

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 / Magic link

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

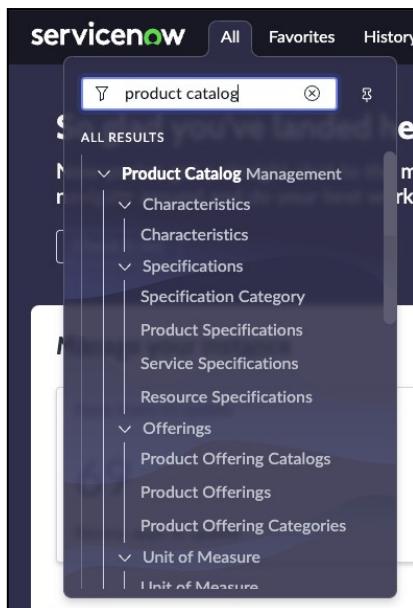
Section 1.1 Login & Validate

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

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

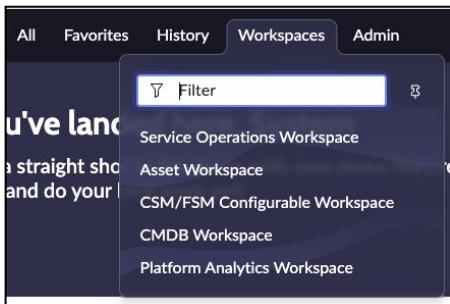
2. Click on **All** and type 'Product Catalog,'

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,itil], welcome to Decision Builder

Create new decision table

Last refreshed 6m ago.

Decision table 27

Name ▾

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

Show 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.

The screenshot shows the ServiceNow Decision Builder interface. At the top, it says "Decision Builder" and "Order Priority Policy by Customer Attributes". It was created on 2022-09-20 at 16:53:23 by Application: Order Management for Telecom, Media & Tech. There are buttons for Properties, Close, Save, and Help.

Inputs:

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

Decision table:

Conditions		Results	
	Rank Tier Account (Account & Rank tier)	+	Rank
1	Strategic Partner		100
2	Valued Partner		80
3	Tactical Supplier		60
4	Excluded Supplier		40

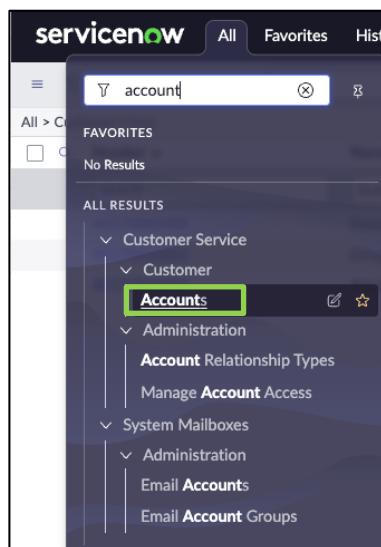
Buttons at the bottom include "Add new decision row", "Show more", and "Add more columns".

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

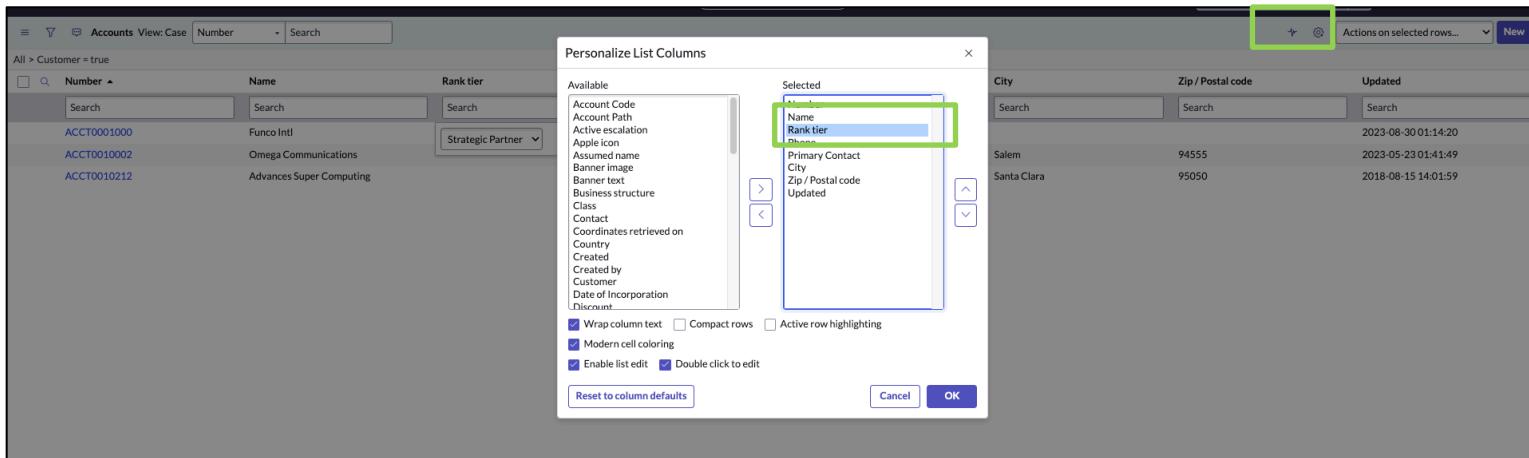
Customization/Extension:

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

7. 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**.

