**Educational Organisation Using Servicenow Team ID : NM2025TMID00243**

**Team Size : 3**

**Team Leader : .Mercy j**

**Team member :Antony Lishma s**

**Team member :Prajeeba B**

**Objective:**

To design and implement a ServiceNow solution that enhances the student experience by providing a unified platform for service requests, issue tracking, and academic support — improving communication and response efficiency across departments.

**Skills:**

ServiceNow portal customization

Flow Designer & Virtual Agent configuration

Knowledge Management & Case Management

JavaScript scripting and UI policies

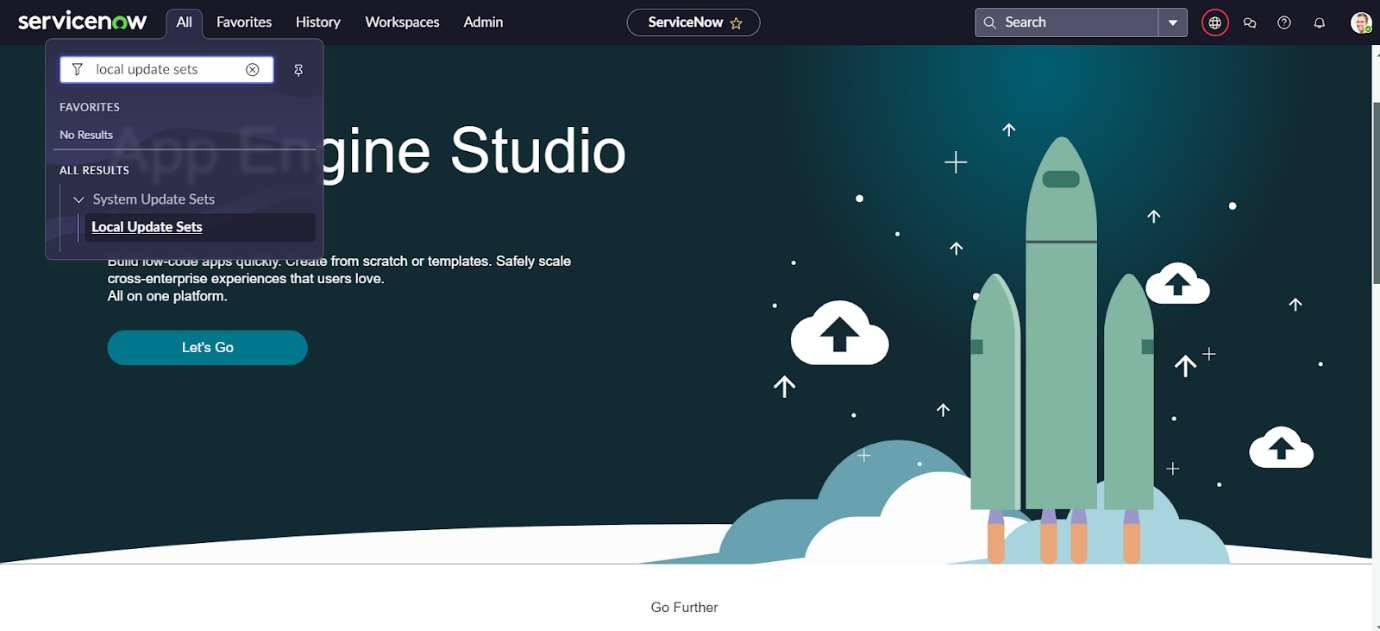
Integration with Learning Management Systems (LMS)

**TASK INITIATION**

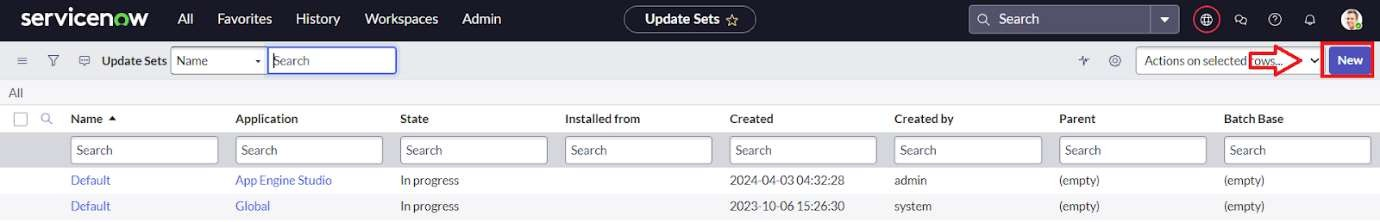
**Milestone 1 :User**

**Activity 1: Create an Users Creating a Update Set**

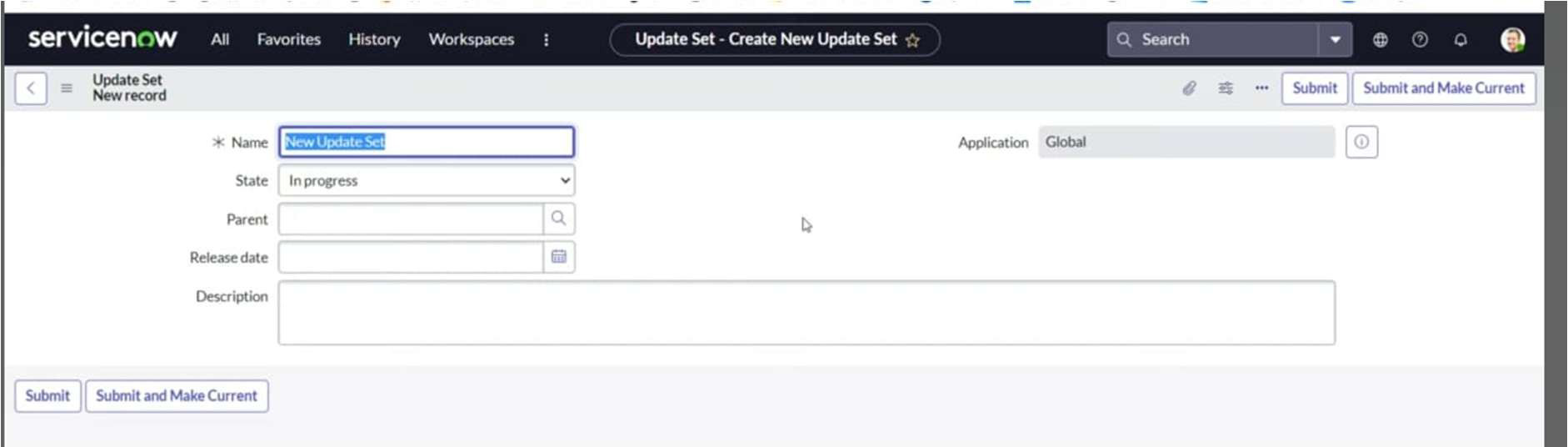
1. Click on All >> Local update sets .



