

# Managing order fulfillment using priority

Time: 30 minutes

ServiceNow Telecom, Media, and Technology (TMT)

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## Lab instance credentials

Field	Value
Username	admin
Password	As provided with your lab instance / <b>Magic link</b>

## Lab objectives

You will achieve the following objectives:

- Review the data model and configuration required to support order priority.
- Create Customer Orders via Agent Workspace, prioritize customer orders, and order line items.
- Decompose and view the priority for domain orders and order tasks.
- Submit inflight revisions for the customer orders and see the changes to the priority.

## Scenario

To fulfill all the orders within the committed timeline, CSPs require a priority assignment framework to assign an appropriate priority value to each Order so that all users working on the charges understand the Order's urgency and criticality. This enables CSPs to complete the order fulfillment within the committed timeline.

Flash Telecom has decided to use ServiceNow's cloud-based low-code, no-code Telecom Service Management & Order Management solution to build Products and orchestrate the fulfillment of activities.

Flash Telecom wants to configure logic in the ServiceNow Order Management application to set the order priority for different scenarios for the Enterprise SD-WAN service they offer customers.

In this lab, you will **learn the controls and configurations required to set the order priority and create an order to see how the priority is set when the Order is created.**

## Personas

- System Admin
- Mike Davis, Order Fulfilment Manager

## Section 1 Validate your ServiceNow Instance

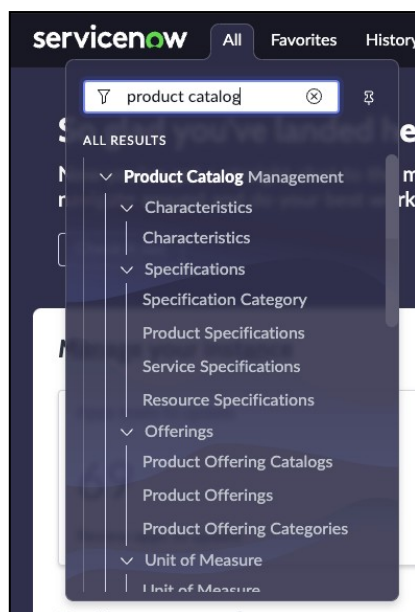
### Section 1.1 Login & Validate

1. Log in to the student lab instance using the **Magic Link** via email.

**Note:** The user is logged in as **Admin**.

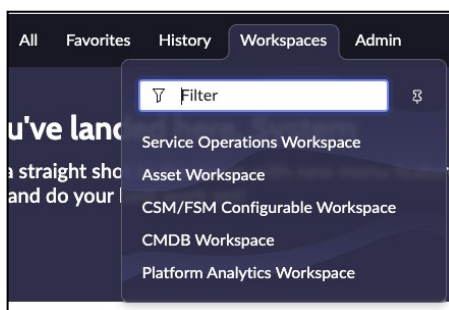
2. Click on **All** and type 'Product Catalog,'

**Validate** Product Catalog Management module displays.



3. Click on **Workspaces**,

**Validate:** CSM/FSM Configurable Workspace displays in the list.



If the Product Catalog modules and/or Workspace are unavailable in the assigned instance, **please flag this!**

## Section 2 Understanding the Priority Calculation Feature

### Section 2.1 Browse and configure the decision tables.

1. Login as **System Administrator**.
4. Navigate to **All > Decision Builder**.
5. On the landing page, look for the following four decision tables used for order priority calculation.
  - a. Order priority Policy by customer attributes
  - b. Order priority policy by Order type
  - c. Order priority

Hi Service-now: Sapankumar Behera [maint,admin,itol], welcome to Decision Builder

Let's make some decisions. [Learn more.](#)

Decision table 27  
Last refreshed 6m ago.

Create new decision table

Decision table

Name	Answer table	Class	Application	Updated	Updated by
Callback Topic Policy	sys_cs_custom_adapter_property	Decision Table	Global	2022-03-16 06:46:53	admin
Create interconnectivity	sys_decision_multi_result	Decision Table	Network Inventory Core	2022-06-14 16:43:44	admin
Docker Webhook Decision Policy	sn_docker_spoke_docker_webhook_answer_subflow	Decision Table	Docker Spoke	2021-07-05 07:37:04	admin
Logical Interface Name (Deprecated)	sys_decision_multi_result	Decision Table	Network Inventory Advanced	2023-05-03 13:33:04	admin
Order Jeopardy Enablement Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:56:51	admin
Order Line Item Jeopardy Level Calculation Policy	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2023-05-19 14:57:35	admin
Order Priority Policy by Customer Attributes	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2022-09-20 16:53:23	admin
Order Priority Policy by Order Type	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2022-09-20 16:54:27	admin
Order Priority Policy by Specification Attributes	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2022-09-20 16:55:29	admin
Order Priority Policy by Urgency	sys_decision_multi_result	Decision Table	Order Management for Telecom, Media & Tech	2022-09-20 16:57:35	admin

Showing 1-10 of 27

1 2 3 →

10 rows per page

6. Select the **Order Priority Policy by Customer Attributes** decision table.

**Note:** This decision table assigns rank values using customer attributes. The decision table takes the Account table as input. This table enables system administrators to investigate different categories of customers and assign a rank according to their strategic value to their business.

For example, suppose you want to fulfill orders from high-value customers on priority. In that case, you can consider assigning higher rank to those customers using Attributes such as customer type or CLV value.

**Inputs**

Label	Type	Reference	Mandatory
Account	Reference	Account [customer_account]	<input checked="" type="checkbox"/>

**Decision table**

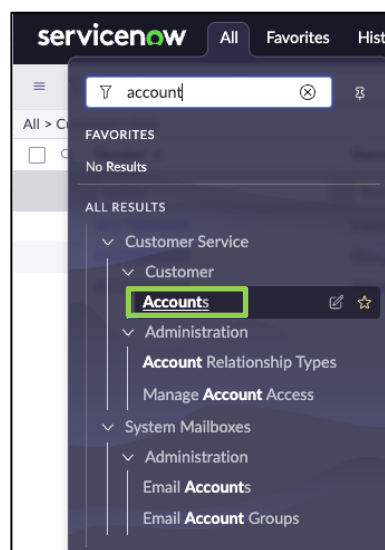
Conditions		Results
	<b>Rank Tier</b> Account (Account > Rank tier)	<b>Rank</b>
1	Strategic Partner	100
2	Valued Partner	80
3	Tactical Supplier	60
4	Excluded Supplier	40

The values in the decision table are configured as part of the out-of-the-box (OOTB) demo data.