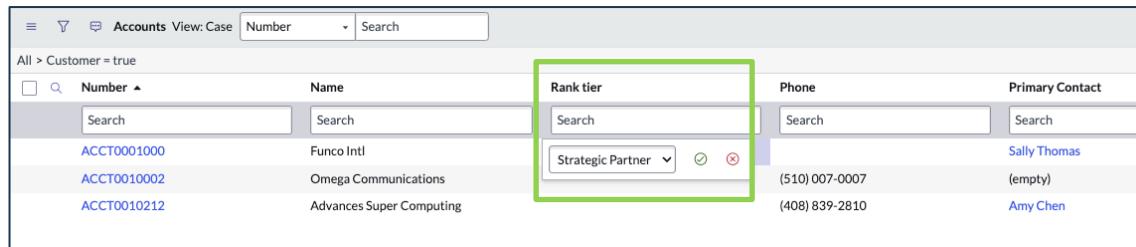


8. Add the **Rank tier** field to the list view using the gear icon and save.



The screenshot shows the 'Accounts View: Case' list page. A green box highlights the 'Actions on selected rows...' button in the top right corner of the list header. A modal window titled 'Personalize List Columns' is open, showing the 'Available' and 'Selected' columns. The 'Selected' column contains 'Name', 'Rank tier', and 'Phone'. At the bottom of the modal, there are checkboxes for 'Wrap column text', 'Compact rows', 'Active row highlighting', 'Modern cell coloring', 'Enable list edit', and 'Double click to edit'. Buttons for 'Reset to column defaults', 'Cancel', and 'OK' are also present.

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



The screenshot shows the 'Accounts View: Case' list page. A green box highlights the 'Rank tier' column for the first account, 'Funco Intl'. The dropdown menu shows 'Search' and 'Strategic Partner' (selected), with a red 'X' button next to it. Other accounts in the list include 'Omega Communications' and 'Advances Super Computing'.

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.

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

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:

- a. You can add and remove additional **columns** to define conditions to support different business scenarios.
- b. 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.

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

Conditions	Results
Order type Order Line Item (Order Line Item ▶ Order Line Action)	Rank
1 Add	100
2 Change	100
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.

The screenshot shows the ServiceNow Decision Builder application. At the top, it says "Decision Builder" and "Order Priority Policy by Specification Attributes". Below that, there's a section for "Inputs" with three entries: "Product Specification" (Reference), "Service Specification" (Reference), and "Product Offering" (Reference). Each entry has a dropdown arrow and a "Mandatory" checkbox. Below the inputs is a "Decision table" with a "Results" column. The table has rows for various offerings and their corresponding specifications and ranks:

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

[Add an input](#)

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

Conditions

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

[Add new decision row](#)

Show more

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

[Add an input](#)

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

Conditions

	Product Offering Product Offering	Service Specification Service Specification	Product 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	Managed Firewall Service	Mobile Plan	80
6		Mobile Data Service		60
7				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 the 'Order Priority Policy by Urgency' policy. At the top, it displays the policy name, creation date (2022-09-20 16:57:35), application (Order Management for Telecom, Media & Tech), and various navigation buttons like Properties, Close, Save, and Undo.

Inputs: A table showing one input: 'Order Line Item' of type 'Reference' pointing to 'Order Line Item [sn_ind_tmt_orm_order_line_item]'. There is also a button to 'Add an input'.

Decision table: A table mapping conditions to results. The conditions column lists six time ranges from 'before Tomorrow' to 'after This year'. The results column lists ranks: 100, 80, 60, 50, 40, and 20 respectively. A '+' icon is available to add new rows.

