Building Complex Order Fulfilment Workflows with OMT
LAB 1743

1 ***Download the lab guide PDF file…***

…from this session's link under the Knowledge Service Catalog

https://knowledge.servicenow.com/events/k23/home > Catalog > Filter Search "1743"

2 ***Reserve your ServiceNow instance…***

…using the url: **<url>** and Reservation code: **<code>**

3 ***Log in to your ServiceNow instance…***

…using the **magic link**.

Resource	Address	Username	Password
Primary ServiceNow Instance	https://LAB1743-[redacted]lab.service-now.com	admin	SZbRV7LtMK Magic Link

4 ***Validate the allocated instance is ok…***

…refer to Section 1 from the Lab guide for verification steps.

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LAB1743 : Building complex order fulfillment workflows with Order Management

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Your Lab Guides Today

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TMT Product Manager

12+ years experience in ITSM, Solution Design and Telecom OSS.

Shashank Inamdar
TMT Product Manager

16+ years experience in Telecom OSS/BSS across Lead to Cash lifecycle.

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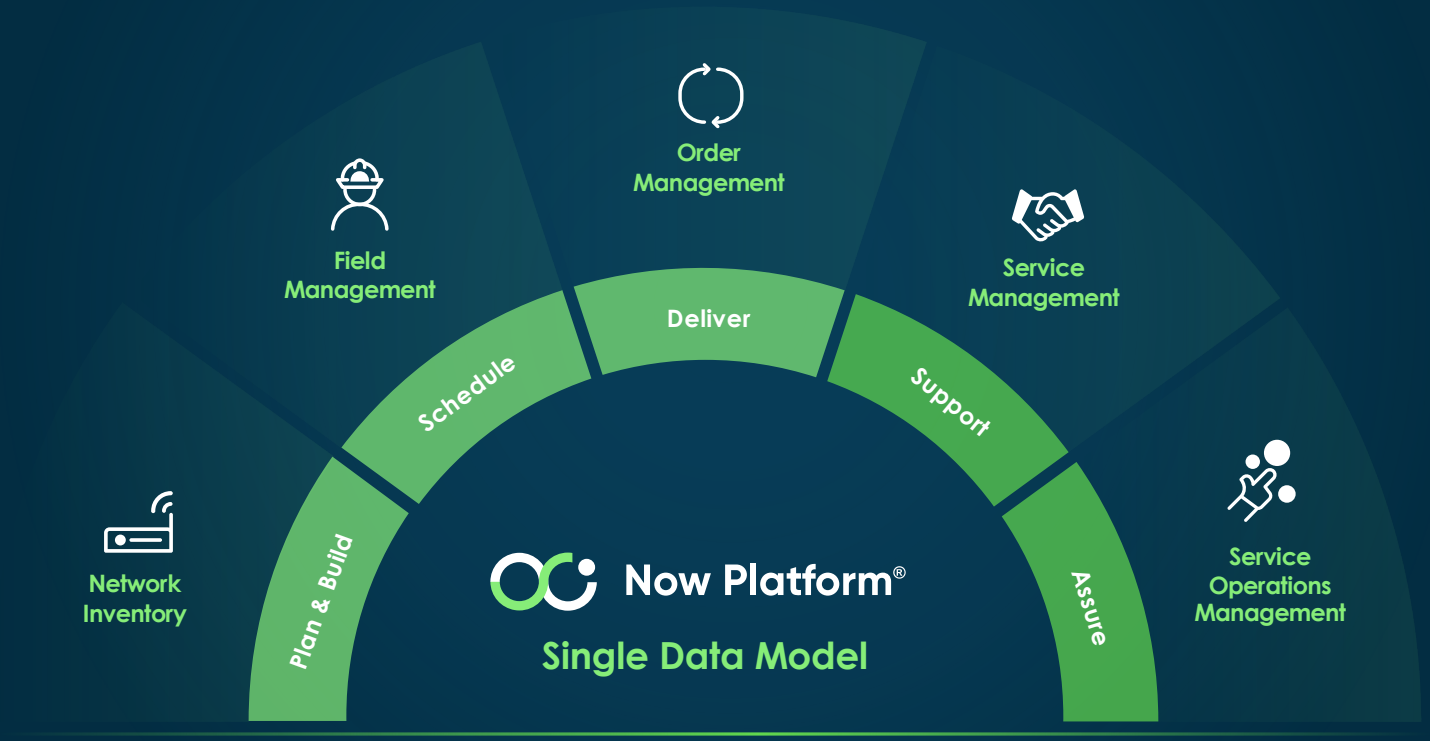
Automation designed for Telecom