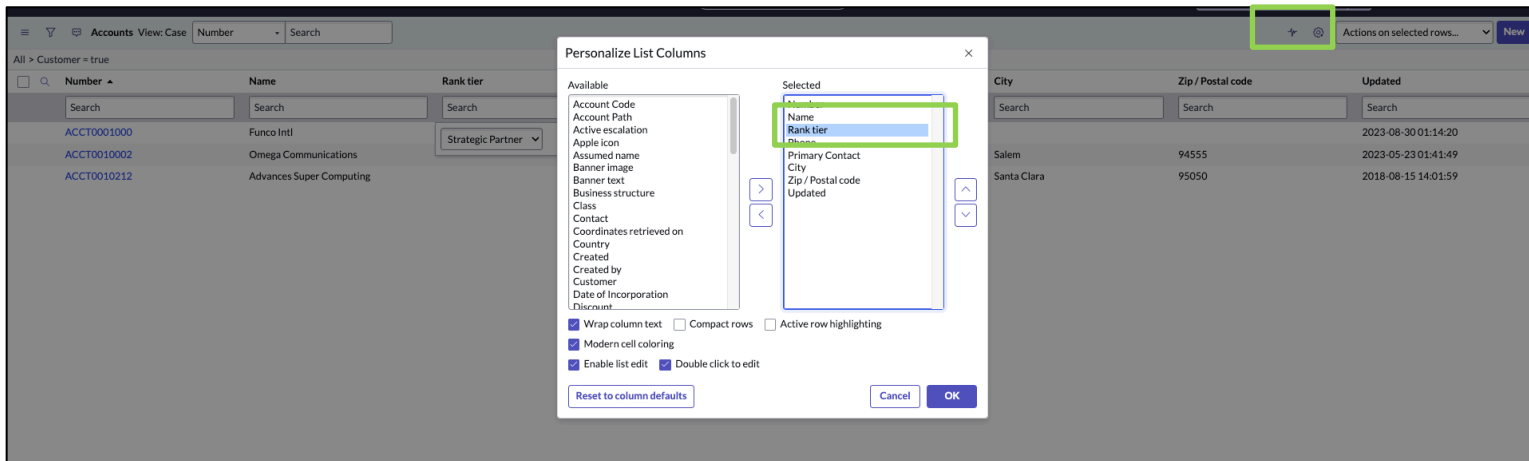
### Customization/Extension:

- You can Add other tables related to customers as additional **input** types, such as consumers.
- You can also add and remove columns to define **conditions** supporting different business scenarios. And can alter the **rank value** if needed.

- For this lab exercise, we will create orders for the Funco Intl account. To view and update the rank tier value for Funco International, **Navigate to All -> Customer Service > Customer >Accounts.**



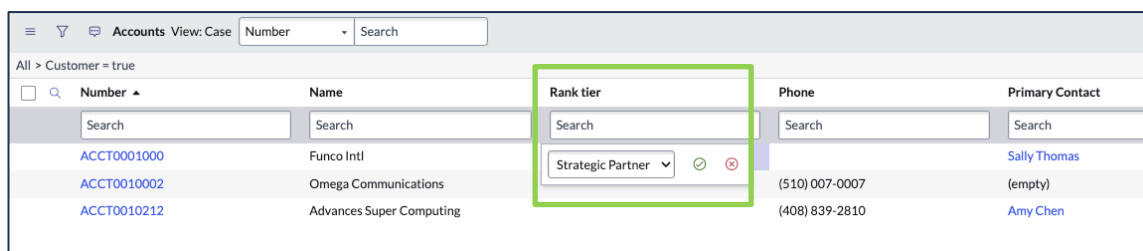
8. Add the **Rank tier** field to the list view using the gear icon and save.



The screenshot shows the 'Accounts' list view in ServiceNow. A 'Personalize List Columns' dialog is open, allowing the user to customize the list view. The 'Available' list on the left contains various fields, and the 'Selected' list on the right shows the fields currently in the list view. The 'Rank tier' field is highlighted in the 'Selected' list. The background table shows columns for Number, Name, Rank tier, City, Zip / Postal code, and Updated.

Number	Name	Rank tier	City	Zip / Postal code	Updated
ACCT0001000	Funco Intl	Strategic Partner			2023-08-30 01:14:20
ACCT0010002	Omega Communications		Salem	94555	2023-05-23 01:41:49
ACCT0010212	Advances Super Computing		Santa Clara	95050	2018-08-15 14:01:59

Update the rank tier value for **Funco Intl** to **Strategic partner**.



The screenshot shows the 'Accounts' list view with the 'Rank tier' dropdown menu for 'Funco Intl' open. The dropdown menu shows 'Strategic Partner' as the selected option. The background table shows columns for Number, Name, Rank tier, Phone, and Primary Contact.

Number	Name	Rank tier	Phone	Primary Contact
ACCT0001000	Funco Intl	Strategic Partner		Sally Thomas
ACCT0010002	Omega Communications		(510) 007-0007	(empty)
ACCT0010212	Advances Super Computing		(408) 839-2810	Amy Chen

9. Select the **Order Priority Policy by Order Type** Decision Table.

**Note:** This decision table is used to assign rank values to different types of orders. The decision table takes the Order line-item table as an input. The Order line-item action attribute can have Add, change, Disconnect, suspend, and resume values for different types of orders.

For example, we want to assign higher priority to disconnect orders as compared to Add orders as Disconnect orders as we want to disconnect the services on an urgent basis to avoid any revenue leakage.

Order Priority Policy by Order Type

Created: 2022-09-20 16:54:27 | Application: Order Management for Telecom, Media & Tech

**Inputs**

Label	Type	Reference	Mandatory
Order Line Item	Reference	Order Line Item [sn_ind_tmt_orm_order_line_item]	<input checked="" type="checkbox"/>

**Decision table**

Conditions	Results
Order type Order Line Item ( Order Line Item » Order Line Action )	Rank
1 Add	60
2 Change	80
3 Disconnect	100

10. The values shown in the decision table are configured as part of the out-of-the-box (OOTB) demo data.

### Customization/Extension:

- You can add and remove additional **columns** to define conditions to support different business scenarios.
- You can also alter the **Rank** Value to support different ordering scenarios.