1. Click on new

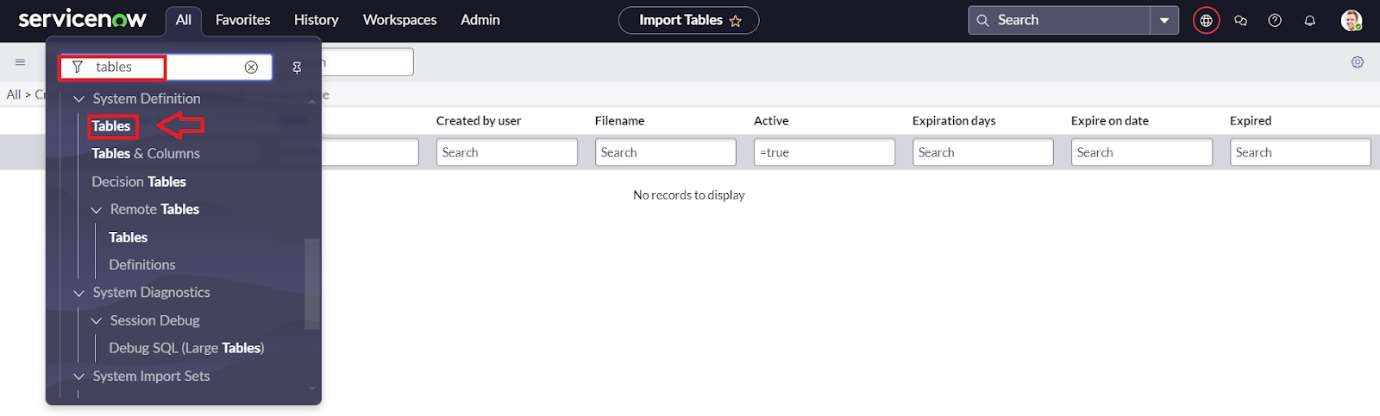


1. Enter the Details Name: Educational Organisation >> Click on Submit and make Current.

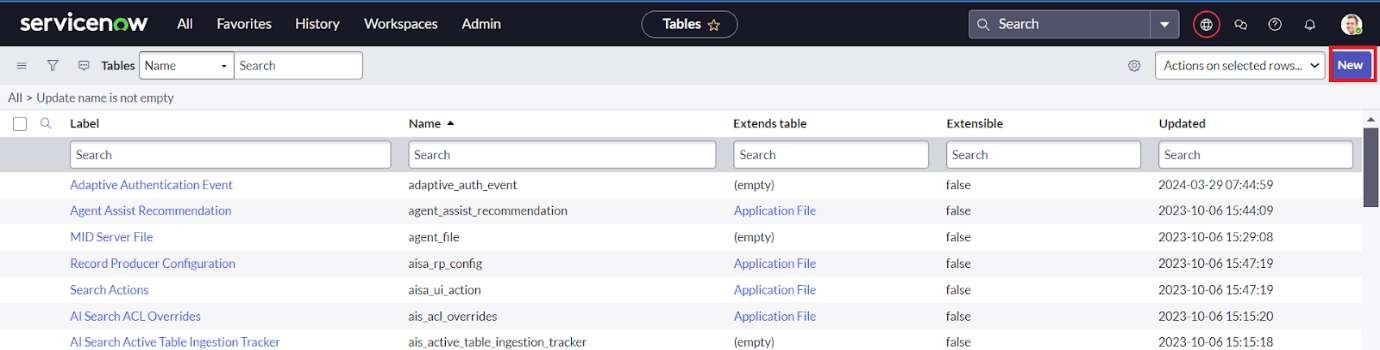


# Creating Salesforce Table.

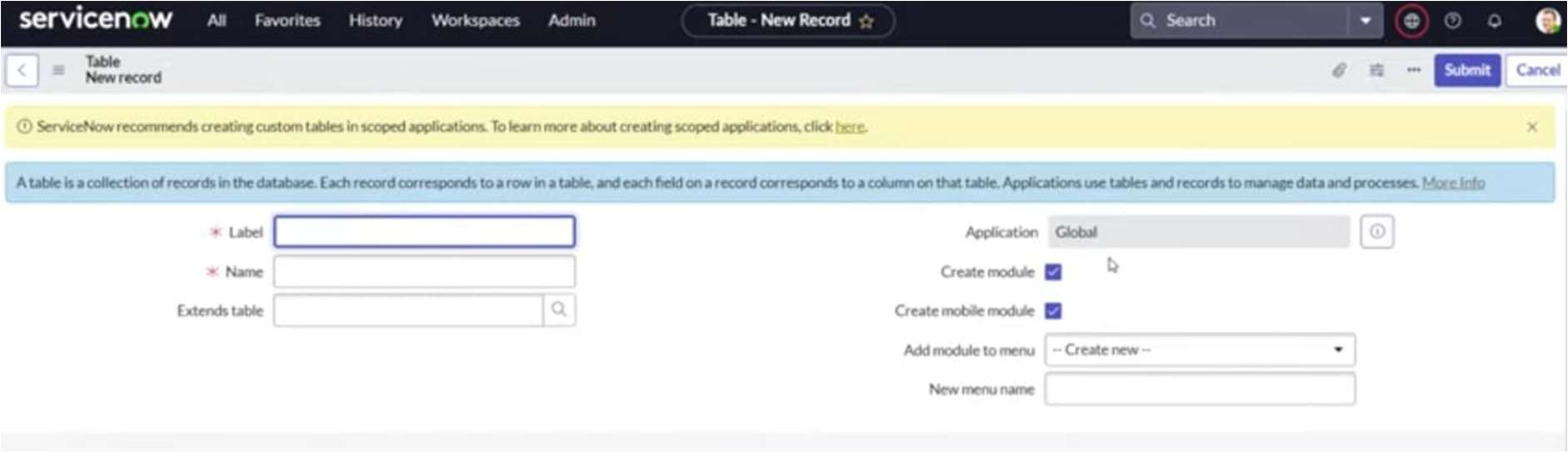
* + All >> Tables.

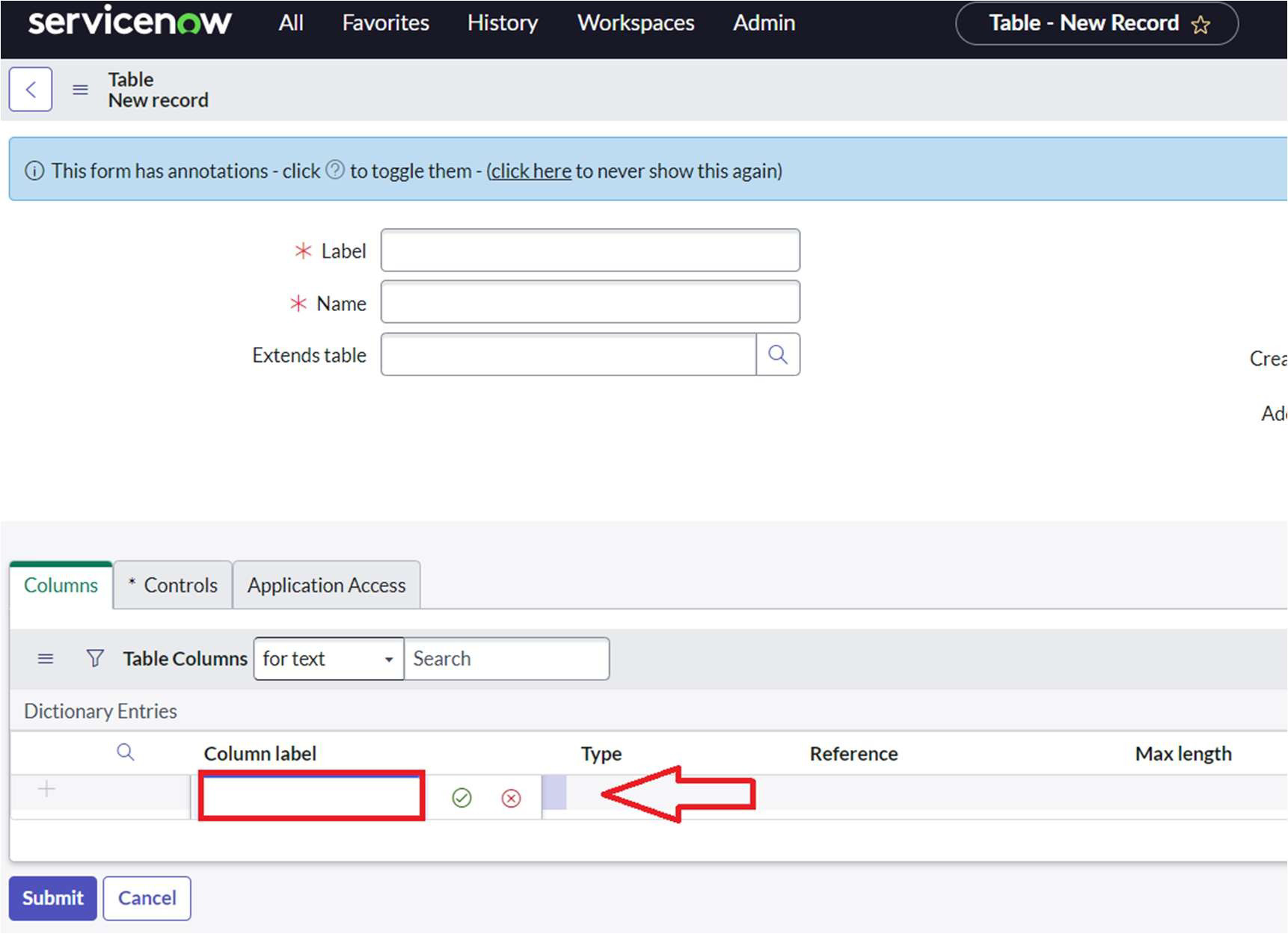


* + Click on new



* + Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.

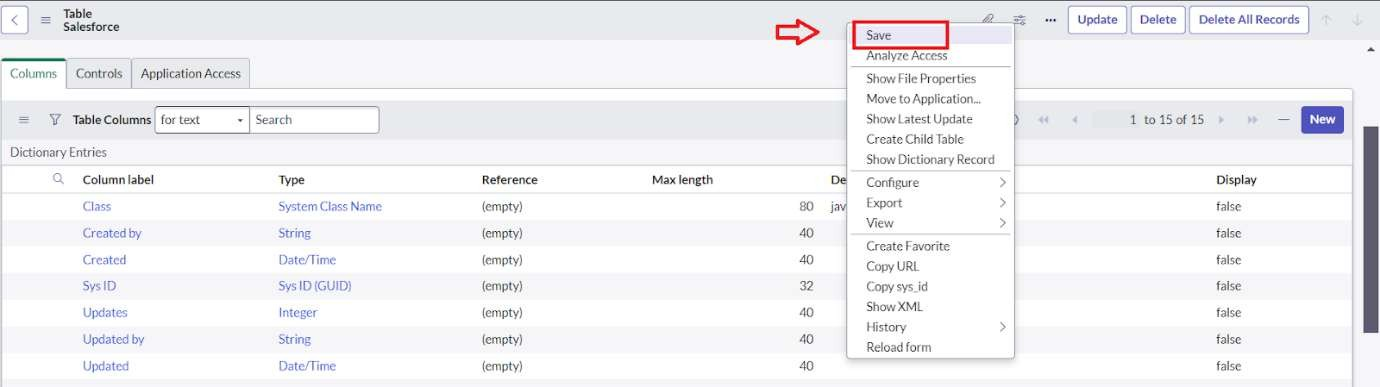


* + Create columns as given below, Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .

