

Quantity Support

Lab 4.0

30 minutes

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Lab objectives

You will achieve the following objectives:

- Define quantity mapping
- Create a product order with line item quantity
- Decompose a product order to have required domain orders using quantity mapping
- Revise an in-flight order's line item quantity

Introduction

With the Quantity Support feature, ServiceNow Order Management can create and decompose an order with multiple instances of the same products/services captured within an order line item. For example, the customer may submit an order to have five SD-WAN Edge Devices within an order. To support multiple quantities, the system will create a separate domain order for each quantity and trigger the fulfillment flow for each domain order.

This feature also supports a characteristic based quantity scenario. In this case, a characteristic value decides the number of domain orders to be created. For example, suppose the customer

has submitted an order to have a Premium SLA for a connectivity service. In that case, the system will create two domain orders for access connections, one for primary and another for backup.

Scenario

In this exercise, you will review a product offering in the catalog with quantity mapping to support a quantity characteristic use case. You will create a product order with an order line item quantity to see how the Quantity Support feature creates the separate domain orders and product inventory records for each instance.

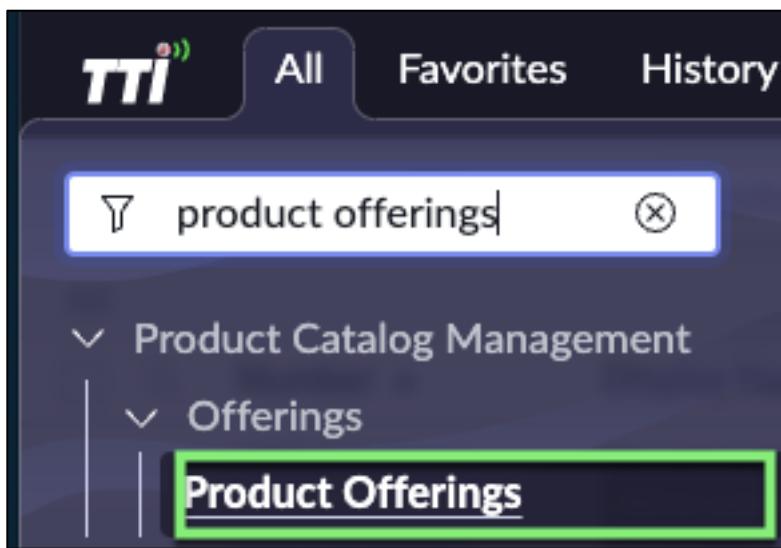
Section 1.0 Review quantity mapping configuration

Section 1.1 Review quantity mapping configuration for a sample product specification in the product catalog

This section will review a sample product offering Premium SD-WAN Offering v2 available in the product catalog demo data.

The Premium SD-WAN product offering is associated with the SD-WAN service package, which relates to three other product specifications. Review the specification relationships and decomposition rules from the SD-WAN Edge Device product specification to other service specifications.

1. Log in to the student lab instance as the **System Administrator**.
2. Navigate to All > Product Catalog Management > Offerings > Product Offerings.



3. Select the Premium SD-WAN v2 offering's number **PRDOF00007**.

	Number	Display Name	Version	Product Specification	Monthly Recurring Charges	Non Recurring Charges	Contract Term	State	Start Date	End Date
	PRDOF00001	Premium Unlimited mobile plan	1	Mobile Plan	\$59.00	\$0.00	12 months	Published	2021-09-29	2026-09-29
	PRDOF00002	All in one mobile plan starting from \$39...	1	Mobile Plan	\$39.00	\$0.00	24 months	Published	2021-09-29	2026-09-29
	PRDOF00003	All in one mobile plan starting from \$49...	1	Mobile Plan	\$49.00	\$0.00	24 months	Published	2021-09-29	2026-09-29
	PRDOF00004	Premium SD-WAN Offering	1	SD-WAN Service Package	\$500.00	\$1,000.00	12 months	Published	2022-08-08	2027-09-07
	PRDOF00005	SD-WAN Gold Plan	1	SD-WAN Service Package	\$500.00	\$1,000.00	12 months	Published	2021-10-31	2026-11-30
	PRDOF00006	SD-WAN Bronze Plan	1	SD-WAN Service Package	\$500.00	\$1,000.00	12 months	Published	2021-10-31	2026-11-30
	PRDOF00007	Premium SD-WAN Offering v2	2	SD-WAN Service Package v2	\$500.00	\$1,000.00	12 months	Published	2023-12-02	2028-12-31
	PRDOF01002	Connectivity Offering	1	Connectivity	\$100.00	\$75.00	Not Applicable	In Draft	2022-08-22	

Note: The Premium SD-WAN Offering v2 is associated with the SD-WAN Service package product specification.