Streamline the entire end-to-end service experience



Service aware CMDB | Enterprise cloud | Single code base | Industry standards | ESG

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Now Platform®

Order to Assure workflows on one platform

Now Platform®

Product catalog to order capture

Extend the service catalog to product catalog supporting order capture

Product Catalog

TM Forum APIs

Service Bridge

Order orchestration and decomposition

Catalog-driven orchestration workflows for complex enterprise services

P-S-R orders

Fallout Management

In-flight changes

Customer update and assurance

Support Day 2+ operations via assurance workflows leverage service aware CMDB

Service Mapping

Incident Management

Assurance Workflows

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USE CASE Broadband Order Fulfilment

LAB 1743 - Introduction

Flash Telecom

- Flash Telecom is a Service Provider offering Broadband Connectivity and Digital Services to Small-Medium Businesses
- The Service Provider has selected ServiceNow Order Management App to automate complex fulfillment and improve Agent experience.

Las Vegas Pharmacy

- Las Vegas Pharmacy is looking for a Broadband Connectivity solution and selects Flash Telecom as the Service Provider
- An order is placed with the Service Provider for 'Flash SMB Connect Offer'

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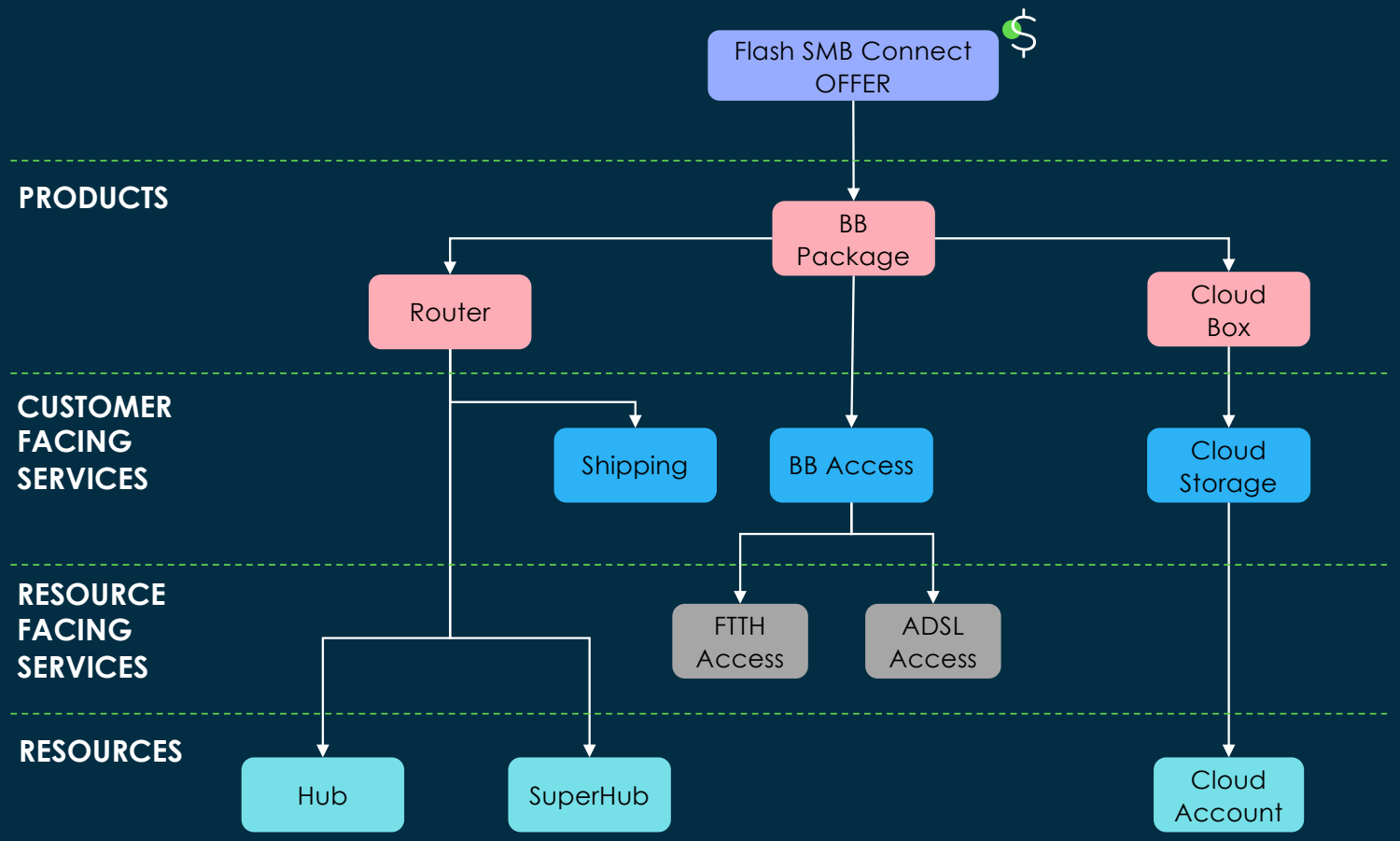
Catalog Model Flash Telecom Broadband Offer