# x



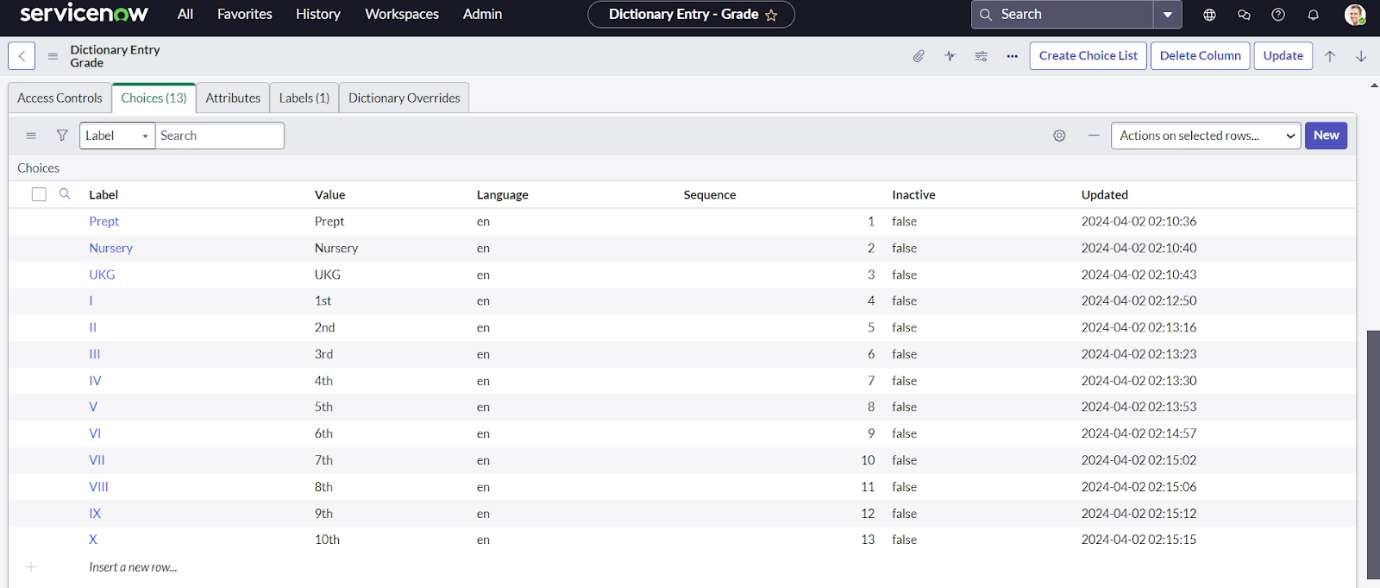
* + For “Admin Number” Give Display as True and right click on the toggle bar on top >> save.



* + Click on controls >> Enable Extensible.
  + 
  + Click on “Admin Number” column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic default value >> Update .

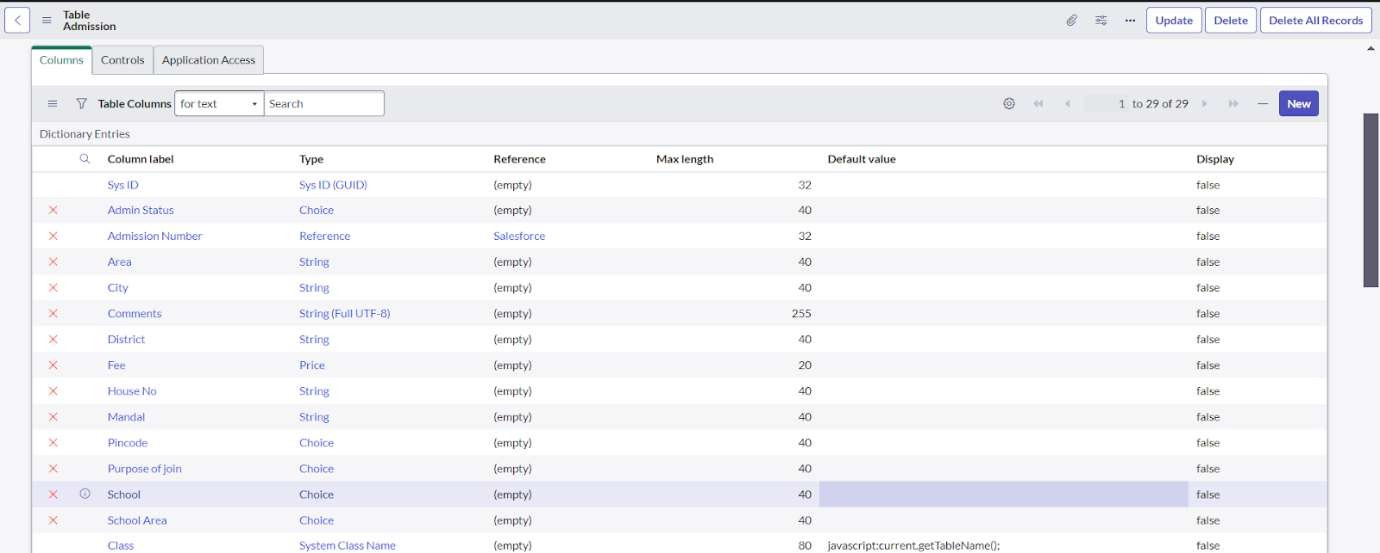
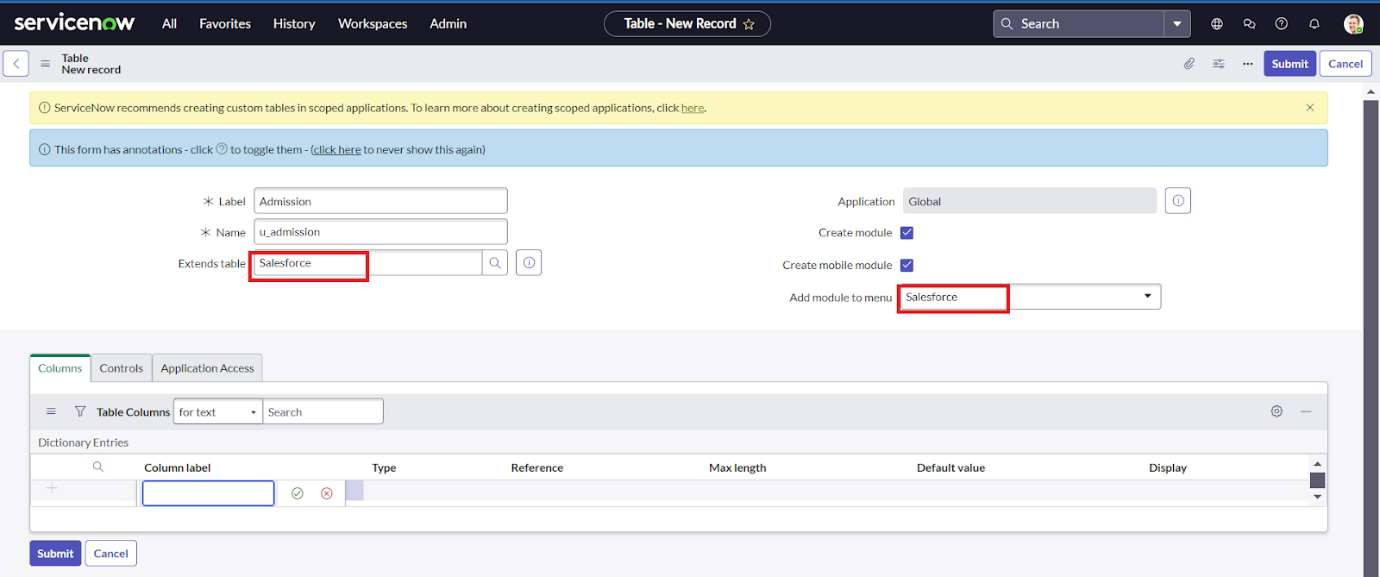


* + Click on “Grade” Column >> Click on Choices and give Label, Value and Sequence as given below.

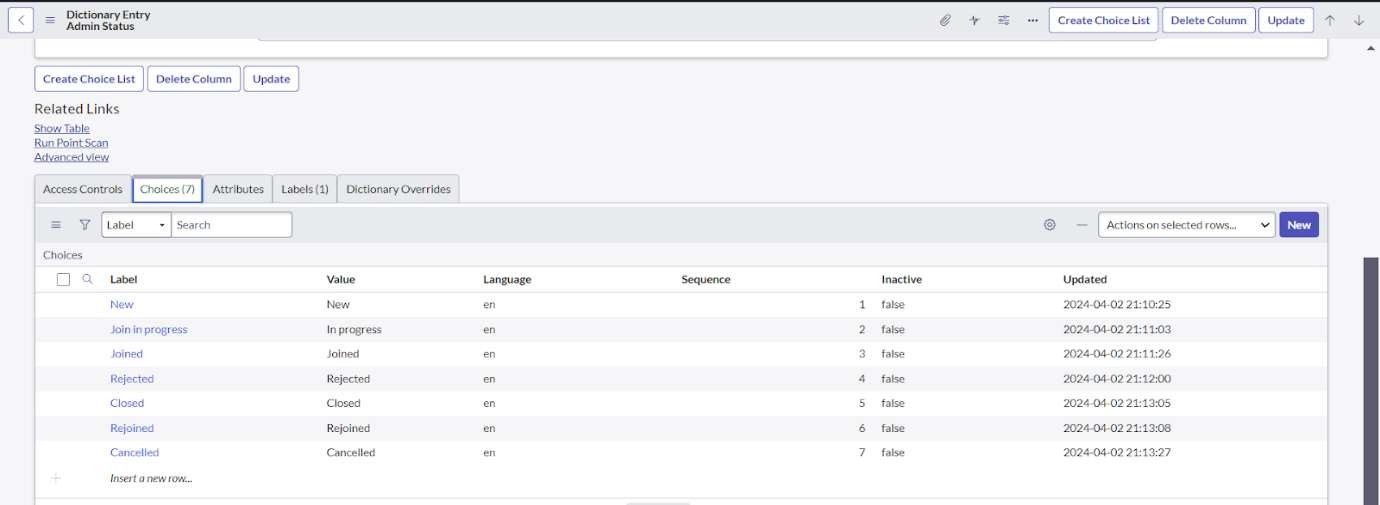


# Creating Admission Table

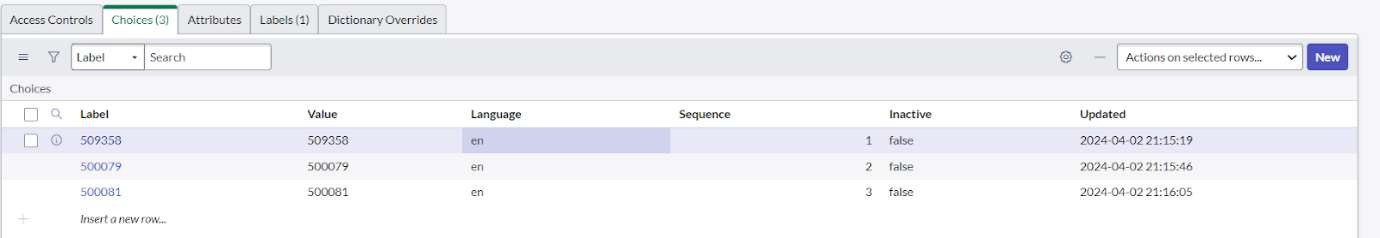
* + Create an Admission Table with Columns given.
  + Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.
  + Create Fields as shown