11. In this lab setup, we will create an **ADD** order. Select the **Rank Value** against the **ADD** order type, change that to 100, and **save** the update to the Decision Table.

Order Priority Policy by Order Type

Created: 2022-09-20 16:54:27 | Application: Order Management for Telecom, Media & Tech

**Inputs**

Label	Type	Reference	Mandatory
Order Line Item	Reference	Order Line Item [sn_ind_tmt_orm_order_line_item]	<input checked="" type="checkbox"/>

**Decision table**

Conditions	Results
Order type Order Line Item ( Order Line Item » Order Line Action )	Rank
1 Add	100
2 Change	Value
3 Disconnect	100

12. Select the **Order Priority Policy by Specification Attributes** Decision Table.

**Note:** This decision table assigns rank values to different products and services using product and service specifications. This is helpful to prioritize orders for a



*product/service over others.*

*For example, if you want to prioritize broadband orders over others for fulfillment, you can assign the highest rank to the broadband specification so that the priority calculation logic will assign more weightage to the broadband orders.*

now | Decision Builder

< Order Priority Policy by Specification Attributes Created: 2022-09-20 16:55:29 | Application: Order Management for Telecom, Media & Tech Properties | Close Save

▼ Inputs [Add](#)

Label	Type	Reference	Mandatory
Product Specification	Reference	Product Specification [sn_prd_pm_product_specification]	<input type="checkbox"/> <a href="#">Add condition column</a>
Service Specification	Reference	Service Specification [sn_prd_pm_service_specification]	<input type="checkbox"/> <a href="#">Add condition column</a>
Product Offering	Reference	Product Offering [sn_prd_pm_product_offering]	<input type="checkbox"/> <a href="#">Add condition column</a>

[Add an input](#)

▼ Decision table [Export](#) | [Import](#) | [History](#)

Conditions				Results
	Product Offering Product Offering	Service Specification Service Specification	Product Specification Product Specification	Rank
1	Premium SD-WAN Offering		SD-WAN Controller	90
2	Premium SD-WAN Offering		SD-WAN Edge Device	80
3	Premium SD-WAN Offering		SD-WAN Security	60
4	Premium SD-WAN Offering		SD-WAN Service Package	80
5	Premium Unlimited mobile plan		Mobile Plan	80
6		Managed Firewall Service		60
7		Mobile Data Service		40

The values shown in the decision table are configured as part of the out-of-the-box (OOTB) demo data.

### Customization/Extension:

- You can Add other tables related to product or service specifications as additional **input** types if needed.
- You can also add and remove columns to define **conditions** supporting different business scenarios. You can alter the **Rank** value if needed.

- We will create a new product order for the lab exercise for **Premium SD-WAN offering V2** with **SD-WAN Service Package v2**, **SD-WAN Controller**, and **SD-WAN Edge Device V2 product specification**.
- Change the Product Offering and Product Specification values accordingly and save the decision table.

Order Priority Policy by Specification Attributes

Created: 2022-09-20 16:55:29 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Save

▼ Inputs [Add](#)

Label	Type	Reference	Mandatory
Product Specification	Reference	Product Specification [sn_prd_pm_product_specification]	<input type="checkbox"/> Add condition column
Service Specification	Reference	Service Specification [sn_prd_pm_service_specification]	<input type="checkbox"/> Add condition column
Product Offering	Reference	Product Offering [sn_prd_pm_product_offering]	<input type="checkbox"/> Add condition column

[Add an input](#)

▼ Decision table [Export](#) | [Import](#) | [History](#)

Conditions

	Product Offering	Service Specification	Product Specification	Rank
1	Premium SD-WAN Offering v2		SD-WAN Controller	80
2	Premium SD-WAN Offering v2		SD-WAN Edge Device v2	60
3	Premium SD-WAN Offering		SD-WAN Edge Device v2	60
4	Premium SD-WAN Offering v2		SD-WAN Edge Device v2	100
5	Premium Unlimited mobile plan		SD-WAN Edge Device v2	80
6		Managed Firewall Service		60
7		Mobile Data Service		40

[Add new decision row](#)

Showing 1-7 of 7

Order Priority Policy by Specification Attributes

Created: 2022-09-20 23:55:29 | Application: Order Management for Telecom, Media & Tech | Properties | Close | Save

▼ Inputs [Add](#)

Label	Type	Reference	Mandatory
Product Specification	Reference	Product Specification [sn_prd_pm_product_specification]	<input type="checkbox"/> Add condition column
Service Specification	Reference	Service Specification [sn_prd_pm_service_specification]	<input type="checkbox"/> Add condition column
Product Offering	Reference	Product Offering [sn_prd_pm_product_offering]	<input type="checkbox"/> Add condition column

[Add an input](#)

▼ Decision table [Export](#) | [Import](#) | [History](#)

Conditions

	Product Offering	Service Specification	Product Specification	Rank
1	Premium SD-WAN Offering v2		SD-WAN Controller	90
2	Premium SD-WAN Offering v2		SD-WAN Edge Device v2	80
3	Premium SD-WAN Offering		SD-WAN Security	60
4	Premium SD-WAN Offering v2		SD-WAN Service Package	80
5	Premium Unlimited mobile plan		Mobile Plan	80
6		Managed Firewall Service		60
7		Mobile Data Service		40

Update the decision table values as shown in the above screenshot.

15. Select the **Order Priority Policy by Urgency** decision table.

**Note:** This decision table is used to assign rank values based on the urgency attribute. Urgency could be calculated using different date and time fields such as customer committed date.

For example, if you want to prioritize the orders that are going to miss the committed timeline in the next two days, if not completed before that, you can assign the highest rank to those orders.

The screenshot shows the ServiceNow Decision Builder interface for a policy named 'Order Priority Policy by Urgency'. The interface is divided into two main sections: 'Inputs' and 'Decision table'.

**Inputs Section:**

Label	Type	Reference	Mandatory
Order Line Item	Reference	Order Line Item [sn_ind_tmt_orm_order_line_item]	<input type="checkbox"/>

**Decision table Section:**

Conditions	Results
Order Line Item ( Order Line Item * Order * Expected Start Date )	Rank
1 before Tomorrow	100
2 between Tomorrow and This week	80
3 between This week and This month	60
4 between This month and Next month	50
5 between Next month and This year	40
6 after This year	20

The values in the decision table are configured as part of the out-of-the-box (OOTB) demo data.