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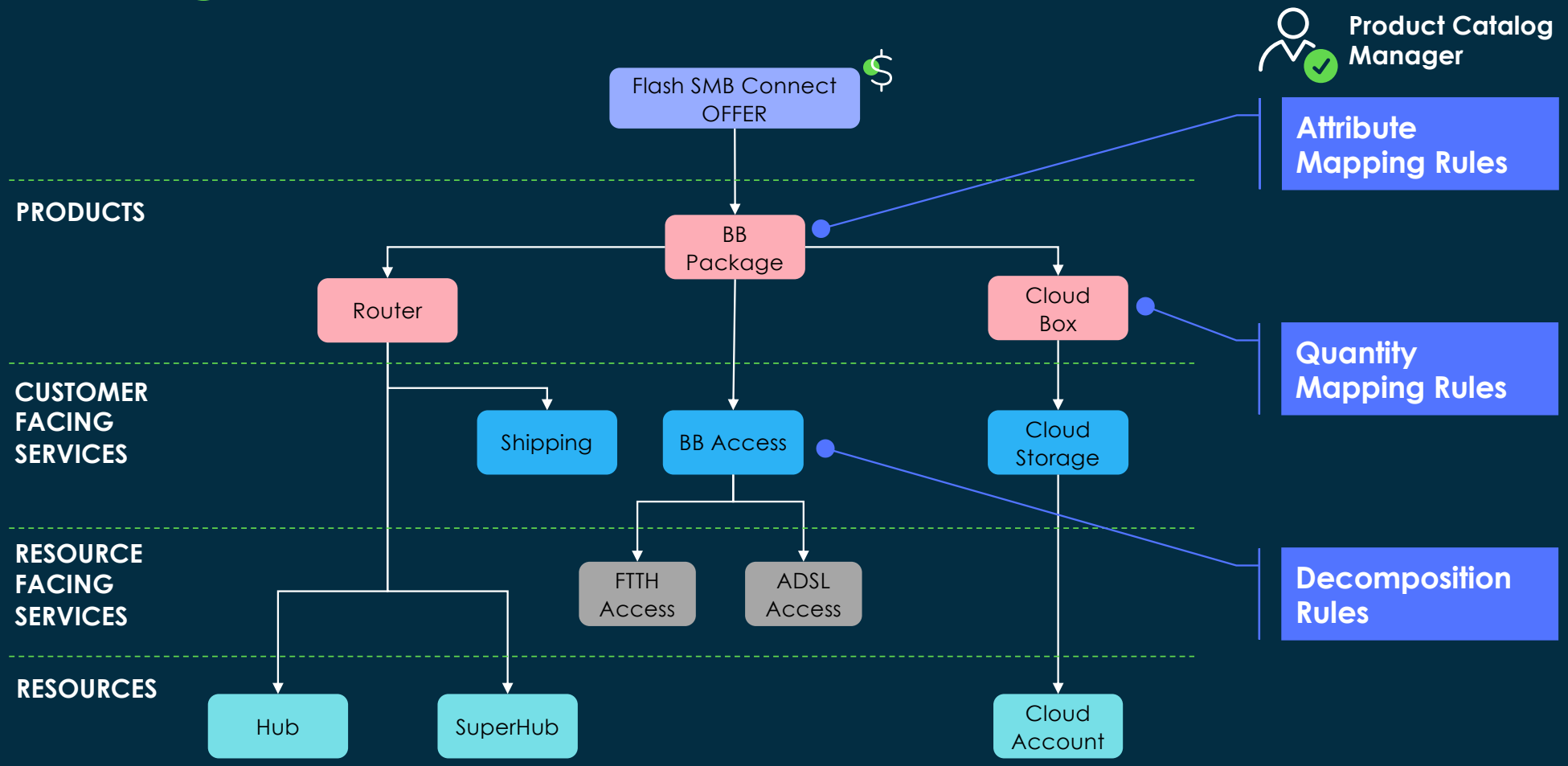
Catalog Model Lab work