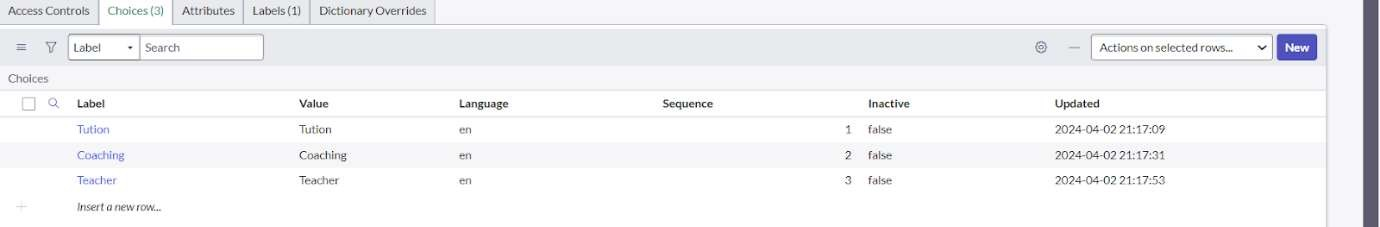
* + Create choice for Admin Status as:



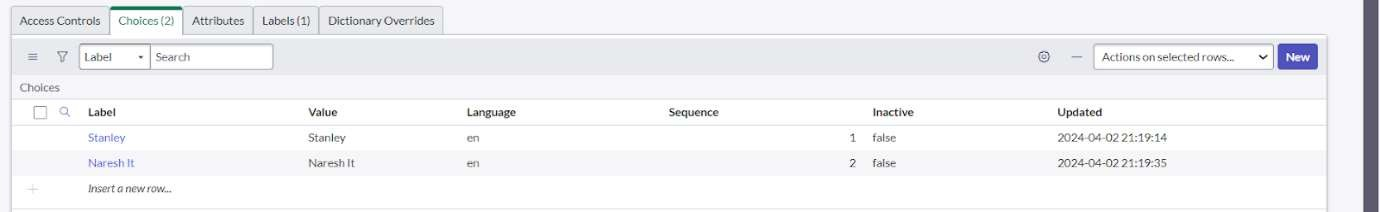
* + Create choice for Pincode as:



* + Create choice for Purpose of Join as:



* + Create choice for School as:



* + Create choice for School Area as:



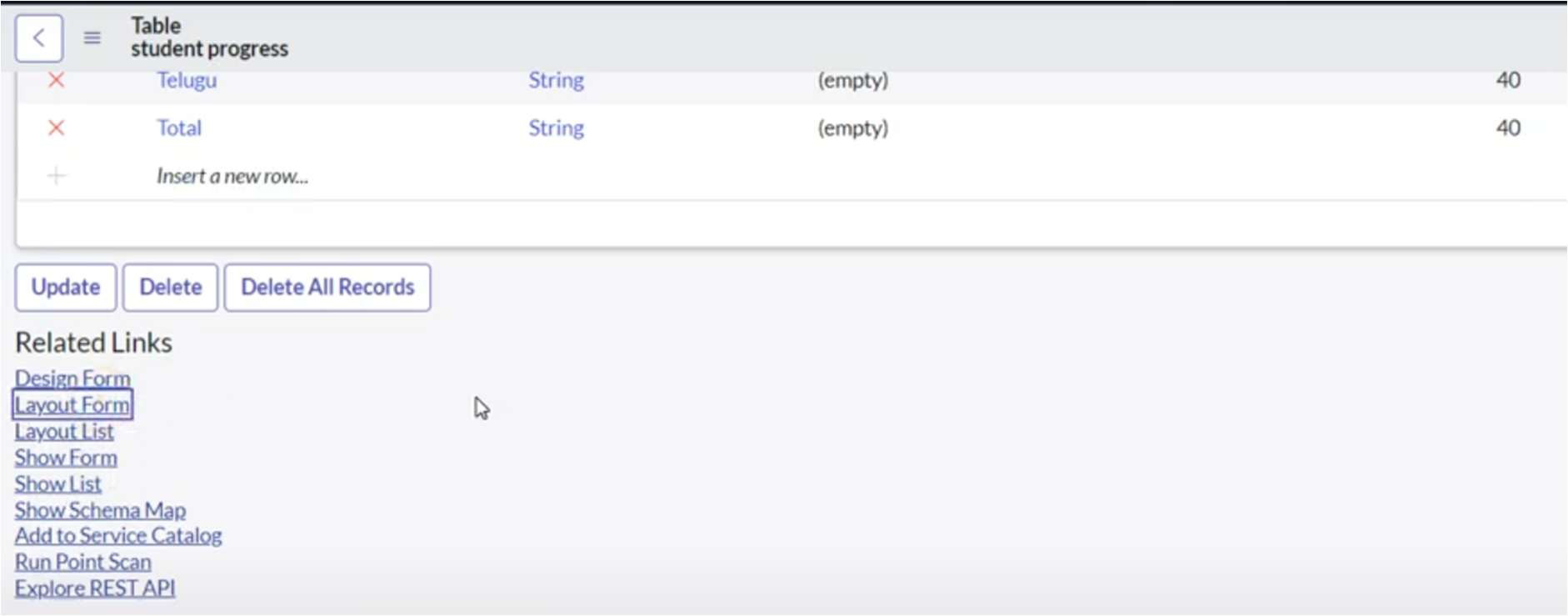
# Creating Student Progress Table

* + Create a Student Progress Table with Columns given.
  + Select Add module to menu >> Salesforce.
  + Create Fields as shown:

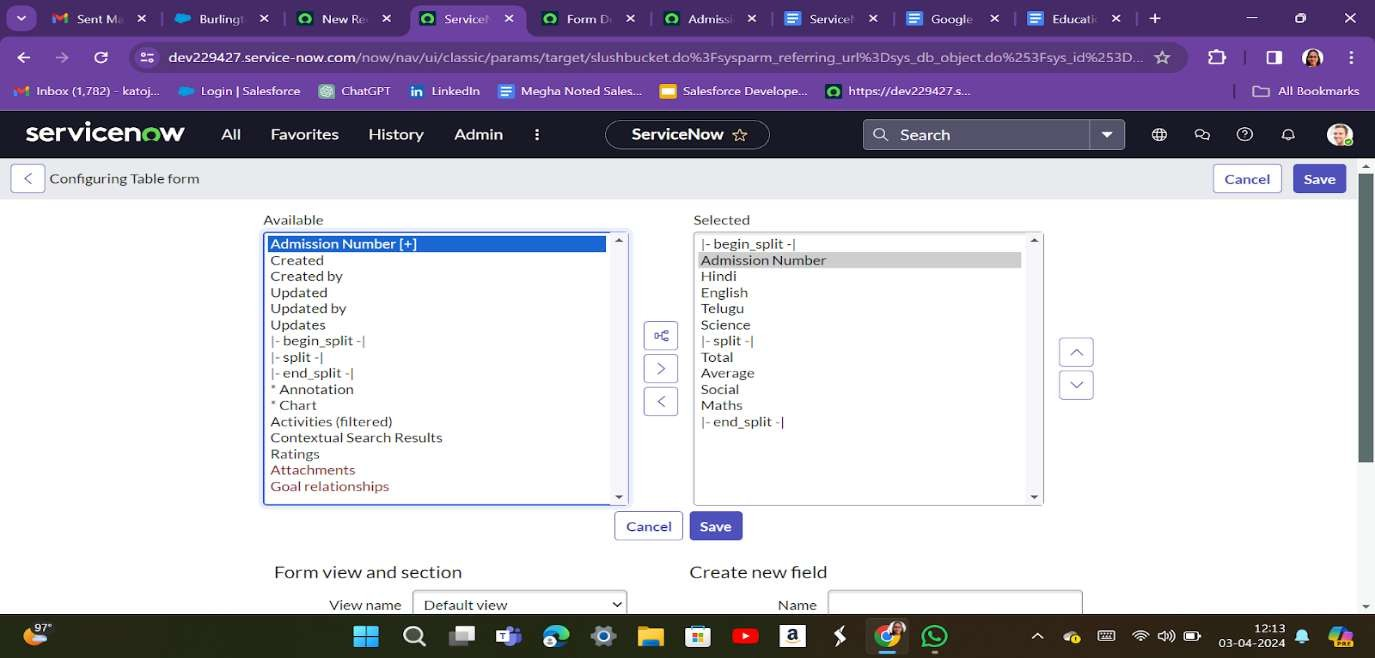


# Configuring Table form for Student Progress Table

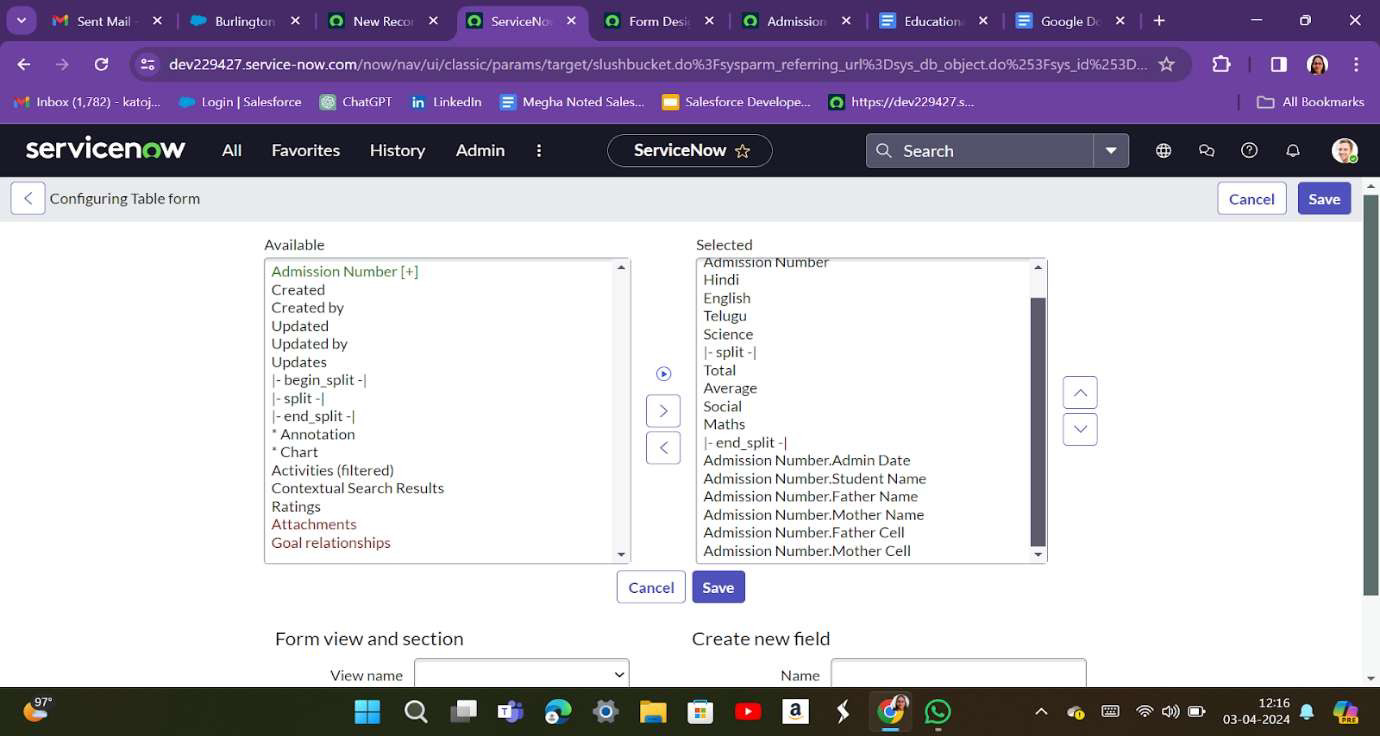
* + In the Student Progress Table Page , Click on Layout form .



* + Click on Admission Number [+] .

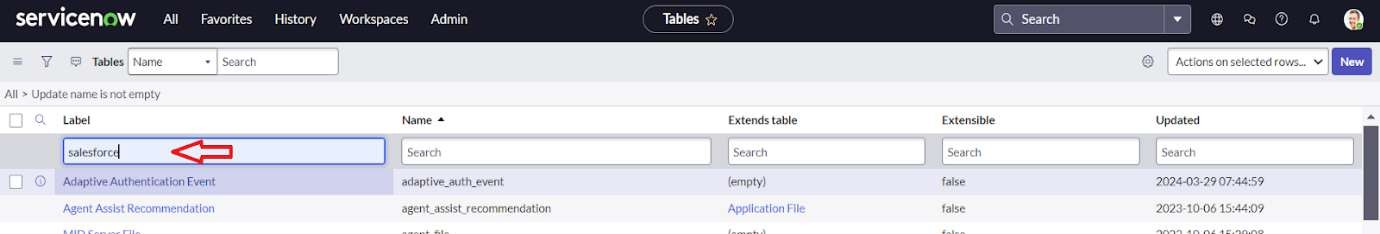


* + Select below Admission Number fields in Available side and send it to selected side as below >> save.

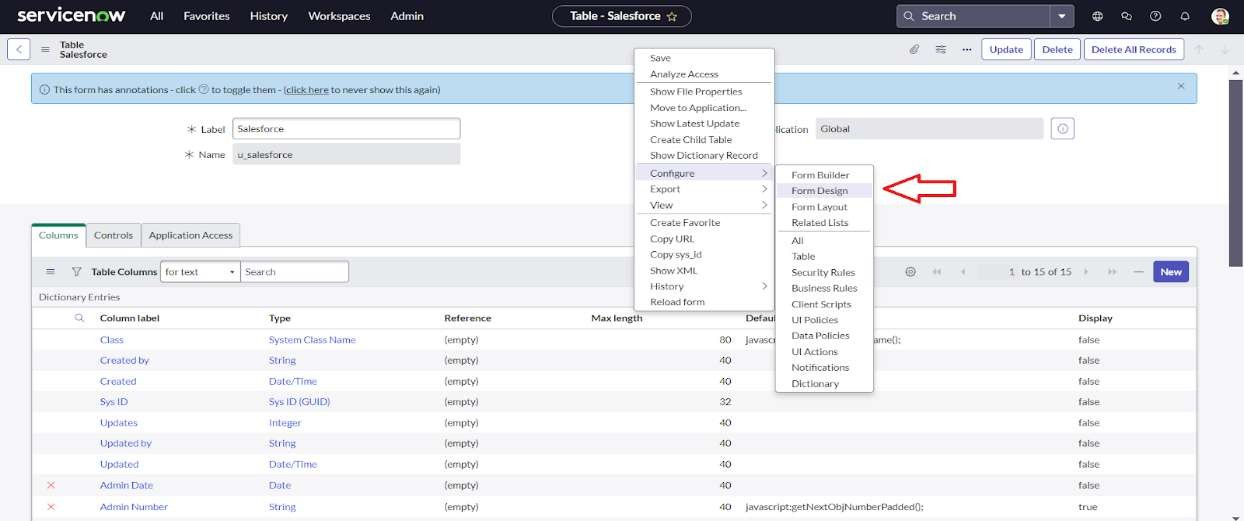


# Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .
2. In Label Search for Salesforce and open .



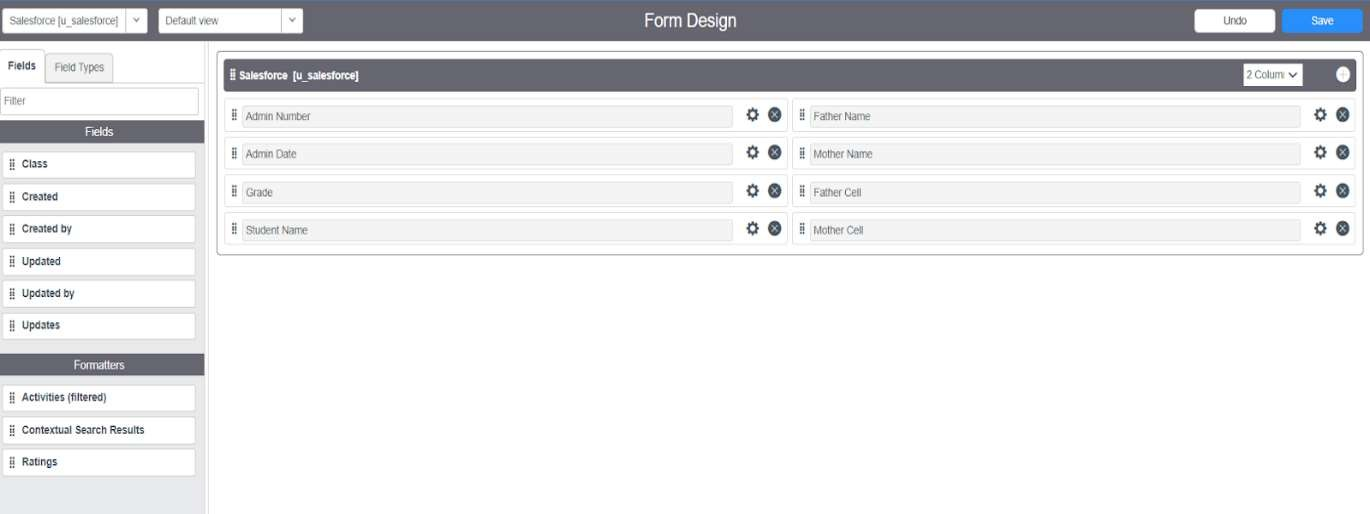
1. Right Click on top Toggle >> Configure >> Form Design.



1. In drop down select Salesforce(u\_salesforce).



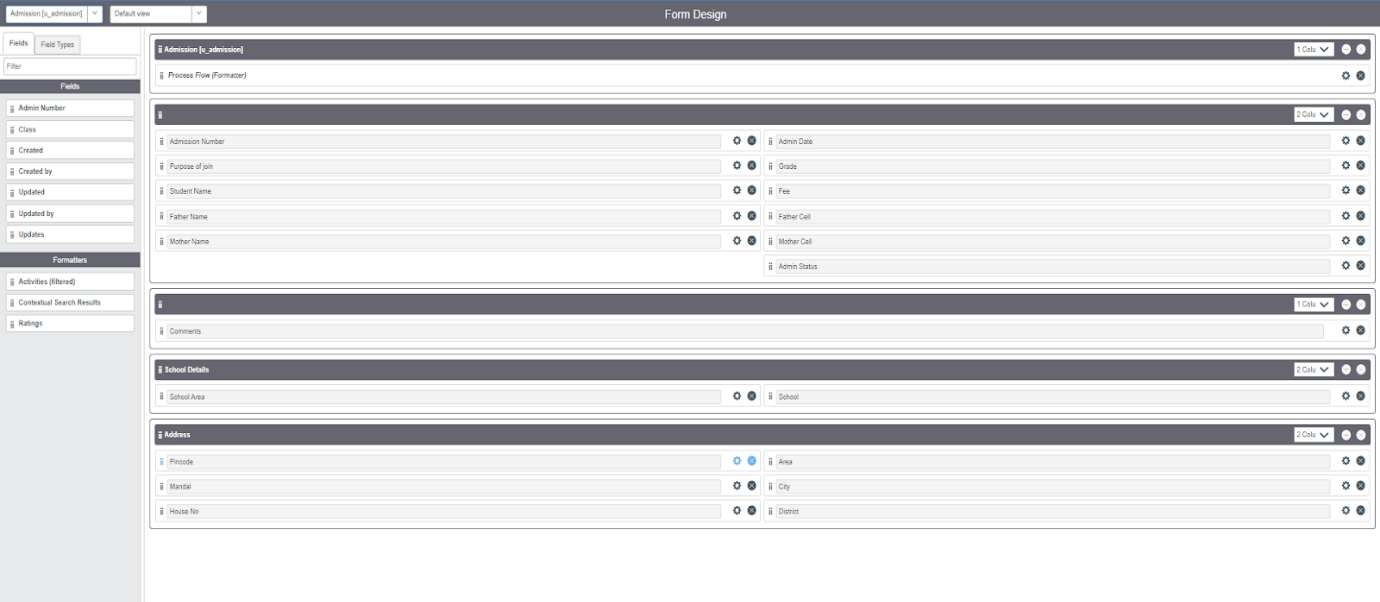
1. Drag and drop the fields to the left side as below.