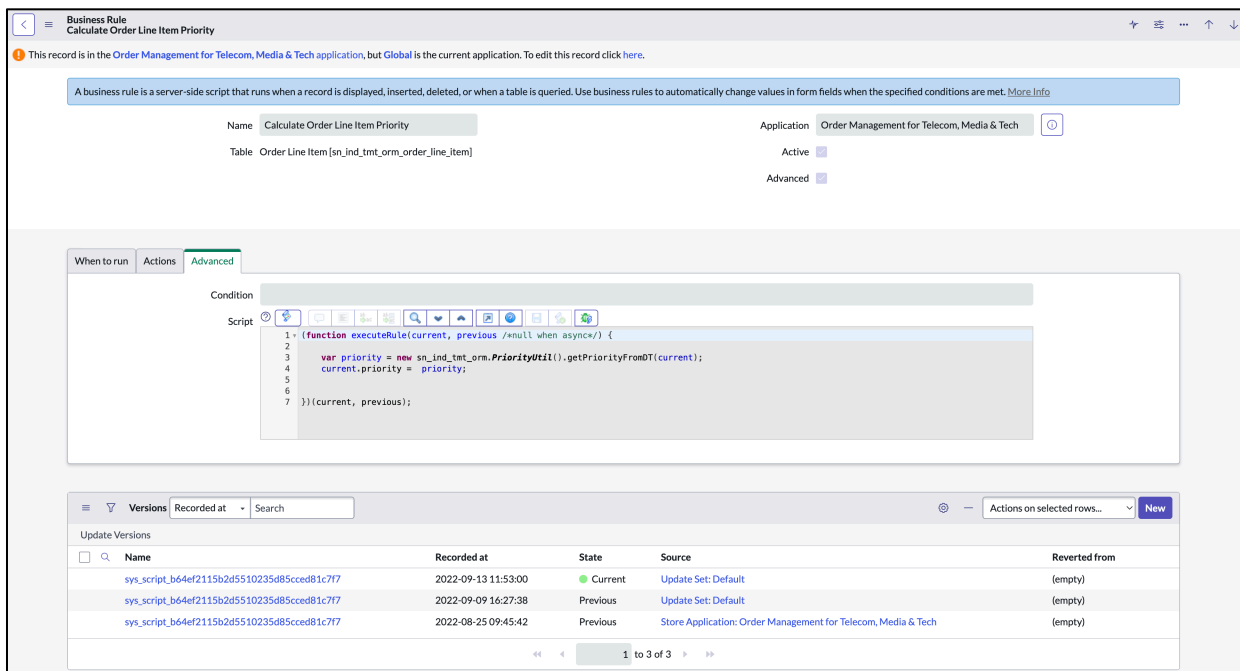
### Customization/Extension:

- You can Add other tables related to customers as additional **input** types, such as customer orders if you want to consider any date fields available on that table.
- You can also add and remove columns to define **conditions** supporting different business scenarios. And can alter the **Rank** value if needed.

10. When an Order Line-Item record is created, the above-mentioned decision tables are evaluated, and rank values are used to calculate the priority value for each order line item.

The following business rule is used for the purpose.

To view the Business Rule, Navigate **to All -> System Definition > Business rules -> Calculate Order Line-item priority**.

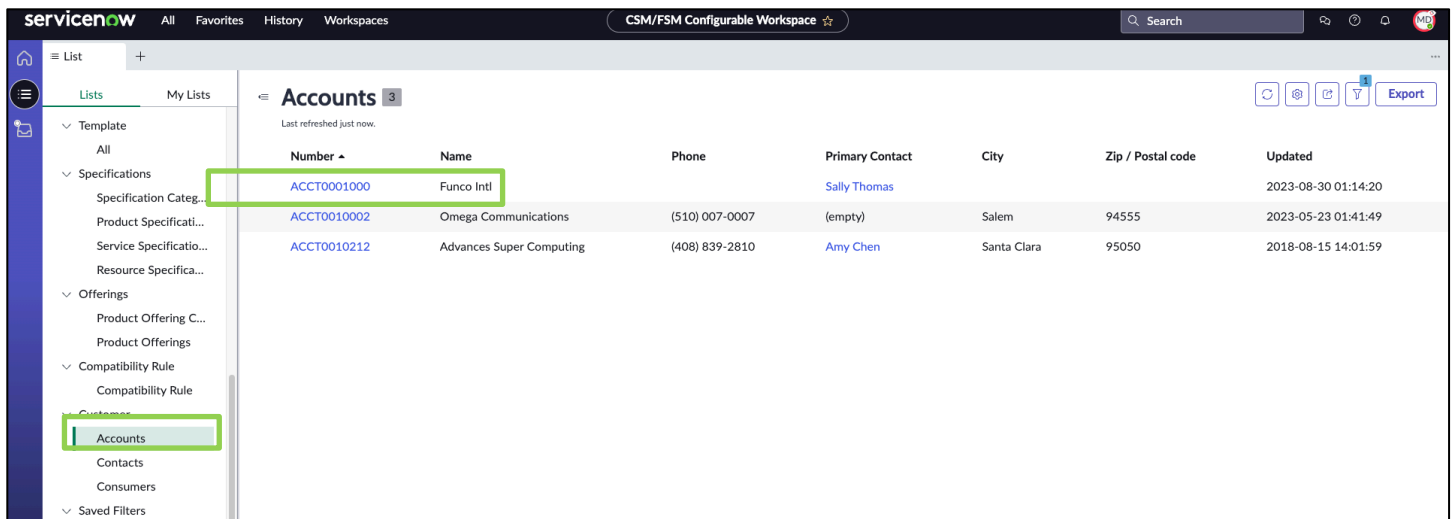


- The **Rank** values from the Decision Tables are multiplied with the weightage value assigned to each of the score values to calculate the **Priority** score.

