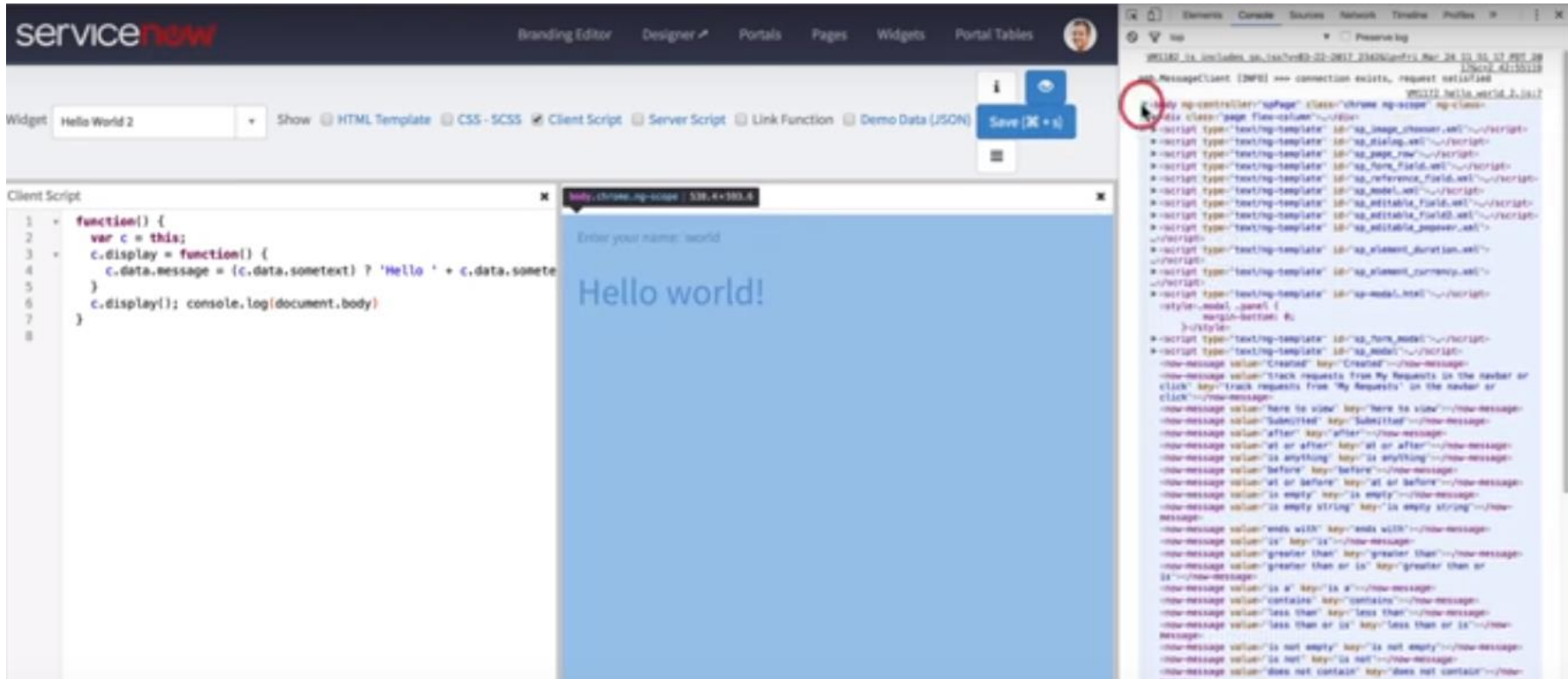
### Ask a Question

[illegible]

# Hiding widgets

- ▶ Open in Platform and uncheck Active







Thankyou