1. Save.

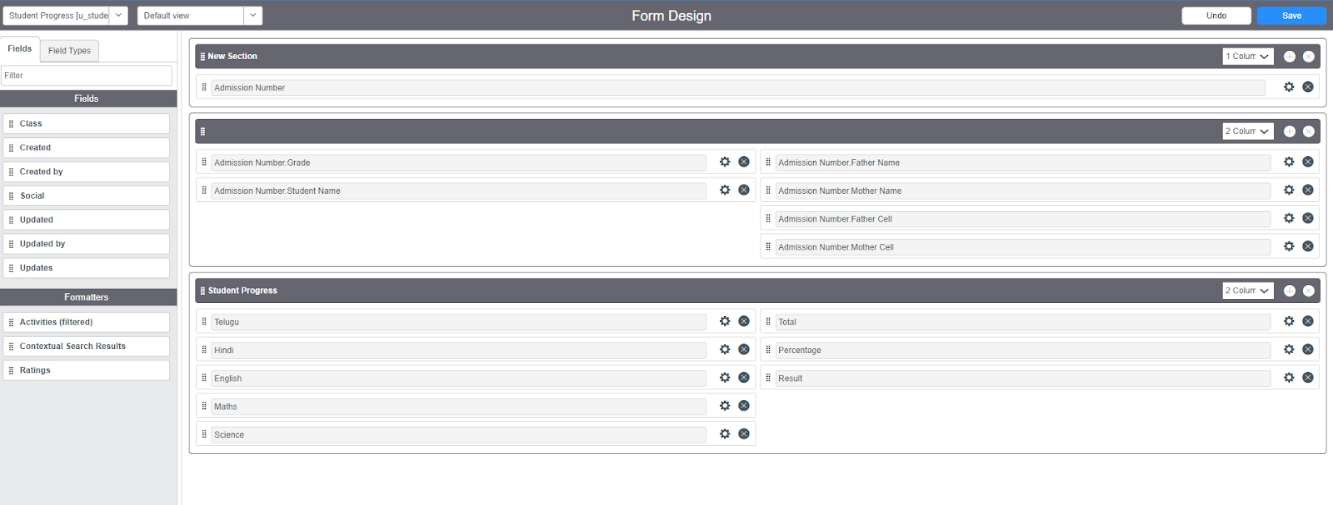
# Creating Form Design for Admission Table

Follow the same steps as Activity1, Configure the fields as below and Save.



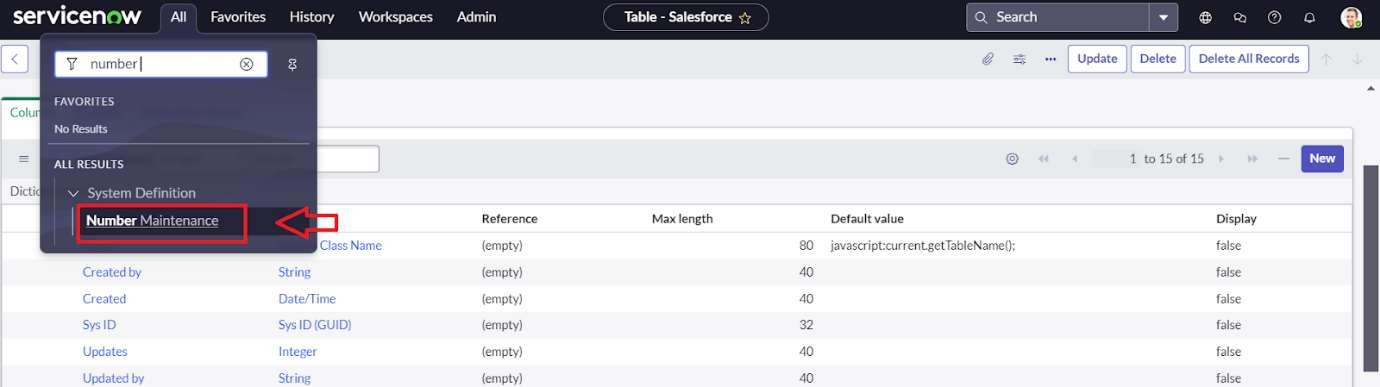
# Creating Form Design for Student progress Table

Follow the same steps as Activity1, Configure the fields as below and Save.



# Creating Number Maintenance for Admin Number

* + All >> Number Maintenance >> New



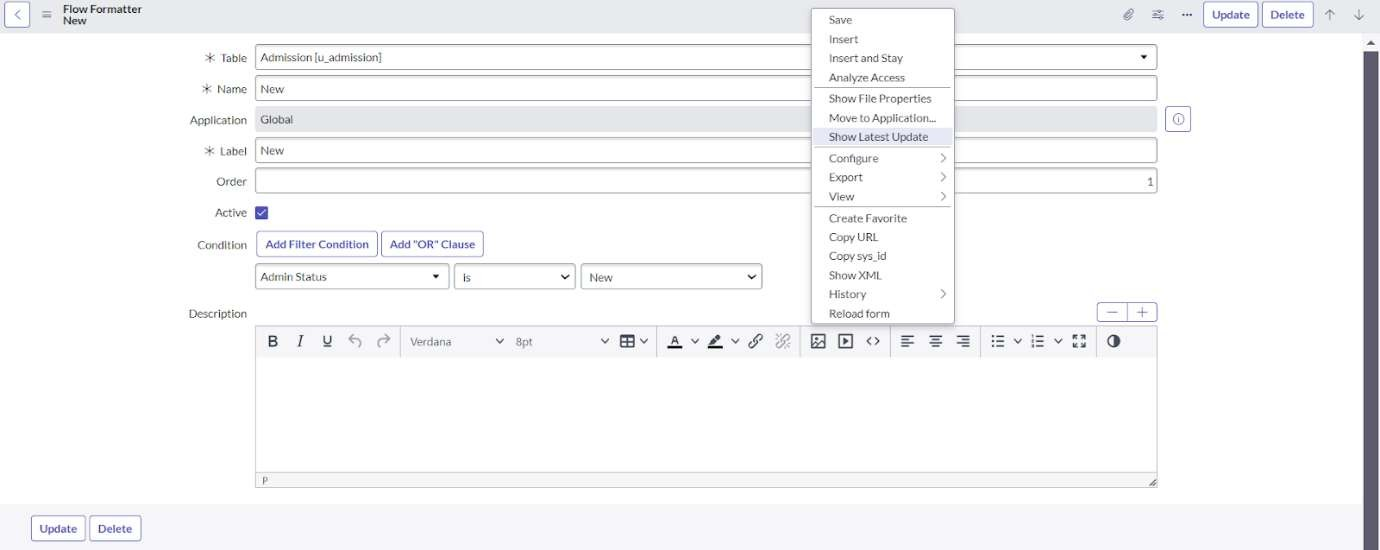
* + Fill the details >> Submit.



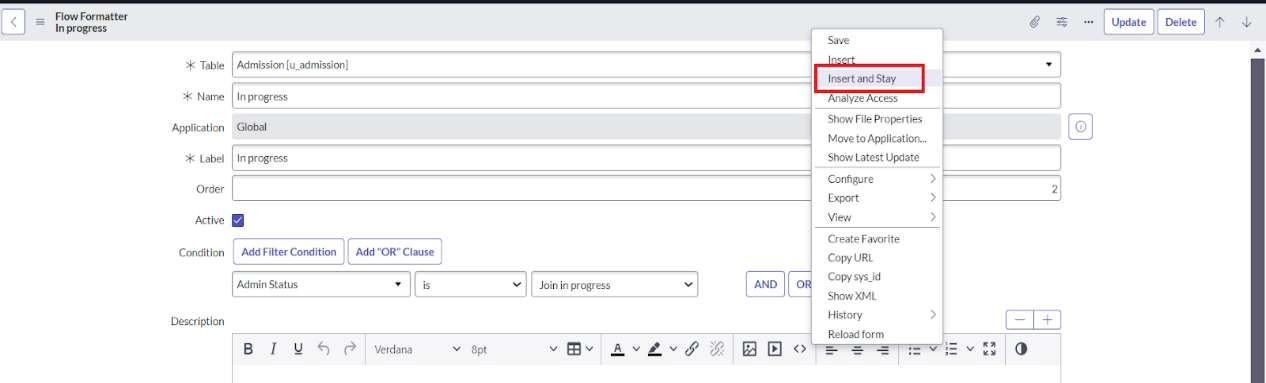


# Creating Process Flow for Admission Table

* + All >> Process Flow>> New.
  + Fill the Details as given Below



* + Right Click on toggle and click on the save .
  + Replace the Name and Label as below and click on Insert on stay.

