

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://LAB1743-65f1233-001.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.

LAB1743 : Building complex order fulfillment workflows with Order Management

Shashank Inamdar
Product Manager

Shubham Mittal
Product Manager

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This presentation may contain “forward-looking” statements that are based on our beliefs and assumptions and on information currently available to us only as of the date of this presentation. Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause actual results to differ materially from those expected or implied by the forward-looking statements. Further information on these and other factors that could cause or contribute to such differences include, but are not limited to, those discussed in the section titled “Risk Factors,” set forth in our most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q and in our other Securities and Exchange Commission filings. We cannot guarantee that we will achieve the plans, intentions, or expectations disclosed in our forward-looking statements, and you should not place undue reliance on our forward-looking statements. The information on new products, features, or functionality is intended to outline our general product direction and should not be relied upon in making a purchasing decision, is for informational purposes only, and shall not be incorporated into any contract, and is not a commitment, promise, or legal obligation to deliver any material, code, or functionality. The development, release, and timing of any features or functionality described for our products remains at our sole discretion. We undertake no obligation, and do not intend, to update the forward-looking statements.

Your Lab Guides Today



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Shubham Mittal

TMT Product Manager

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



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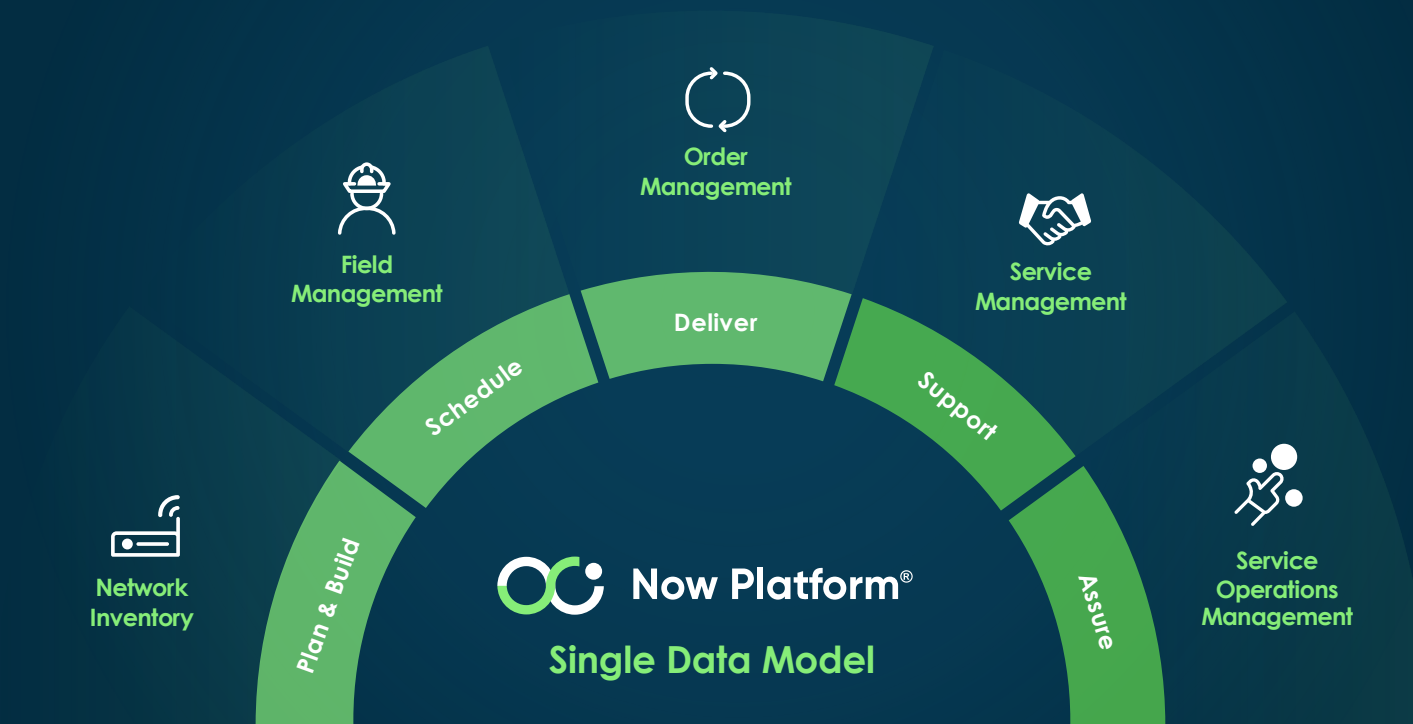
Shashank Inamdar