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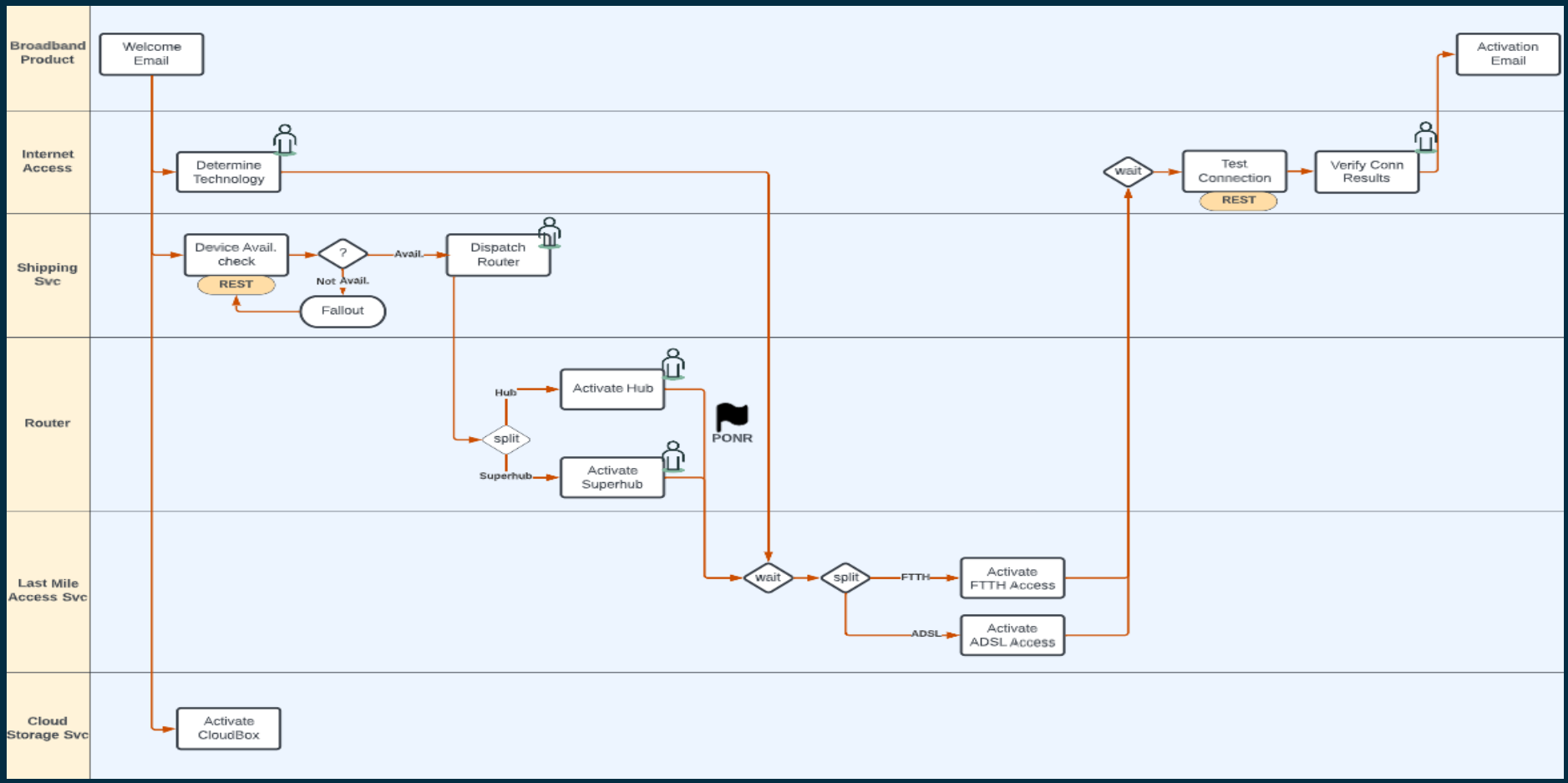
Order Orchestration Flash Telecom Fulfilment Journey



