

ON-DEMAND COURSE

ServiceNow Fundamentals Simulator (San Diego)

27%

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# Form Configuration Activity

Simulator Task

<b>INSTANCE STATUS</b> Running <a href="#">Terminate Instance</a>	<a href="#">Open My Instance</a>	<b>Your instance will expire in...</b> 14 Days 2 Hours 32 Minutes <a href="#">Request Expiry Extension</a>	<b>SIMULATOR SCORE</b> 40% passed
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**Task Result:** *Success*      Task validation successful!

## Configure Form Layout and Design

To help rollout a new tiered support program for customers, partners, and suppliers, you will modify the Company form to capture the important information.

- Navigate to the **All > User Administration > Companies** module in the Filter navigator.
- Within the *Default View* of the Company form, add the existing **Rank tier** field beneath the **Vendor** checkbox.
- Modify the **Rank tier** field on the Company form to include a new choice with a **Label** of 'Global Partner' and **Value** of 'global'.
- Create a new string field called **Tier ID** and add it to the *Default View* of the Company form, placing it beneath the **Rank tier** field. The new field should have the following properties:
  - Label: **Tier ID**
  - Name: **u\_tier\_id**
  - Type: **String**
  - Max Length: **40**
- Add the new **Tier ID** field to the *Customer View* as well, by placing it beneath the **Customer** field.

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Upon completion of these tasks, select the **Validate Task** button. If the validation fails, refer to the recommendations for hints.

If you continue to have difficulties completing the activity, you can find additional hints by going to your Simulator Instance and navigating to the **Simulator Task Information > Form Configuration Activity** module.