TMT Product Manager

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

Automation designed for Telecom

Streamline the entire end-to-end service experience



 Service aware CMDB

 Enterprise cloud

 Single code base

 Industry standards

 ESG



Order to Assure workflows on one 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

USE CASE Broadband Order Fulfilment

LAB 1743 - Introduction



Flash Telecom

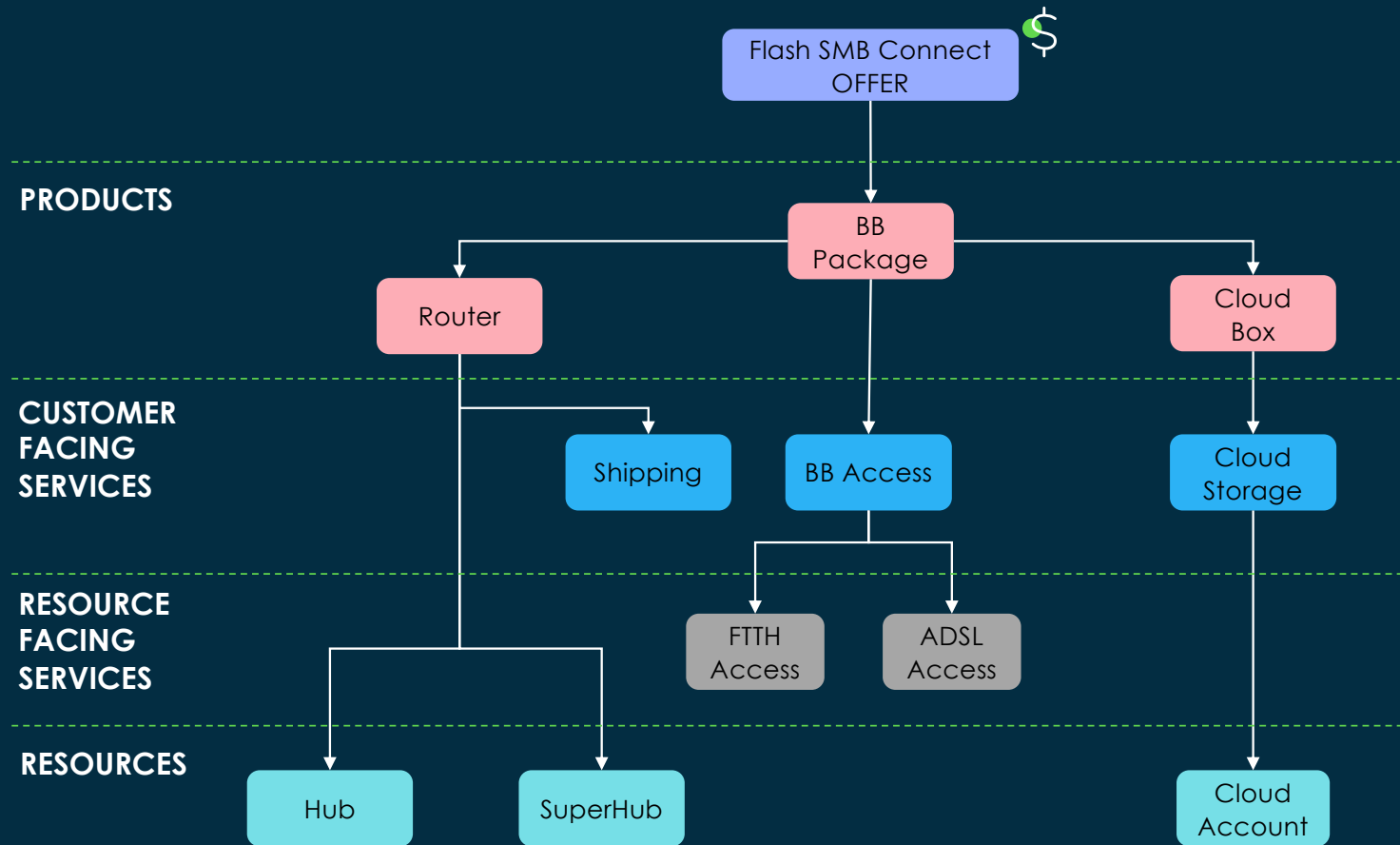
- Flash Telecom is a Service Provider offering Broadband Connectivity and Digital Services to Small-Medium Businesses
- The Service Provider has selected ServiceNow Order Management App to automate complex fulfillment and improve Agent experience.