## Section 3 Submit an Order from Workspace

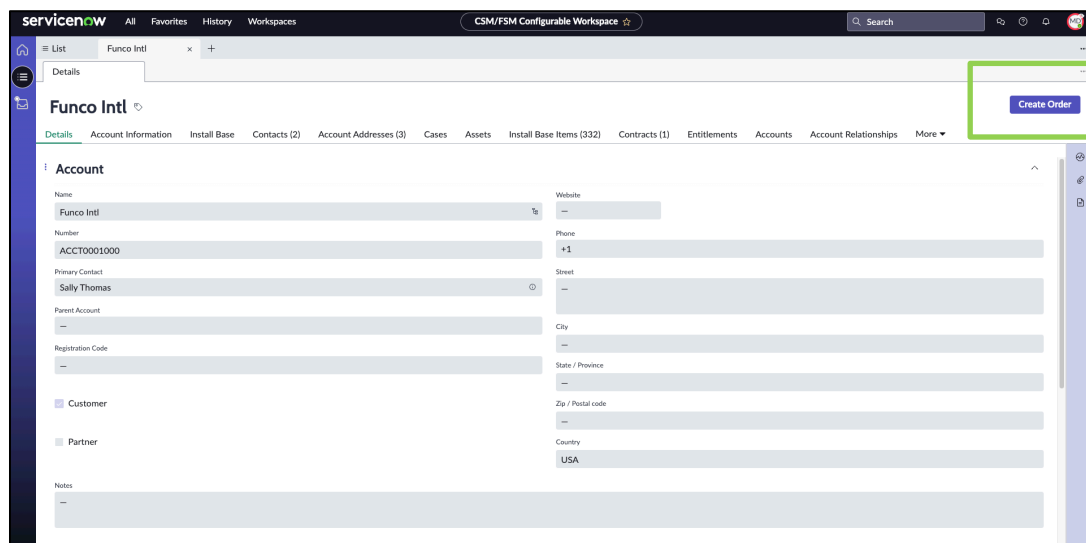
### Section 3.1 Create a new Order via the Order Capture UI.

- Login as **System Administrator**.
- Impersonate to **Mike Davis** (Order Fulfilment manager)
- Navigate to **Workspaces** -> **CSM/FSM configurable workspaces**.
- Navigate to **Customer** -> **Accounts**. Open the **Funco Intl** account record.



Number	Name	Phone	Primary Contact	City	Zip / Postal code	Updated
ACCT0001000	Funco Intl		Sally Thomas			2023-08-30 01:14:20
ACCT0010002	Omega Communications	(510) 007-0007	(empty)	Salem	94555	2023-05-23 01:41:49
ACCT0010212	Advances Super Computing	(408) 839-2810	Amy Chen	Santa Clara	95050	2018-08-15 14:01:59

5. On the Account form, select **Create Order** UI action.



Details

Funco Intl

Account Information | Install Base | Contacts (2) | Account Addresses (3) | Cases | Assets | Install Base Items (332) | Contracts (1) | Entitlements | Accounts | Account Relationships | More

Account

Name: Funco Intl

Number: ACCT0001000

Primary Contact: Sally Thomas

Parent Account: --

Registration Code: --

Customer

Partner

Notes: --

Website: --

Phone: +1

Street: --

City: --

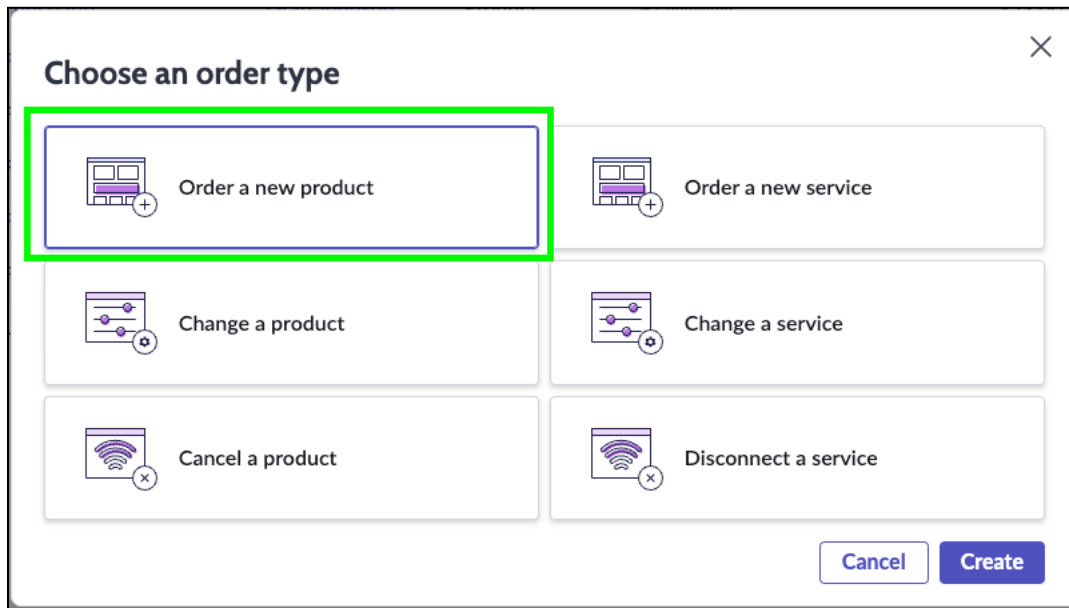
State / Province: --

Zip / Postal code: --

Country: USA

Create Order

6. A pop-up window with the option to choose Order Type appears. Select **Order a new product** and click on the **Create** button.



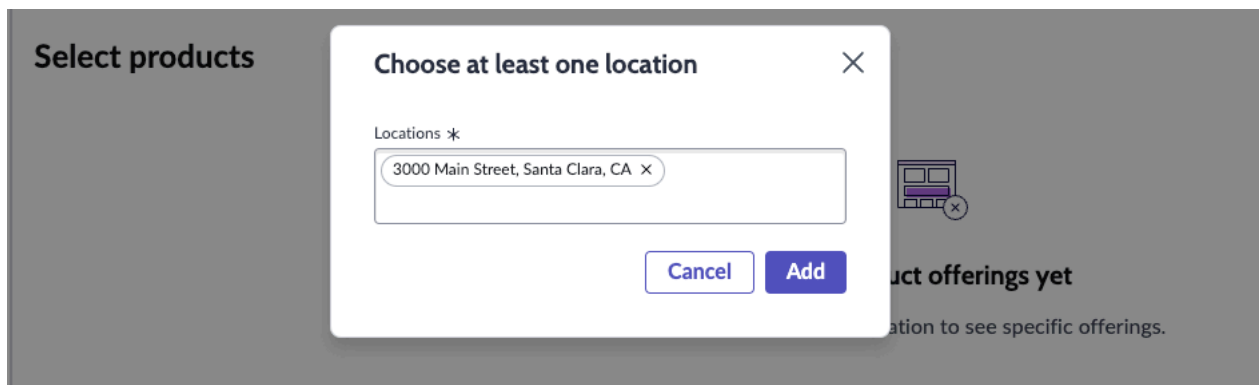
1. Clicking **Create** loads a guided ordering flow. Fill in the details as follows –

a. **Enter Account information** –

- i. Account = <**Funco Intl**> &
- ii. Contact = <**Sarah Johnson**>.