Conditions	Results
before Tomorrow	100
between Tomorrow and This week	80
between This week and This month	60
between This month and Next month	50
between Next month and This year	40
after This year	20

Showing 1-6 of 6 | Add new decision row | Show more

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

Customization/Extension:

- a. 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.
- b. 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.

```

1: (function executeRule(current, previous /*null when async*/) {
2:
3:     var priority = new sn_ind_tmt_orm.PriorityUtil().getPriorityFromDT(current);
4:
5:     current.priority = priority;
6:
7: })(current, previous);

```

Name	Recorded at	State	Source	Reverted from
sys_script_b64ef2115b2d5510235d85cced81c7f7	2022-09-13 11:53:00	Current	Update Set: Default	(empty)
sys_script_b64ef2115b2d5510235d85cced81c7f7	2022-09-09 16:27:38	Previous	Update Set: Default	(empty)
sys_script_b64ef2115b2d5510235d85cced81c7f7	2022-08-25 09:45:42	Previous	Store Application: Order Management for Telecom, Media & Tech	(empty)

- 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

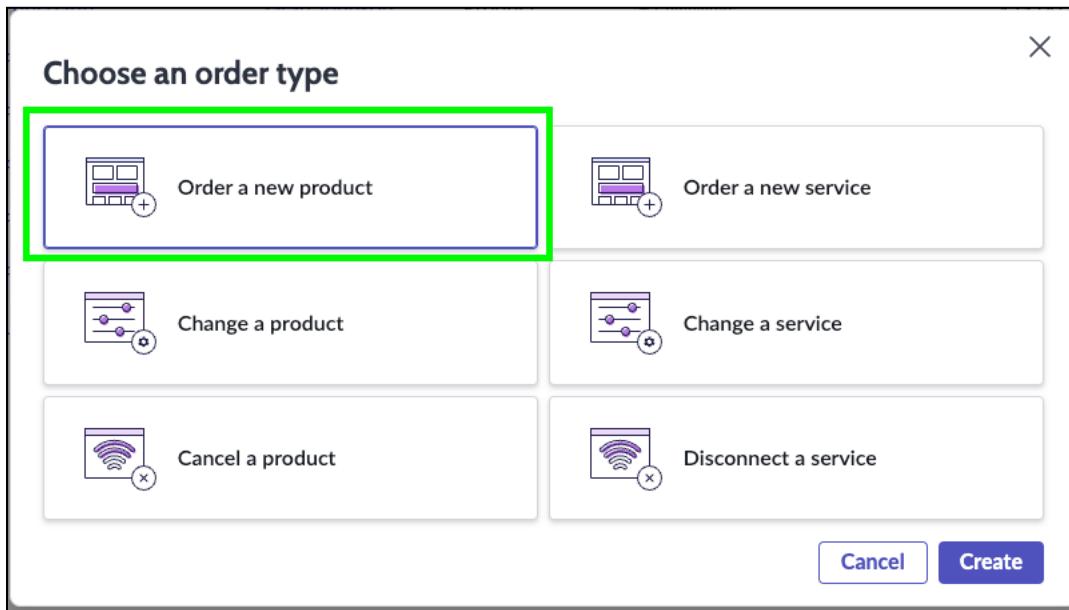
Section 3.1 Create a new Order via the Order Capture UI.

- 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		94555	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.

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



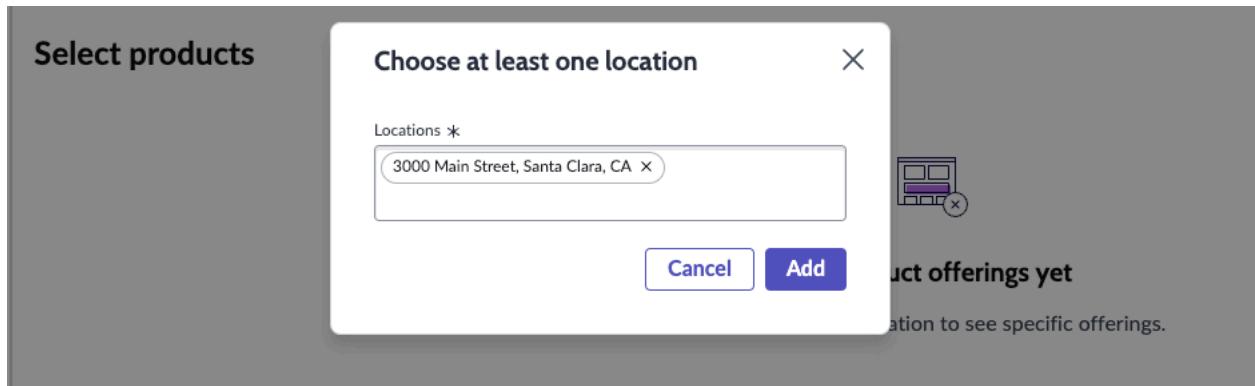
1. Clicking **Create** loads a guided ordering flow. Fill in the details as follows –

- a. **Enter Account information** –
 - i. Account = <**Funco Intl**> &
 - ii. Contact = <**Sarah Johnson**>.