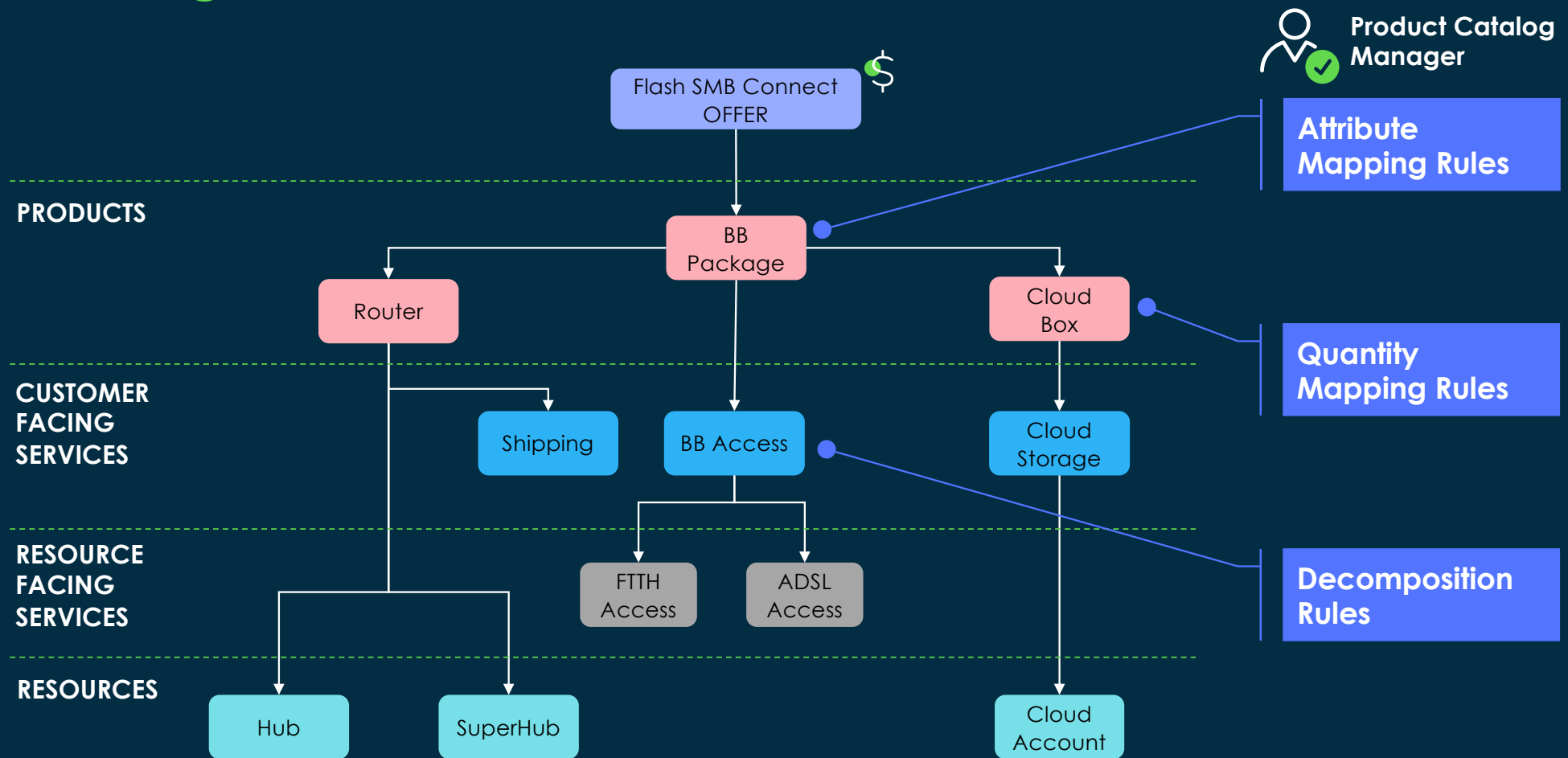
Las Vegas Pharmacy

- 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'