Click on **Continue**.

- b. A pop-up to select a **location** appears (if it does not, refresh the browser)
  - i. Click in the **Locations** box and select one of the locations from the list that appears.
  - ii. Once the Location is added, click on **Add**.
  - iii. Notice the Location getting added to the Order in the left pane.



c. **Select Products –**

- i. Under Product Offerings, select the Offering = **<Premium SD-WAN Offering v2>**
- ii. Quantity = 1 remains unchanged.
- iii. Click on Configure Items

d. **View Product Offering Hierarchy –**

- i. Based on the Offer selected, observe the Order Line Items (Product Specifications) that were added
  1. Validate these by navigating to the **Product Offering > Catalog Hierarchy** by clicking the info icon next to the Offering name, as shown below.
  2. Once validated, switch back to the **Add Order** tab to continue with the ordering journey.

**New product order**

Account: Funco Intl | Contact: Sarah Johnson

Progress: 1. Create order (✓) 2. Select products (✓) 3. Configure products (3) 4. Review order (4)

**Configure items**

**Order line items (3)**

- 3000 Main Street, Santa Clara, CA
  - SD-WAN Service Package v2
  - SD-WAN Controller
  - SD-WAN Edge Device v2

**SD-WAN Service Package v2**

Details | Characteristics | Related Items

**Order line item**

Number: ORDL0001473 | Location: 3000 Main Street, Santa Clara, CA

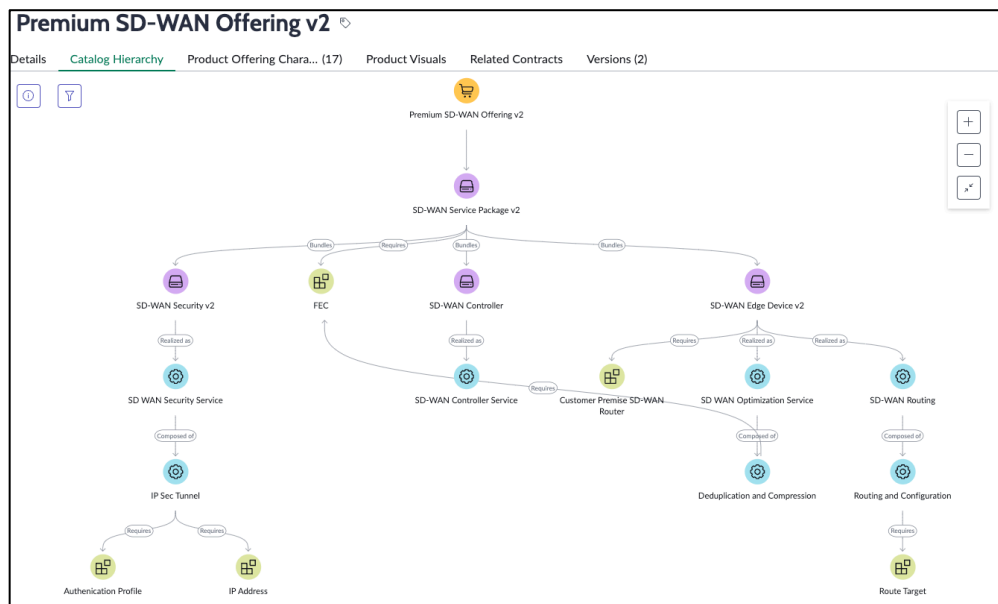
Product offering: Premium SD-WAN Offering v2 | Product specification: SD-WAN Service Package v2

Ordered quantity: 1

**Pricing**

Monthly recurring charges per unit: USD (\$633.4963) | Total price: USD (\$1,900.4889)

Non recurring charges per unit: USD (\$1,266.9926)





## e. Order line-item configuration

- f. For the **SD-WAN Controller** Order Line Item, click on the **Characteristics** tab –
1. Hover the mouse on the **Tenancy** characteristic; this makes the **preview** icon visible. Click on the icon to set a value.

The screenshot shows the 'New product order' form in ServiceNow. The 'Configure items' section lists three order line items: 'SD-WAN Service Package v2', 'SD-WAN Controller', and 'SD-WAN Edge Device v2'. The 'SD-WAN Controller' item is selected, and the 'Characteristics' tab is active. A table lists characteristics, with 'Tenancy' highlighted. A 'preview' icon is visible next to the 'Tenancy' characteristic.

2. Click in the Characteristic option box, select a value, and click on **Update**.

The screenshot shows the 'New product order' form in ServiceNow. The 'Configure items' section lists three order line items: 'SD-WAN Service Package v2', 'SD-WAN Controller', and 'SD-WAN Edge Device v2'. The 'SD-WAN Controller' item is selected, and the 'Characteristics' tab is active. A table lists characteristics, with 'Tenancy' highlighted. A modal window titled 'Order Characteristic' is open, showing the 'Tenancy' characteristic and the 'Premium (>50 sites)' option selected. The 'Update' button is visible at the bottom of the modal.

- g. For the **SD-WAN Edge** Order Line Item, click the **Characteristics** tab and update the characteristic values if needed. For this lab scenario, you can keep the default characteristic values.

## New product order

Account: Funco Intl | Contact: Sarah Johnson

1 Create order
2 Select products
3 Configure products
4 Review order

### Configure items

Order line items (3)

- 3000 Main Street, Santa Clara, CA
- SD-WAN Service Package v2
  - SD-WAN Controller
  - SD-WAN Edge Device v2

#### SD-WAN Edge Device v2

Details

Characteristic	Characteristic value
CPE Model	ISR
CPE Type	Physical
Routing	Base
WAN Optimization	Base

Showing 1-4 of 4

1

20 rows per page

- h. After updating the characteristic value, click on the **Review** button in the top right.
1. The review page shows the Order Line Items and pricing information.
  2. Ignore the information message for the 'Compatibility Rule.'