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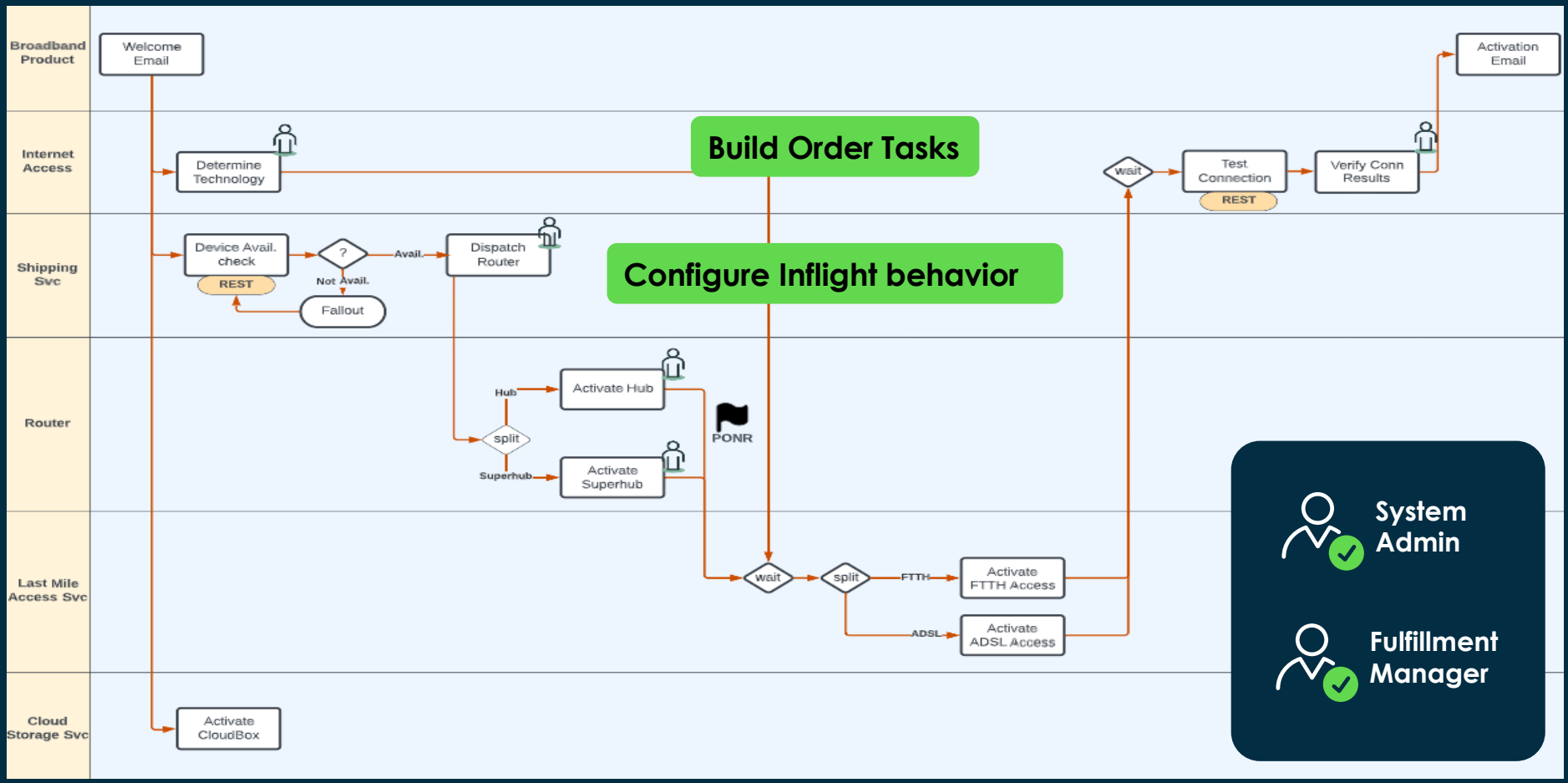
Order Orchestration Lab work