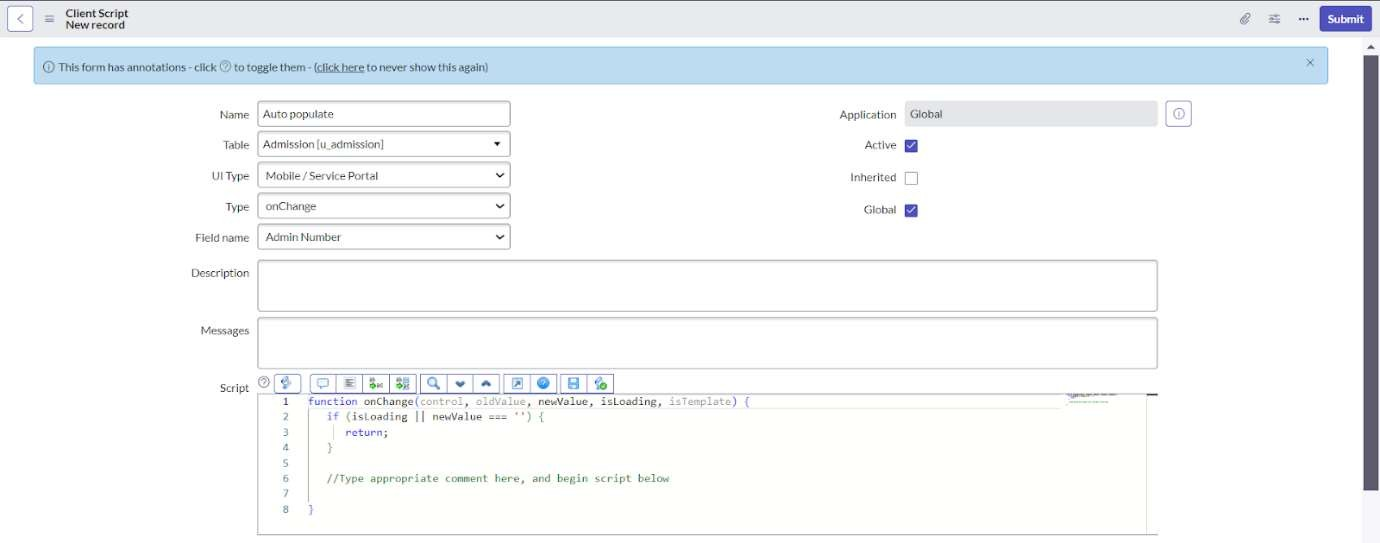


* + Replace the Name and Label in order and click on Insert on stay.

Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

* + Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.

# Creating “Auto populate” Client Scripts for Admission Table

1. All >> Client Scripts >> New.
2. Fill the Details as given.
3. 
4. Write the Code as below, Enable Isolate script and Save.
5. function onChange(control, oldValue, newValue, isLoading, isTemplate) {
6. if (isLoading || newValue === '') {
7. return;

8. }

1. //Type appropriate comment here, and begin script below
2. var a = g\_form.getReference('u\_admission\_number');
3. g\_form.setValue('u\_admin\_date',a.u\_admin\_date);
4. g\_form.setValue('u\_grade',a.u\_grade);
5. g\_form.setValue('u\_student\_name',a.u\_student\_na me);
6. g\_form.setValue('u\_father\_name',a.u\_father\_name

);

1. g\_form.setValue('u\_mother\_name',a.u\_mother\_na me);
2. g\_form.setValue('u\_father\_cell',a.u\_father\_cell);
3. g\_form.setValue('u\_mother\_cell',a.u\_mother\_cell)

;

1. g\_form.setDisabled('u\_admin\_date',a.u\_admin\_da te);
2. g\_form.setDisabled('u\_grade',a.u\_grade);
3. g\_form.setDisabled('u\_student\_name',a.u\_student

\_name);

1. g\_form.setDisabled('u\_father\_name',a.u\_father\_na me);
2. g\_form.setDisabled('u\_mother\_name',a.u\_mother

\_name);

1. g\_form.setDisabled('u\_father\_cell',a.u\_father\_cell

);

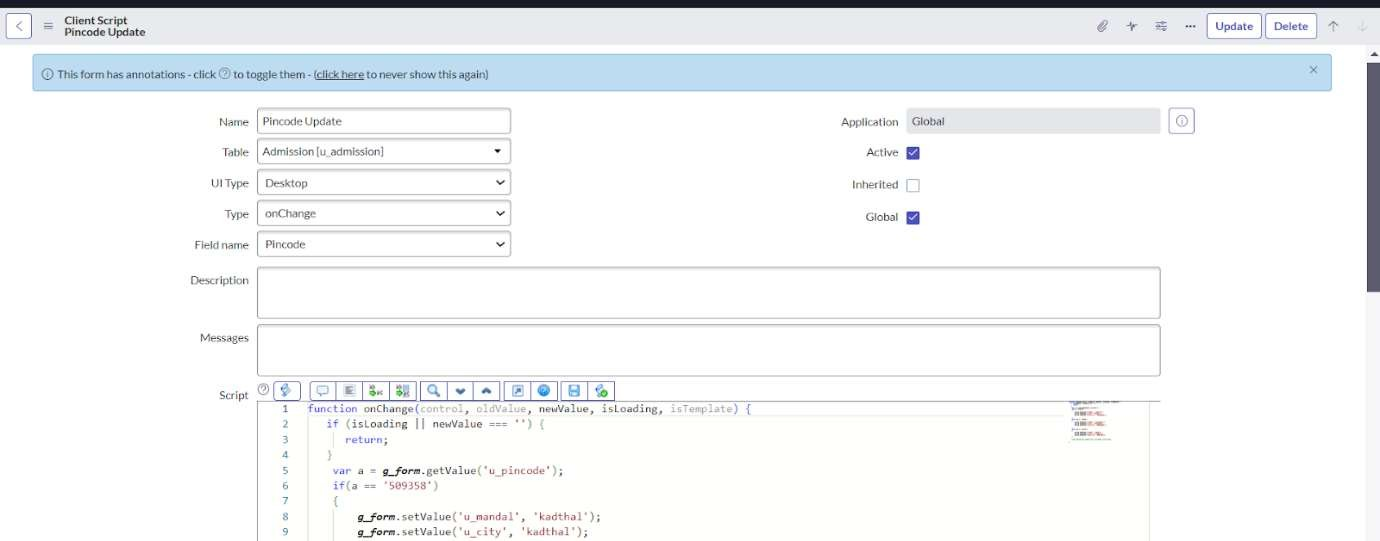
1. g\_form.setDisabled('u\_mother\_cell',a.u\_mother\_c ell);

25. }

1. Note: Make sure the Field names should be the same as you created .

# Creating “Pincode Update” Client Scripts for Admission Table

* + Fill the Details as given.



* + Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

var a = g\_form.getValue('u\_pincode'); if(a == '509358')

{

g\_form.setValue('u\_mandal', 'kadthal'); g\_form.setValue('u\_city', 'kadthal'); g\_form.setValue('u\_district', 'RangaReddy');

}

else if(a == '500081')

{

g\_form.setValue('u\_mandal', 'karmanghat'); g\_form.setValue('u\_city', 'karmanghat'); g\_form.setValue('u\_district', 'RangaReddy');

}

else if(a == '500079')

{

g\_form.setValue('u\_mandal', 'Abids'); g\_form.setValue('u\_city', 'AsifNagar'); g\_form.setValue('u\_district', 'Hyderabad');

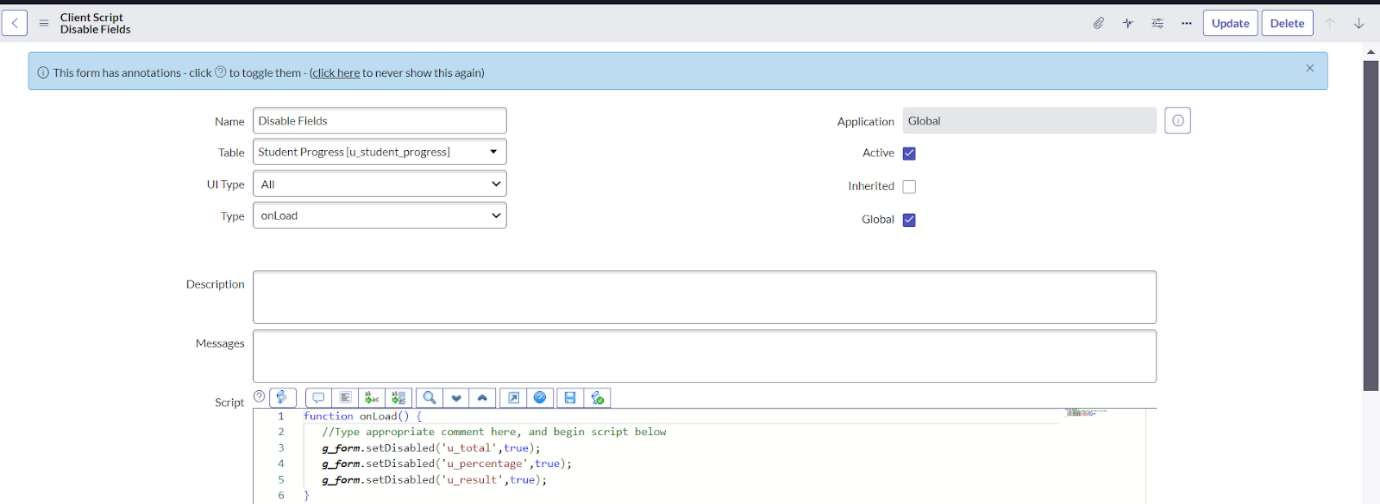
}

//Type appropriate comment here, and begin script below

}

# Creating “Disable Fields” Client Scripts for Student progress Table

* + Fill the Details as given.