- ii. Click on the **Submit** button to submit the Order.
  1. A pop-up returns the OrderNumber.
  2. Click on **View Orders** to continue.

**New product order**

Account: Funco Intl | Contact: Sarah Johnson

Progress: Create order (1) | Select products (2) | Configure products (3) | Review order (4)

Order summary

No compatibility rule defined for orderline item specifications.

Back Submit

Number	Product offering	Product specification	Ordered quantity	Location	Monthly recurring charges per unit	Non recurring charges per unit	Total price
Location: 3000 Main Street, Santa Clara, CA (3) Show all							
ORDL0001474	Premium SD-WAN Offering v2	SD-WAN Controller	1	3000 Main Street, Santa Clara, CA	\$63.3496	\$0.00	\$63.3496
ORDL0001473	Premium SD-WAN Offering v2	SD-WAN Service Package v2	1	3000 Main Street, Santa Clara, CA	\$633.4963	\$1,266.9926	\$1,900.4889
ORDL0001475	Premium SD-WAN Offering v2	SD-WAN Edge Device v2	1	3000 Main Street, Santa Clara, CA	\$0.00	\$0.00	\$0.00

Showing 1-1 of 1

20 rows per group

**Order summary**

Monthly Recurring Charges \$696.8459

Non Recurring Charges \$1,266.9926

Total Price \$1,963.8385

**New product order**

Account: Funco Intl | Contact: Sarah Johnson

Progress: Create order (1) | Select products (2) | Configure products (3) | Review order (4)

Order summary

No compatibility rule defined for orderline item specifications.

Back Submit

Number	Product offering	Product specification	Ordered quantity	Location	Monthly recurring charges per unit	Non recurring charges per unit	Total price
Location: 3000 Main Street, Santa Clara, CA (3) Show all							
ORDL0001474	Premium SD-WAN Offering v2	SD-WAN Controller	1	3000 Main Street, Santa Clara, CA	\$63.3496	\$0.00	\$63.3496
ORDL0001473	Premium SD-WAN Offering v2	SD-WAN Service Package v2	1	3000 Main Street, Santa Clara, CA	\$633.4963	\$1,266.9926	\$1,900.4889
ORDL0001475	Premium SD-WAN Offering v2	SD-WAN Edge Device v2	1	3000 Main Street, Santa Clara, CA	\$0.00	\$0.00	\$0.00

Showing 1-1 of 1

20 rows per group

**Order submitted!**

The order number is ORD0001094

View orders

**Order summary**

Monthly Recurring Charges \$696.8459

Non Recurring Charges \$1,266.9926

Total Price \$1,963.8385

## Section 5.2 View and Approve Order

1. Continue as **Mike Davis**, the *Fulfilment Manager*.
2. In the **Workspace > Customer Orders > All** list, identify the Order submitted in the previous section and **click** on its number to open it.

Number	Short description	State	Account	Contact	Consumer	Order date	Total price
ORD0001094		New	Funco Intl	Sarah Johnson	(empty)	2023-09-12 15:40:42	\$1,963.8385
ORD0001092		New	Funco Intl	Sarah Johnson	(empty)	2023-08-31 15:42:07	\$1,960.6078
ORD0001091		Draft	Funco Intl	Sarah Johnson	(empty)	2023-08-16 11:07:38	\$0.00
ORD0001090		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-16 11:05:21	\$0.00
ORD0001089		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-16 11:03:16	\$0.00
ORD0001088		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-15 19:31:32	\$0.00
ORD0001087		Draft	Funco Intl	Sally Thomas	(empty)	2023-08-15 19:30:16	\$0.00
ORD0001086		Draft	Funco Intl	Sarah Johnson	(empty)	2023-08-15 19:28:14	\$0.00
ORD0001085		In progress	Funco Intl	Sarah Johnson	(empty)	2023-07-19 13:41:18	\$0.00
ORD0001084		New	Funco Intl	Sarah Johnson	(empty)	2023-07-19 13:21:51	\$0.00
ORD0001083		Acknowledged	Funco Intl	Sally Thomas	(empty)	2023-07-19 13:16:41	\$0.00
ORD0001082		Acknowledged	Funco Intl	Sally Thomas	(empty)	2023-07-18 08:47:14	\$0.00
ORD0001081		In progress	Funco Intl	Sally Thomas	(empty)	2023-07-18 10:20:26	\$0.00
ORD0001080		In progress	Funco Intl	Sarah Johnson	(empty)	2023-07-18 08:56:43	\$1,960.6078
ORD0001079		In progress	Funco Intl	Sally Thomas	(empty)	2023-07-17 03:42:40	\$25.00
ORD0001078		Completed	Funco Intl	Sally Thomas	(empty)	2023-07-17 03:28:57	\$25.00
ORD0001077		Completed	Funco Intl	Sally Thomas	(empty)	2023-07-17 03:18:50	\$25.00
ORD0001076		New	Funco Intl	Sally Thomas	(empty)	2021-10-10 08:13:59	\$569.00
ORD0001075		Revision in progress	Funco Intl	Sally Thomas	(empty)	2023-07-17 00:51:25	\$25.0001
ORD0001074		Completed	Funco Intl	Sally Thomas	(empty)	2023-07-17 00:25:49	\$25.00

3. On the **Details** tab, observe the following –
  - a. Account for which the Order is raised.
  - b. State of the Order. Is it **New**?
  - c. Version – is it **1**?
  - d. PONR flag (Point of No Return – is it unchecked?)
  - e. Revision Operation – is it **None**?
  - f. Priority value (Evaluated and assigned)

ORD0001097

Details

Order Orchestration

Order Line Items (3)

Approve

Reject

Validate Related Items

Re-calculate

Save

Customer Order

Number

ORD0001097

Account

Funco Intl

Contact

Sarah Johnson

Order date

2023-09-13 10:41:53

PONR

Order type \*

Product

State

New

Fulfillment type \*

Deliver

Priority

3 - Moderate

Revision operation

None

Contract

Total price

USD (\$)1,900.4889

Pricing

Non Recurring Charges

USD (\$)1,266.9926

Monthly Recurring Charges

USD (\$)633.4963

Dates

Expected start date

Actual start date

Compose

Type your Comments here

Everyone can see this comment

Post Comments

Activity

sapankumar.behera@snc

Field changes • 2023-09-12 22:12:17

State New was Draft

sapankumar.behera@snc

Additional comments • 2023-09-12 22:12:14

No compatibility rule defined for orderline item specifications.

sapankumar.behera@snc

Field changes • 2023-09-12 22:12:10

Monthly Recurring Charges £507.4362 was £0.00

Non Recurring Charges £1,014.8724 was £0.00

sapankumar.behera@snc

Field changes • 2023-09-12 22:11:53

Fulfillment type Deliver

Non Recurring Charges £0.00

Monthly Recurring Charges £0.00

Version 1

21

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- The **Order Line Items** tab shows the line items submitted as part of this Order. Check that the priority value is assigned to each order line item. The highest priority value for the order line items is assigned to customer orders.