4. Select the **Preview this record (i)** icon to the right of the Product Specification field.

The screenshot shows the 'Product Offering' record for 'Premium SD-WAN Offering v2'. The 'Product Specification' field is expanded, revealing the details of the 'SD-WAN Service Package v2' record. The 'Open Record' button for this sub-record is highlighted with a green box. Other fields visible include 'Number', 'Name', 'Version', 'Display Name', 'Offering Catalog', 'Distribution Channel', 'Start Date', 'End Date', and 'Owner'.

5. Select **Open Record**.

- Select the **Specification Relationships** related list (tab) to view the other three child product specifications.

The screenshot shows a table with columns: Target Type, Target Specification, Relationship Type, Mandatory, Minimum Quantity, Default Quantity, and Maximum Quantity. The rows represent relationships between the source specification and three target specifications: SD-WAN Security v2, SD-WAN Controller, and SD-WAN Edge Device v2. The Maximum Quantity column for SD-WAN Edge Device v2 is highlighted with a green border.

Specification Relationships (3)							
	Target Type	Target Specification	Relationship Type	Mandatory	Minimum Quantity	Default Quantity	Maximum Quantity
Source Specification = SD-WAN Service Package v2							
<input type="checkbox"/>	Product Specification	SD-WAN Security v2	Bundles	false	1	1	1
<input type="checkbox"/>	Product Specification	SD-WAN Controller	Bundles	true	1	1	1
<input type="checkbox"/>	Product Specification	SD-WAN Edge Device v2	Bundles	true	1	1	1

Note: The Maximum Quantity for SD-WAN Edge Device v2 is defined as "1". This means the system will allow orders with only one instance of SD-WAN Edge Device. For the lab exercise, you will update the Maximum Quantity field to increase the number.

- Select the **Maximum Quantity** field in edit mode.
- Enter **10** and select the **Green Tick** checkmark to save.

The screenshot shows the same table as before, but the Maximum Quantity field for SD-WAN Edge Device v2 has been updated to 10. A green border highlights the cell containing '10'. A green checkmark icon is visible in the row header area, indicating the change was saved successfully.

Specification Relationships (3)							
	Target Type	Target Specification	Relationship Type	Mandatory	Minimum Quantity	Default Quantity	Maximum Quantity
Source Specification = SD-WAN Service Package v2							
<input type="checkbox"/>	Product Specification	SD-WAN Security v2	Bundles	false	1	1	1
<input type="checkbox"/>	Product Specification	SD-WAN Controller	Bundles	true	1	1	1
<input type="checkbox"/>	Product Specification	SD-WAN Edge Device v2	Bundles	true	1	10	10

- Select the **SD-WAN Edge Device v2** target specification.
- Select the **Specification Relationship** related list (tab) to view the relationship between two service specifications and one resource specification.

Target Type	Target Specification	Relationship Type	Mandatory	Minimum Quantity	Default Quantity	Maximum Quantity
Resource Specification	Customer Premise SD-WAN Router	Requires	true	1	1	1
Service Specification	SD WAN Optimization Service	Realized as	true	1	1	10
Service Specification	SD-WAN Routing	Realized as	true	1	1	10

Story Mode: You will now open each specification relationship record for the two service specifications to view the Quantity Mapping.

11. Select the **Preview this item (i)** icon to the left of SD-WAN Optimization Service.

Target Type	Target Specification	Relationship Type	Mandatory	Minimum Quantity	Default Quantity	Maximum Quantity
Resource Specification	Customer Premise SD-WAN Router	Requires	true	1	1	1
Service Specification	SD WAN Optimization Service	Realized as	true	1	1	10
Service Specification	SD-WAN Routing	Realized as	true	1	1	10

12. Select **Open Record** and select **Quantity Mappings** related list (tab) if necessary.

Note: On the Specification Relationship for SD-WAN Edge Device to SD-WAN Optimization Service, the relationship has "WAN Optimization" as the Quantity Characteristic. This means the value of "WAN Optimization" will influence the number of SD-WAN Optimization service orders created during the fulfillment process.

As the "WAN Optimization" characteristic has choice values, Quantity Mapping is used to map an integer value to each option. Therefore if the characteristic value of "WAN Optimization" is "Advance," then two instances of SD-WAN Optimization Service orders will be created during order decomposition.

