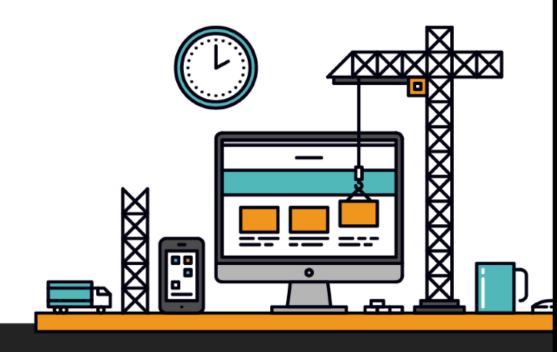
WEBINAR

Building a Service Portal Widget from Scratch





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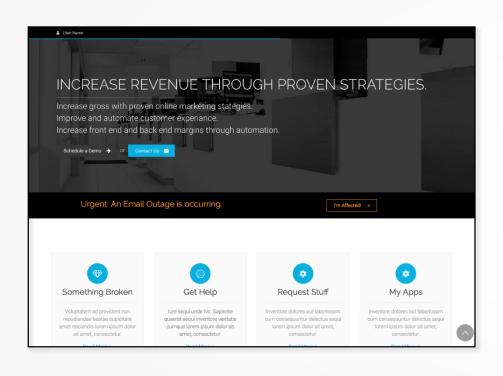
Presented by: Jeff Pierce Portal Practice Manager July 20, 2017

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

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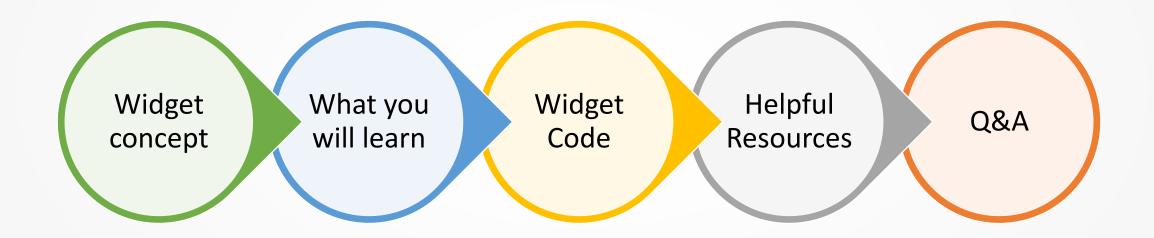
- Seven years of ServiceNow portal & platform experience
- UX designer
- Ukulele & SCUBA enthusiast







today's **agenda**



what you will **learn**

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

Adopt a Portal Pet!



Delilah

Do you not feel very special? Then Delilah is the cat for you! She is in constant awe of all your stupid human tricks, making you feel like the most spectacular person on earth.

Adopt Delilah



Steve

Ok, so he's not a real snake. But who would want a real snake?

Adopt Steve



Fiver

Soft, sweet, and fits in the palm of your hand. That's what Fiver loves about ice cream!

Adopt Fiver



Thurston

This cold-blooded comrade will drink all your beer if you don't keep him hydrated. Though perpetually parched, Thurston is quite a charmer.

Adopt Thurston



Hammy

Hammy is sweet little guy who was once jokingly told that carrots were going out of style. If you want a bigger Hammy, just replace the carrots with cheese puffs.

Adopt Hammy



Cheech & Chomp

Don't be alarmed, only one of them bites. But no splitsies, these two cuddle pups come as a pair!

Adopt Cheech & Chomp



Morris

This adorable, smug pug is keenly aware of TMI. So be careful talking about your bathroom habits around him.

Adopt Morris



Bonkles

Here is a cat you would swear was from outer space, but he's actually from Berkeley, CA.
He'll believe anything his professors or celebrities tell him. But at the end of the day, all he wants is catnip and a nice warm keyboard to sleep on.

Adopt Bonkles

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:

- 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



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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

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

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

CSS

Custom styles

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questions / comments



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