* + Write the Code as below, Enable Isolate script and Save.

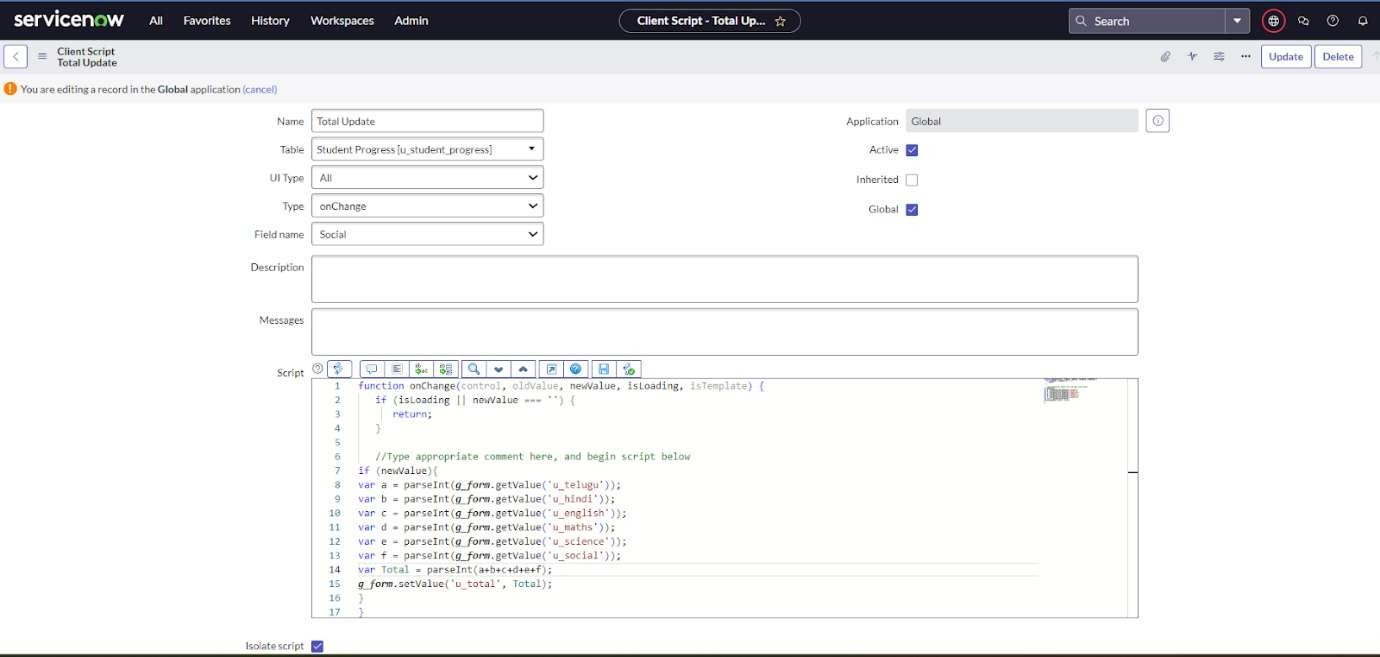
function onLoad() {

//Type appropriate comment here, and begin script below g\_form.setDisabled('u\_total',true); g\_form.setDisabled('u\_percentage',true); g\_form.setDisabled('u\_result',true);

}

# Creating “Total Update” Client Scripts for Student progress Table

* + Fill the Details as given.



* + Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below if (newValue){

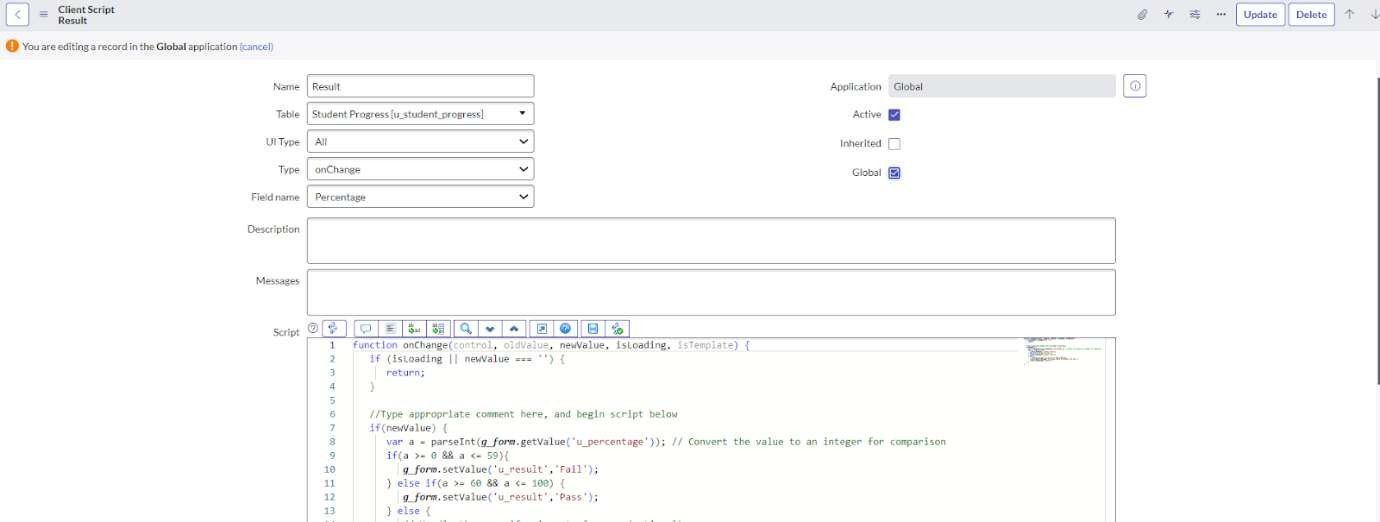
var a = parseInt(g\_form.getValue('u\_telugu')); var b = parseInt(g\_form.getValue('u\_hindi')); var c = parseInt(g\_form.getValue('u\_english')); var d = parseInt(g\_form.getValue('u\_maths')); var e = parseInt(g\_form.getValue('u\_science')); var f = parseInt(g\_form.getValue('u\_social')); var Total = parseInt(a+b+c+d+e+f); g\_form.setValue('u\_total', Total);

}

}

# Creating “Result” Client Scripts for Student progress Table

* + Fill the Details as given.



* + Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below if(newValue) {

var a = parseInt(g\_form.getValue('u\_percentage')); // Convert the value to an integer for comparison

if(a >= 0 && a <= 59){ g\_form.setValue('u\_result','Fail');

} else if(a >= 60 && a <= 100) {

g\_form.setValue('u\_result','Pass');

} else {

// Handle the case if a is out of range (optional) g\_form.addErrorMessage('Percentage should be

between 0 and 100.'); g\_form.clearValue('u\_result');

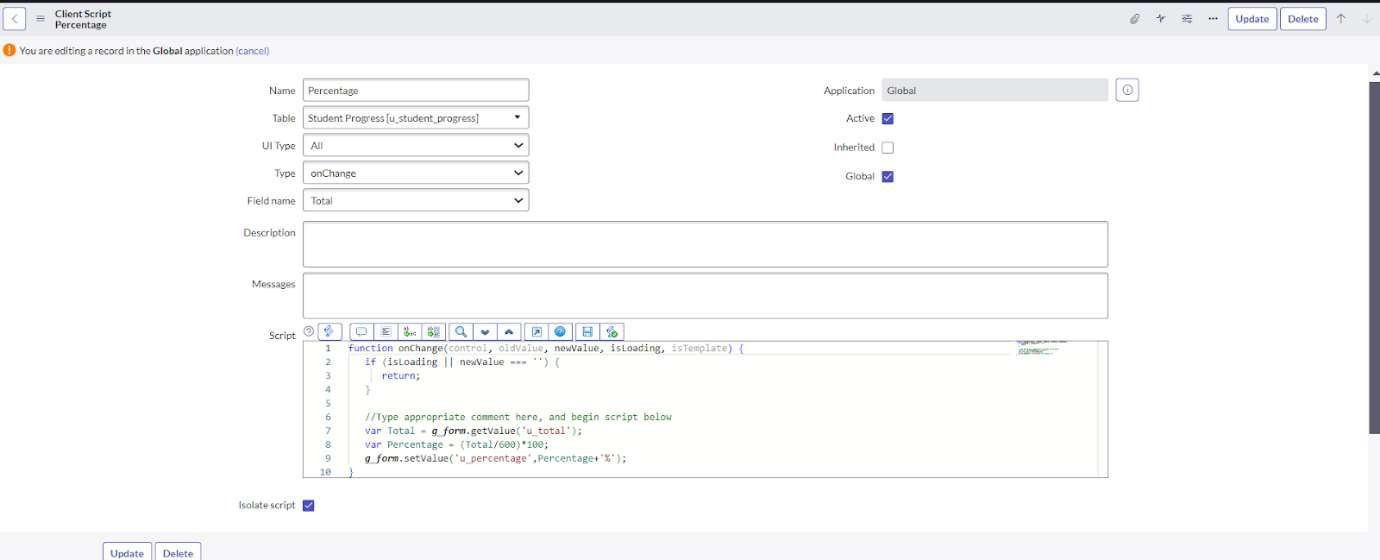
}

}

}

# Creating “Percentage” Client Scripts for Student progress Table

* + Fill the Details as given.



* + Write the Code as below, Enable Isolate script and Save.

function onChange (control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') { return;

}

//Type appropriate comment here, and begin script below var Total = g\_form.getValue('u\_total');

var Percentage = (Total/600)\*100; g\_form.setValue('u\_percentage',Percentage+'%');

}

**Conclusion :** Whether for business or personal use, servicenow proves to be powerful tool for structured expense management.