Characteristic	Value	Quantity
Premium		4
Base		1
Advance		2

13. Select the **Back** arrow to return to the Product Specification screen.
14. Select the **Preview this item (i)** icon to the left of the SD-WAN Routing service specification.

Characteristic	Value	Quantity
Router	Requires	1
Switch	Realized as	1
Firewall	Realized as	1

15. Select **Open Record** and select **Quantity Mappings** related list (tab) if necessary.

Note: On the Specification Relationship for SD-WAN Edge Device v2 to SD-WAN Routing, the relationship has "Routing" as the Quantity Characteristic. This means

the value of "Routing" will influence the number of SD-WAN Routing service orders created during the fulfillment process.

It also has Quantity Mappings to map different choice values to an integer; therefore, if the characteristic value of "Routing" is "Premium", then four instances of SD-WAN Routing service orders will be created during order decomposition.

Option	Quantity
Premium	4
Advanced	2
Base	1

Section 2.0 Create and decompose a product order

Section 2.1 Create and decompose an SD-WAN product order

In this section, you will create a new SD-WAN product order for the SD-WAN premium offering from the API payload available in the **SD-WAN Edge quantity payload** file. This payload has an order request for three instances of the SD-WAN Edge Device. The quantity attribute for the SD-WAN Edge Device order line item is "3".

1. Navigate to **All > System Web Services > REST > REST API Explorer**.
2. Select **Explore**.

3. Select the following options:

- Namespace: **sn_ind_tmt_orm**
- API Name: **Product Order Open API**
- API Version: **latest**

REST API Explorer

Namespace: sn_ind_tmt_orm

API Name: Product Order Open API

API Version: latest

Create Order

POST https://sd-nov-131-feb22brn669-001.lab.service-now.com/api/sn_ind_tmt_orm/productorder

Prepare request

Query parameters

Add query parameter

List Product Order (GET)

Create Order (POST)

Get Product Order (GET)

Patch Order (PATCH)

4. Select the **Create Order (POST)** link.

5. Select the **Raw** tab from the Request Body section.

6. Copy and paste all content from the **SD-WAN Edge quantity payload** file to the **Raw** body field.

Required Resources: The SD-WAN Edge quantity payload file is located in a separate document next to this lab in Now Learning.

File Name: SDWAN_Create_PO_Tokyo

7. Select **Send**.

Request Body

Builder **Raw**

```

{
  "id": "100",
  "relationshipType": "HasParent"
}
{
  "@type": "ProductOrderItem"
}
{
  "relatedParty": [
    {
      "id": "eaf68911c35420105252716b7d40ddde",
      "name": "Sally Thomas",
      "@type": "RelatedParty",
      "referenceType": "CustomerContact"
    }
  ]
}

```

Send

8. Select **OK** to confirm the modification of data.

9. Verify the Status Code from the Response section is successful. It will read **201 – Created**.

The screenshot shows a "Response" panel with the following details:

Response

Status code	201 Created
Execution time (ms)	1584

Headers

Content-Encoding	gzip
Content-Type	application/json
Date	Thu, 03 Mar 2022 04:18:02 GMT
Server	ServiceNow
Server-Timing	sem_wait;dur=0, sesh_wait;dur=0
Transfer-Encoding	chunked
X-Content-Type-Options	nosniff
X-Is-Logged-In	true
X-Transaction-Id	f9084b347402

Response Body

```
{
  "requestedCompletionDate": "2021-05-02T08:13:59.506Z",
  "requestedStartDate": "2020-05-03T08:13:59.506Z",
  "orderDate": "2020-05-03T08:13:59.506Z",
  "externalId": "123456",
  "note": [
    {
      "id": "1",
      "author": "Jean Pontus",
      "date": "2019-04-30T08:13:59.509Z",
      "text": "This is a TMF product order illustration"
    }
  ]
}
```

10. Navigate to **All > Customer Order Management > Workspace > Configurable Workspace Home**.

11. Select the **List** icon.

The screenshot shows the "CSM/FSM Configurable Workspace" home page with the following interface elements:

- Top navigation bar: All, Favorites, History, Workspaces, Admin.
- Header: CSM/FSM Configurable Workspace
- Left sidebar icons: Home, List (highlighted with a green box), and others.
- Main content area:
 - Welcome message: Hello, System!
 - Text: Get a little help monitoring your work with your personal home page.

12. Advance to **Customer Orders** and select **All**.

13. Select the newly created order from the list.

Note: A newly created order will have a State of "New."