For example, For the ORD0001097, the highest Order line-item priority is **Moderate**, and hence, the customer order priority field gets the **Moderate** value.

ORD0001097

Details

Order Orchestration

Order Line Items (3)

Approve

Reject

Validate Related Items

Re-calculate

Save

...

Order Line Items 3

Last refreshed 7m ago.

🔄

🔍

📄

Quality Order

Revise Order Line

New

<input type="checkbox"/>	Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit	Non recurring charges per unit
	ORDL0001483	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	New	ORDL0001482	£0.00	£0.00
	ORDL0001482	SD-WAN Service Package v2	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	New	(empty)	£507.4362	£1,014.8724
	ORDL0001484	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	New	ORDL0001482	£0.00	£0.00

- Navigate back to the **Details** tab of the Order and click on the **Approve** action button on the top right.

Notice the Order state changes from **New** to **Acknowledged** to **In Progress**.

**Note:** Orders can be auto-approved as well. For this lab setup, we will approve the Order manually.

ORD0001097

[Approve](#)
[Reject](#)
[Validate Related Items](#)
[Re-calculate](#)
[Save](#)
[...](#)

Details Order Orchestration Order Line Items (3)

Customer Order

Number

ORD0001097

Account

Funco Intl

Contact

Sarah Johnson

Order date

2023-09-13 10:41:53

PONR

Order type \*

Product

State

New

Fulfillment type \*

Deliver

Priority

3 - Moderate

Version

1

Revision operation

None

Contract

Total price

USD (\$1,900.4889)

Non Recurring Charges

USD (\$1,266.9926)

Monthly Recurring Charges

USD (\$633.4963)

Dates

Expected start date

Actual start date

Compose

Type your Comments here

Post Comments

Activity

sapankumar.behera@snc

Field changes • 2023-09-12 22:12:17

State: New was Draft

sapankumar.behera@snc

Additional comments • 2023-09-12 22:12:14

No compatibility rule defined for orderline item specifications.

sapankumar.behera@snc

Field changes • 2023-09-12 22:12:10

Monthly Recurring Charges £507.4362 was £0.00

Non Recurring Charges £1,014.8724 was £0.00

sapankumar.behera@snc

Field changes • 2023-09-12 22:11:53

Fulfillment type Deliver

Non Recurring Charges £0.00

Monthly Recurring Charges £0.00

Version 1

## Section 5.3 View the priority value on decomposed orders and order tasks.

After the Order is approved, the decomposition process kicks off, the domain orders are created, and sub-flows required for the fulfillment process are triggered to create order tasks.

The Priority value is assigned to the decomposed orders and order tasks so that Order Fulfillment agents can refer to the priority field to plan the work.

1. To view the priority value on domain orders and order tasks, select the **Order Line-Item** number on the Order Line Items list form.

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item	Monthly recurring charges per unit	Non recurring charges per unit
ORDL0001483	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	In progress	ORDL0001482	£0.00	
ORDL0001482	SD-WAN Service Package v2	3000 Main Street, Santa Clara, CA	1	Add	4 - Low	In progress	(empty)	£507.4362	£1,014
ORDL0001484	SD-WAN Edge Device v2	3000 Main Street, Santa Clara, CA	1	Add	3 - Moderate	In progress	ORDL0001482	£0.00	

2. On the Order Line-Item form, navigate to the **Order Tasks** tab. This tab shows all the domain orders and order tasks created for the Order line item. Notice the **Priority** value is assigned to all the domain orders and Order tasks.

Number	Short description	Priority	State	Assignment group	Assigned to
OMTASK000002225	Perform Order Validation	4 - Low	In progress	(empty)	(empty)
PO0001512	Product Order for SD-WAN Service Package v2	4 - Low	In progress	(empty)	(empty)
RO0002171	Resource Order for FEC	4 - Low	Draft	(empty)	(empty)

**Note:** In the current version, the order line-item priority value is propagated from the Order line item to all the Decomposed orders and from decomposed orders to corresponding order tasks. If you update the priority value of a decomposed order, the priority of the related order tasks will also change.

## Section 5.6 Recalculate Order priority.

Order Priority is calculated and assigned at the time of the creation of customer orders, order line items, domain orders, and order tasks. But in the real world, the priority of these orders and tasks might change during the order fulfillment. For example, an order created with Moderate priority might require attention on priority if it nears the committed due date.

To re-assess the priority during the order fulfillment process, select the "Recalculate" UI action on the customer order form. The system will re-evaluate all the decision tables to calculate the new priority for the Order.

The screenshot displays the ServiceNow Customer Order form for order ORD0001097. The form is divided into several sections: Details, Order Orchestration, and Order Line Items (3). The Details section includes fields for Number (ORD0001097), Account (Funco Intl), Contact (Sarah Johnson), Order date (2023-09-13 10:41:53), Order type (Product), State (In progress), Fulfillment type (Deliver), Priority (3 - Moderate), Version (1), and Revision operation (None). The Pricing section shows Non Recurring Charges (USD \$1,266.9926) and Monthly Recurring Charges (USD \$633.4963). The Dates section is also visible. On the right side, there is a Compose section for adding comments and an Activity section showing a list of system and user actions. The 'Re-calculate' button is highlighted in the top right corner of the form.

**Note:** In the lab setup, you mightn't see the priority value changing for the orders as the underlying customer, product, order line action, and urgency values haven't changed. But this feature is helpful for orders running for a few days or might have gone through inflight revisions.

**Congratulations! You have completed this lab.**