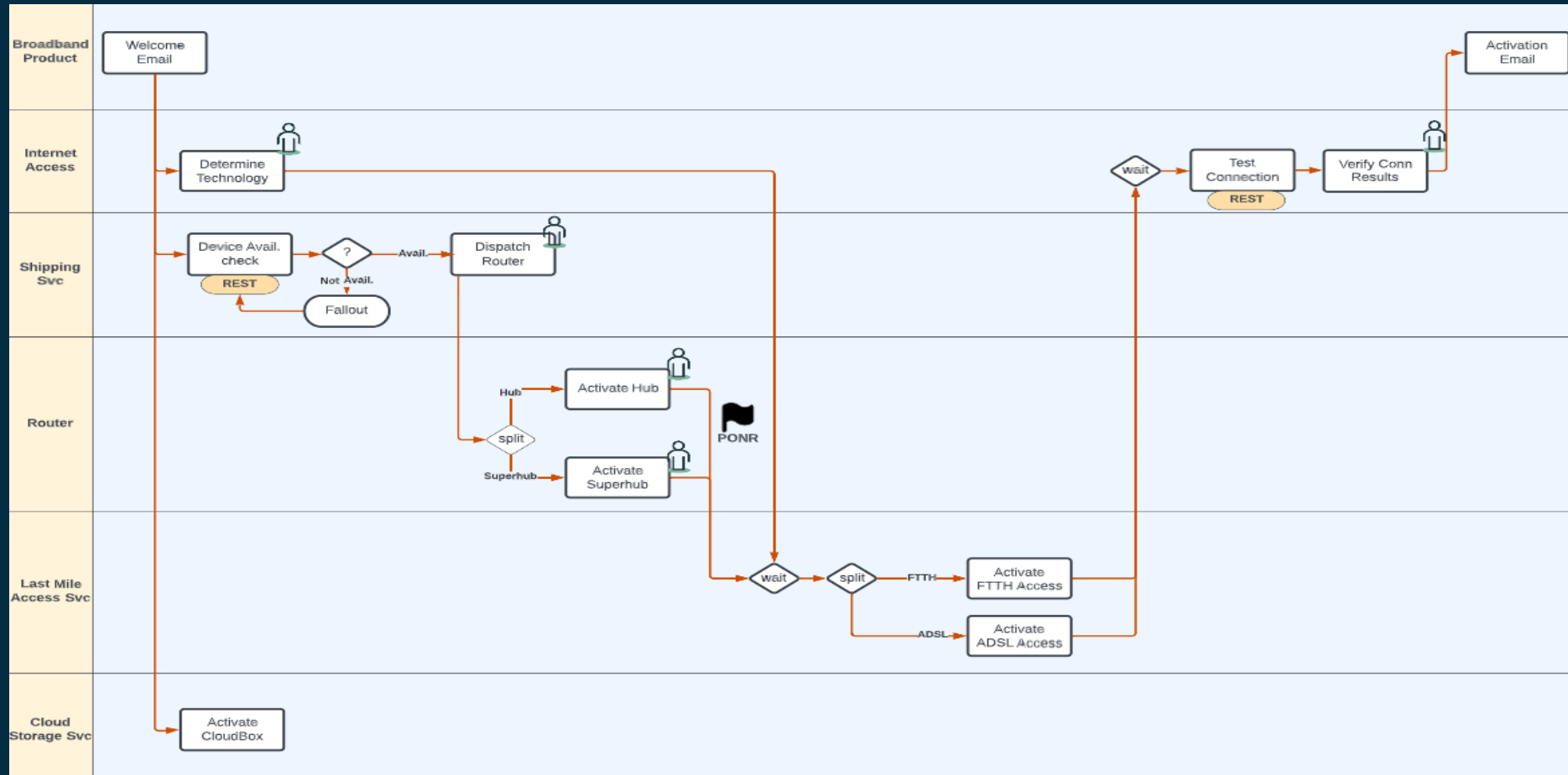
Catalog Model Flash Telecom Broadband Offer