Note: You may need to add the **Created** and **Created by** columns to the list view.

Lists		All [22]								
		Last refreshed just now.								
		Number	Account	Contact	Order Type	State	Created	Created by	Monthly Recurring Charges	Non Recurring Charges
		ORD0000006	Funco Intl	Sally Thomas	Service	Completed	2024-02-29 11:25:49	admin	\$0.00	\$0.00
		ORD0000005	Funco Intl	Sally Thomas	Product	Completed	2024-02-27 19:44:11	admin	\$15.8947	\$3.9737
		ORD0000004	Funco Intl	Sally Thomas	Product	Completed	2022-12-14 11:20:08	admin	\$40.00	\$5.00
		ORD0001016	Funco Intl	Sally Thomas	Product	New	2022-08-22 18:30:38	admin	\$0.00	\$1,199.0333
		ORD0001015	Funco Intl	Sally Thomas	Product	In Progress	2022-08-22 18:18:53	admin	\$0.00	\$1,199.0333
		ORD0001014	Funco Intl	Sally Thomas	Product	In Progress	2022-08-22 18:00:00	admin	\$0.00	\$1,199.0333
		ORD0001013	Funco Intl	Sally Thomas	Product	New	2022-08-22 17:54:44	admin	\$0.00	\$1,199.0333
		ORD0001012	Funco Intl	Sally Thomas	Product	New	2022-08-22 15:22:16	admin	\$40.00	\$5.00
		ORD0001011	Funco Intl	Sally Thomas	Product	New	2022-08-22 15:04:50	admin	\$40.00	\$5.00
		ORD0001010	Funco Intl	Sarah Johnson	Product	New	2022-08-22 14:58:39	admin	\$0.00	\$1,257.2541
		ORD0001009	Funco Intl	Sally Thomas	Product	New	2022-08-22 14:53:11	admin	\$40.00	\$5.00
		ORD0001008	Funco Intl	Sally Thomas	Product	New	2022-08-22 14:11:18	admin	\$40.00	\$5.00
		ORD0001007	Funco Intl	Sally Thomas	Product	In Progress	2022-08-22 13:25:48	admin	\$40.00	\$5.00
		ORD0001006	Funco Intl	Sally Thomas	Product	New	2022-08-22 13:25:48:11	admin	\$40.00	\$5.00
		ORDL000100K	Funco Intl	Sally Thomas	Product	New	2022-08-22 13:25:48:5	admin	\$40.00	\$5.00

14. Select the **Order Line Items** related list (tab).

Note: The ordered quantity for SD-WAN Edge Device v2 is "3".

List		ORD0001016	Order Line Items [4]								
		Details	Order Orchestration								
		Order Line Items [4]	Last refreshed just now.								
		ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX		1	Add	New	ORDL0001058		
		ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX		3	Add	New	ORDL0001058		
		ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX		1	Add	New	(empty)		
		ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX		1	Add	New	ORDL0001058		

15. Select **Approve**.

Note: This approves the order and triggers the order decomposition process.

16. Select **Refresh List**. Once the order line items are "In Progress," select the SD-WAN Edge Device order **number**.

ORD0001016						
Order Line Items (4)		Actions				
Last refreshed just now.						Revised Order Line
Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	ORDL0001058
ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	3	Add	Acknowledged	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	ORDL0001058

17. Select the **Product Orders-related** list (tab).

Note: "3" product orders were created for SD-WAN Edge Device v2 instances.

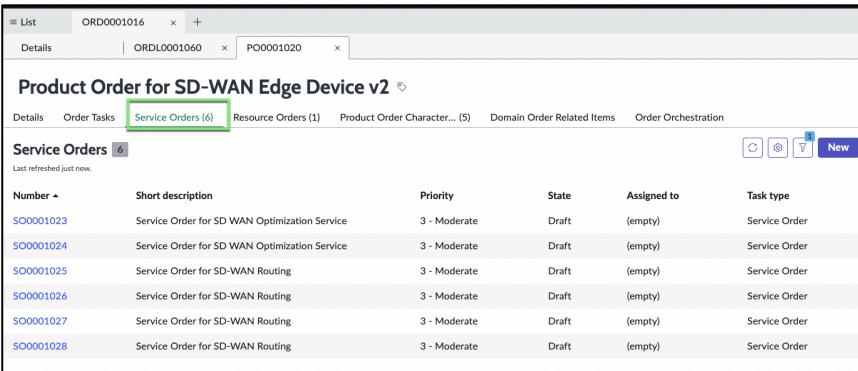
ORDL0001060						
Product Orders (3)		Actions				
Last refreshed just now.						New
Number	Short description	Priority	State	Assignment group	Assigned to	
PO0001020	Product Order for SD-WAN Edge Device v2	3 - Moderate	Draft	(empty)	(empty)	
PO0001021	Product Order for SD-WAN Edge Device v2	3 - Moderate	Draft	(empty)	(empty)	
PO0001022	Product Order for SD-WAN Edge Device v2	3 - Moderate	Draft	(empty)	(empty)	