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Order Management for Telecom Features

Lab Features

Config

- **PSR Catalog**
- **Flow**
- **Decision Tables**
- Install Base
- API (in/out)
- **Fallout / Exceptions**
- Customer Models
- Approvals

Key Persona / Use Cases

Fulfilment Agent	Design / Assign	**Task Execution**	**Fallout Agent**	Process Modeller
Technical Data Gathering	Project Manager	**Fulfilment Manager**	**Sales Agent**	**Product Manager**

OMT Core

Qualification / Reservation	Validation	**(Inflight) Decomposition**	**Flow / Dependencies**	MACD inc Upgrades
Fallout	Rules Engine	Jeopardy / Prioritization	**Enrichment**	**Inflight Change**

Northbound Integrations

TMF Order APIs	Qualification/ Reservation	ServiceBridge	Self Service Portal	Bulk Orders
MEF LSO APIs	Reservation APIs	Agent OC	Sales Partner	FSM

Southbound Integrations

Domain Orchestration	ServiceBridge - task	Partner API (Sonata)	Design/Assign	Billing
Product Inventory	Field Service	Test Applications	CRM/CPQ	Notifications

Better Together

TSM	TSOM
TNI	FSM
SPM	Asset (HAM/SAM)

Reference Solutions

CPQ	NaaS
MEF LSO	Slicing
Spokes	Best Practice

Other

Analytics	AI/ML
Dashboard /Reports	Process Optimizer

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Thank you

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Appendix

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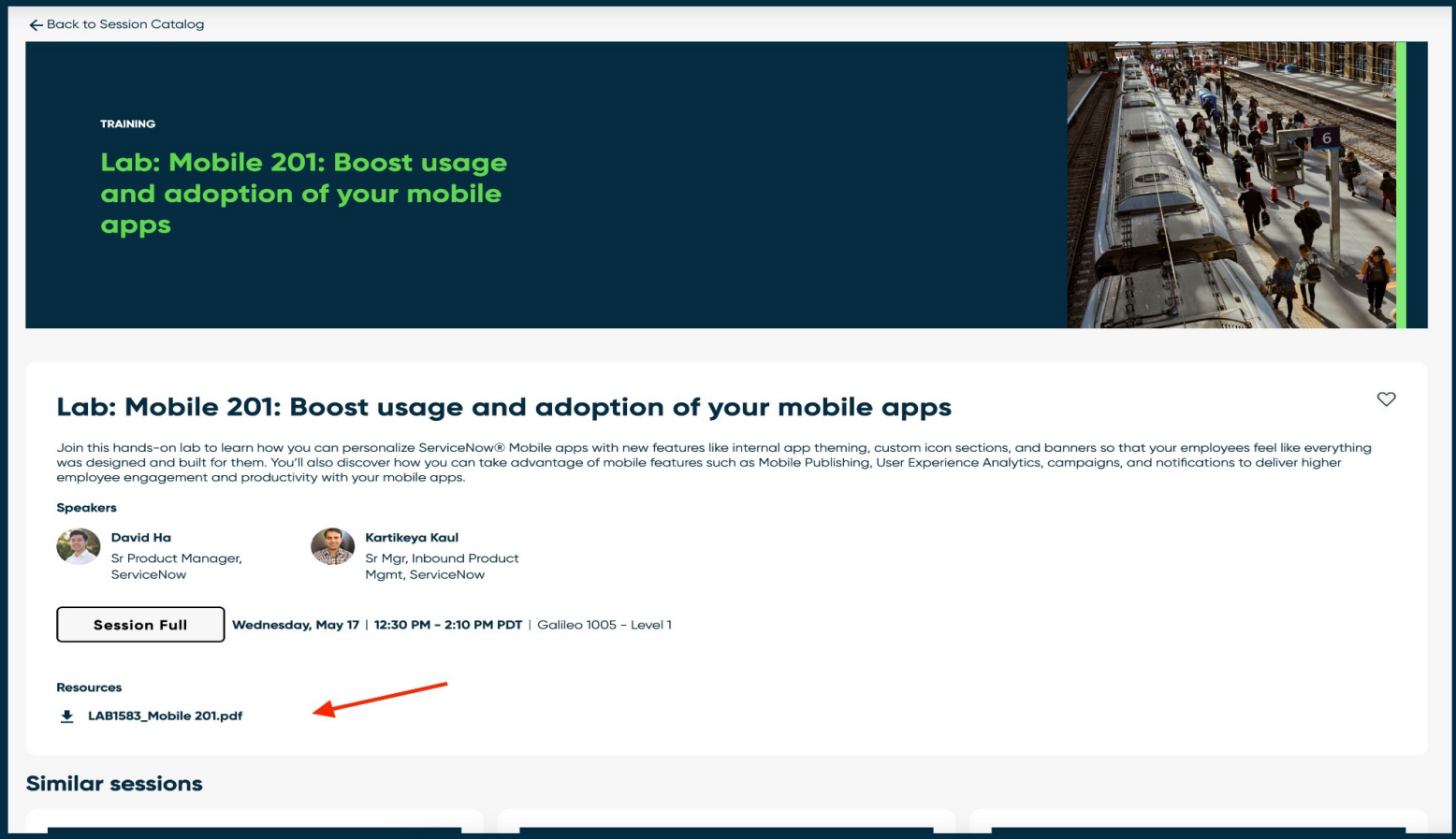
Lab Guide via Knowledge Session Catalog (example)



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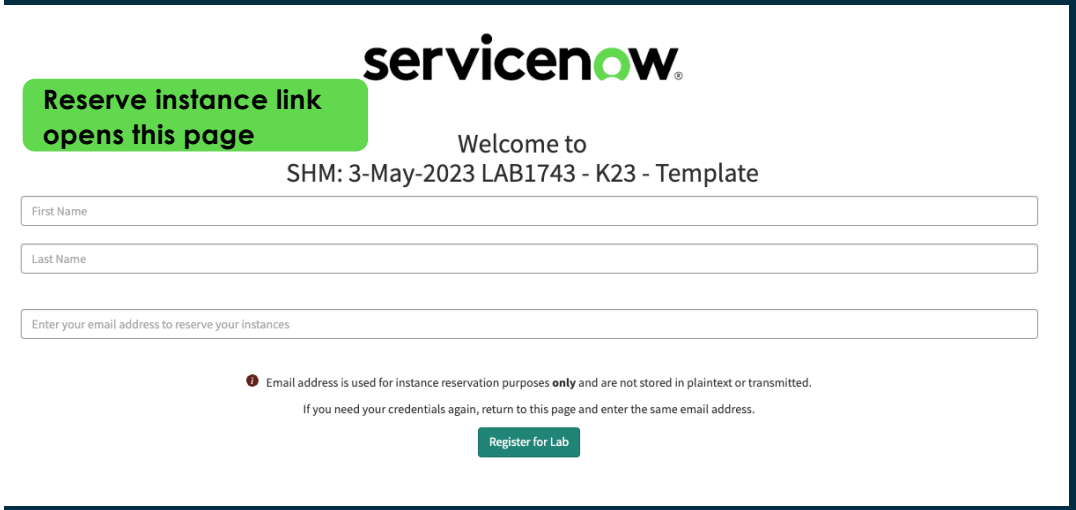
Reserve Instance



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