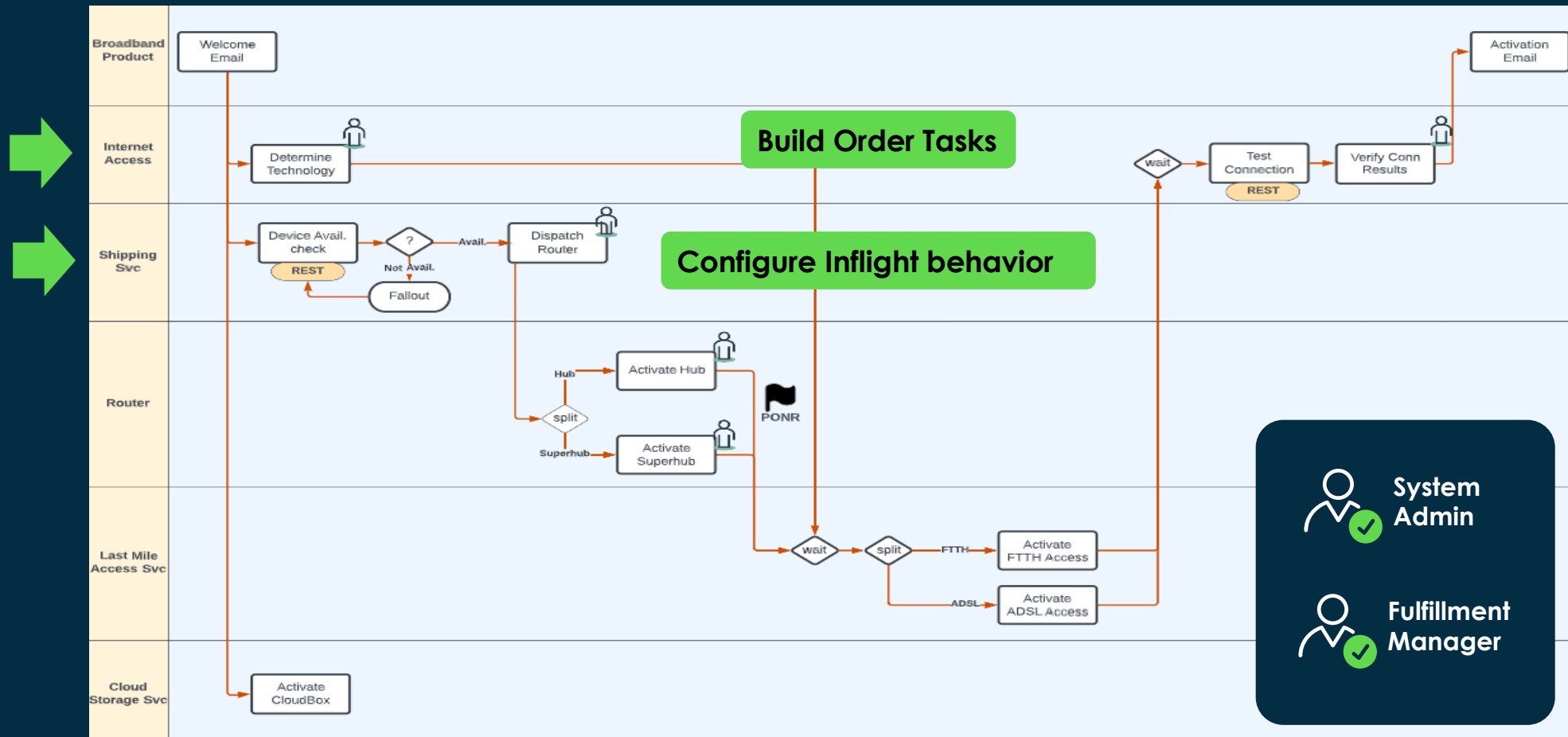
Catalog Model Lab work



Order Orchestration ⚡ Flash Telecom Fulfilment Journey



Order Orchestration Lab work



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

A photograph of two young women walking on a city street. The woman on the left has long blonde hair and is wearing a dark jacket, smiling broadly. The woman on the right has dark hair and is wearing a striped shirt and a shawl, also smiling. A hand is visible in the foreground on the left, reaching towards the camera. The background shows a blurred city street with trees and buildings.

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Thank you

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Appendix

Lab Guide via Knowledge Session Catalog (example)

[← Back to Session Catalog](#)

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Lab: Mobile 201: Boost usage and adoption of your mobile apps




Lab: Mobile 201: Boost usage and adoption of your mobile apps

Join this hands-on lab to learn how you can personalize ServiceNow® Mobile apps with new features like internal app theming, custom icon sections, and banners so that your employees feel like everything was designed and built for them. You'll also discover how you can take advantage of mobile features such as Mobile Publishing, User Experience Analytics, campaigns, and notifications to deliver higher employee engagement and productivity with your mobile apps.


Speakers


**David Ha**
Sr Product Manager,
ServiceNow

**Kartikeya Kaul**
Sr Mgr, Inbound Product
Mgmt, ServiceNow

Session Full Wednesday, May 17 | 12:30 PM - 2:10 PM PDT | Galileo 1005 - Level 1

Resources

 LAB1583_Mobile 201.pdf



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Reserve Instance

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Reserve instance link
opens this page

Welcome to
SHM: 3-May-2023 LAB1743 - K23 - Template

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Register for Lab

Enter code provided
by the instructor

Please enter the reservation code provided to you by the instructor or class representative.

XXXXX

Complete Registration

Resource

Address

Username

Password

Primary ServiceNow Instance

<https://LAB1743-655454901.lab.service-now.com>

admin

SZbRV7LtMK

Magic Link