18. Select one of the product orders to view how it has decomposed to service orders.

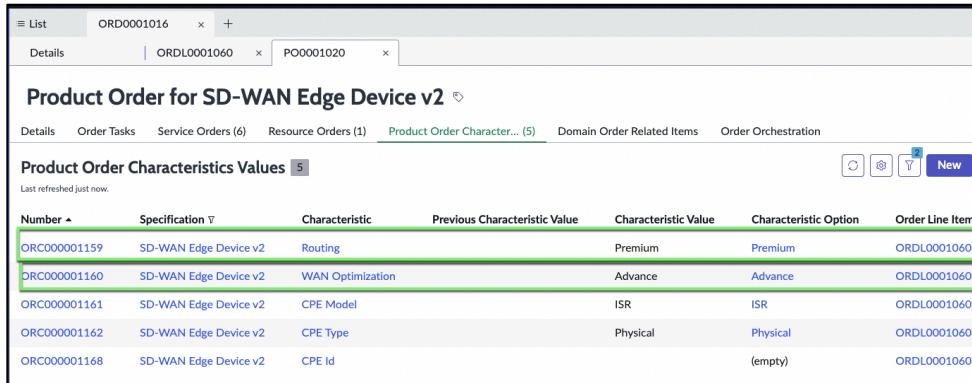
19. Select the **Service Orders** related list (tab).

Note: There are "4" routing service orders created, and "2" SD-WAN optimization service orders are created

This is because the order was submitted with WAN optimization value as "Advance" and "Routing" value as "Premium." As per the quantity mapping we have seen in the product catalog, and the decomposition process created orders matching those values.



20. Select the **Product Order Characteristics Values** related list (tab) and view the value for WAN optimization and Routing characteristics to validate the values.



Section 3.0 Revise order line item quantity

Section 3.1 Revise an in-flight order to revise order line item quantity

The Quantity feature also supports order line item revisions to an in-flight order. When an In-flight order is revised to increase/decrease order line item quantity, the system creates/cancels the number of decomposed orders to match the revised order line item quantity.

In this section, we will first increase the SD-WAN Edge Device v2 quantity from "3" to "5," and later, we decrease the quantity from "5" to "2".

1. Open the same product order referred to in the previous section (section 2, step 13).
2. Select the **checkbox** left of the SD-WAN Edge Device order line item number.

3. Select Revise Order Line.

ORD0001016

Order Line Items (4)

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	ORDL0001058
<input checked="" type="checkbox"/> ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	3	Add	Acknowledged	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Acknowledged	ORDL0001058

4. Select Revise Order Line confirming a revision.

Note: All order line items have moved to the "Revision in progress" state.

ORD0001016

Order Line Items (4)

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058
<input checked="" type="checkbox"/> ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	3	Add	Revision in progress	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058

5. Select the SD-WAN Edge Device v2 order number.

ORD0001016

Order Line Items (4)

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058
<input checked="" type="checkbox"/> ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	3	Add	Revision in progress	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058

6. Select the **Quantity** field and update the ordered quantity to "5".

7. Select **Save**.

Note: After the form is saved, the version updates to "2," and the revision operation also updates.

The screenshot shows the ServiceNow interface for an Order Line Item. The main panel displays the following details:

- Number: ORDL0001060
- Order Type: Product
- State: Revision in progress
- Parent Line Item: ORDL0001058
- Ordered Quantity: 5 (highlighted with a green border)
- Product Offering: Premium SD-WAN Offering v2
- Location: 20220 Bow Willow, Houston, TX
- Version: 2
- Revision Operation: Update

The right side of the screen includes a Compose area for comments and an Attachments section which is currently empty.

8. Select the **Details** tab from the customer order form.

The screenshot shows the ServiceNow interface for a Customer Order. The main panel displays the following details:

- Number: ORD0001013
- Order Type: Product

The right side of the screen includes a Compose area for comments.

9. Select **Approve**.

Note: This UI action approves the revision and retriggers the decomposition. Select Save if you don't see the "Approve" UI action.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058
ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	3	Add	Revision in progress	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	5	Add	Revision in progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001058

10. Select the **Order Line Items** related list (tab).

11. Select the SD-WAN Edge Device v2 order **number**.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item	Monthly Recurring Charges Per Unit	Non Recurring
ORDL0001054	SD-WAN Security	3000 Main Street, Santa Clara, CA	1	Add	In Progress	ORDL0001051	£15.0045	
ORDL0001053	SD-WAN Edge Device	3000 Main Street, Santa Clara, CA	5	Add	In Progress	ORDL0001051	£15.0045	
ORDL0001052	SD-WAN Controller	3000 Main Street, Santa Clara, CA	1	Add	In Progress	ORDL0001051	£0.00	

Note: The system has created two new product orders to have a total of five product orders for five instances of the SD-WAN Edge Device requested. It may take several minutes for the additional product orders to appear.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001020	Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)
PO0001021	Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)
PO0001022	Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)
PO0001023	Product Order for SD-WAN Edge Device v2	3 - Moderate	Draft	(empty)	(empty)
PO0001024	Product Order for SD-WAN Edge Device v2	3 - Moderate	Draft	(empty)	(empty)

Story Mode: You will now submit a revision to this order to reduce the order line item quantity from "5" to "2". In this case, the system will cancel three product orders which are no longer required. The system will update the action field to "Cancel" for these orders.

12. Open the product order referred to in the previous section. Select the **Order Line Items** related list (tab).
13. Select the SD-WAN Edge Device v2 order line item **checkbox**.
14. Select **Revise Order Line**.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001058
ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	5	Add	In Progress	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001058

15. Select **Revise Order Line** confirming the revision.

Note: All order line items have moved to "Revision in progress" state.

16. Select the SD-WAN Edge Device v2 order line item **number**.
 17. Select the **Ordered Quantity** field and update the quantity to "2".
 18. Select **Save**.
- Note:** The version is updated to "3" and the revision operation has been updated.

ORDL0001060

Order Line Item

Number: ORDL0001060
Order Type: Product
State: Revision in progress

Order: ORD0001016
Parent Line Item: ORDL0001058
Ordered Quantity: 2

Product Offering: Premium SD-WAN Offering v2
Location: 20220 Bow Willow, Houston,TX

Product Specification: SD-WAN Edge Device v2
Version: 3

Revision Operation: Update

Compose

Comments: Type your Comments here
Post Comments

Activity

- System Administrator: Field Changes • 2022-08-22 18:54:21
Version 3 was 2
Ordered Quantity 2 was 5
- System Administrator: Field Changes • 2022-08-22 18:53:57
State: Revision in progress was In Progress
- System: System

Attachments

No Attachments Available
Browse

19. Select the **Details** tab of the customer order form.

20. Select **Approve**.

Note: This UI action approves the revision and retriggers the decomposition. Select Save if you don't see the "Approve" UI action.

ORD0001016

Order Line Items (4)

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001060
ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	2	Add	Revision in progress	ORDL0001060
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	Revision in progress	ORDL0001060

21. Select the **Order Line Items** related list (tab).

22. Select the SD-WAN Edge Device order line item **number**.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001061	SD-WAN Security v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001058
ORDL0001060	SD-WAN Edge Device v2	20220 Bow Willow, Houston,TX	2	Add	In Progress	ORDL0001058
ORDL0001058	SD-WAN Service Package v2	20220 Bow Willow, Houston,TX	1	Add	In Progress	(empty)
ORDL0001059	SD-WAN Controller	20220 Bow Willow, Houston,TX	1	Add	In Progress	ORDL0001058

23. Select the **Product Orders-related** list (tab).

24. Select the **Gear** icon and **Edit Columns**.

25. Select **Revision Operation** from Available columns.

26. Select the **Move** (arrow) icon to add Revision Operation to Selected columns.

27. Select **OK**.

28. Select **Save**.

Note: The Revision Operation field has been updated to "Cancel" for three product orders. The remaining two product orders will be in an "Update" state. This means the decomposition process has considered canceling three product orders which are no longer required as per the latest revision submitted.

Short description	Priority	State	Assignment group	Assigned to	Revision Operation
Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)	Cancel
Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)	Update
Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)	Cancel
Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)	Update
Product Order for SD-WAN Edge Device v2	3 - Moderate	Scheduled	(empty)	(empty)	Cancel



Congratulations! You have completed this lab.