Click on **Continue**.

① Create order	② Select products	③ Configure products	④ Review order
Enter account information Account * Funco Intl			
Contact * Sarah Johnson			
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

4 steps: Create order, Select products, Configure products, 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 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

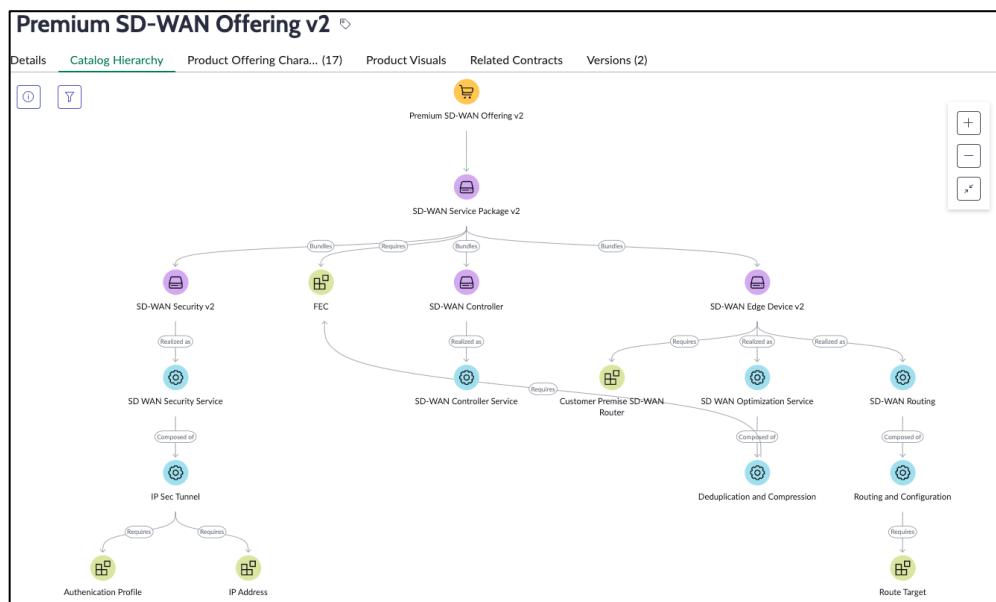
Ordered quantity: 1

Pricing

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

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

Save | **Back** | **Review**



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 ServiceNow interface for creating a new product order. On the left, there's a sidebar with 'Create order', 'Select products', and 'Configure products'. The main area shows an order with three items: '3000 Main Street, Santa Clara, CA', 'SD-WAN Service Package v2', and 'SD-WAN Controller'. The 'SD-WAN Controller' item is selected. On the right, there are tabs for 'Details', 'Characteristics', and 'Related Items'. The 'Characteristics' tab is active, displaying a table with one row for 'Tenancy'. A preview icon is shown over the 'Tenancy' column, and a tooltip indicates 'Base (10 site)'. There are buttons for 'Back', 'Review', and 'Save' at the top right.

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

This screenshot shows the same ServiceNow interface as the previous one, but with a modal dialog open for the 'Tenancy' characteristic of the 'SD-WAN Controller' item. The modal has sections for 'Characteristic' (set to 'Tenancy') and 'Characteristic value' (set to 'Base (10 site)'). Below this, there's a 'Details' section and a 'Order Characteristic' section where a dropdown is set to 'Tenancy' and a 'Characteristic option' dropdown is set to 'Premium (>50 sites)'. Buttons for 'Cancel' and 'Update' are at the bottom right 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.

The screenshot shows the ServiceNow 'New product order' interface. At the top, there are four steps: 'Create order' (with a checkmark), 'Select products' (with a checkmark), 'Configure products' (with a circled '3'), and 'Review order' (with a circled '4'). Below these steps, the 'Configure items' section is displayed. On the left, under 'Order line items (3)', there are three items: '3000 Main Street, Santa Clara, CA', 'SD-WAN Service Package v2', and 'SD-WAN Edge Device v2'. The 'SD-WAN Edge Device v2' item is selected and highlighted with a green border. To its right, a table titled 'SD-WAN Edge Device v2' shows characteristics and their values. The table has three tabs: 'Details', 'Characteristics' (which is selected and highlighted in blue), and 'Related Items'. The table contains the following data:

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

At the bottom of the table, it says 'Showing 1-4 of 4'. On the far right, there are buttons for 'Back', 'Review', and 'Save'. Below the table, it says '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.

The screenshot shows the 'New product order' screen. At the top, there are four status indicators: 'Create order' (green checkmark), 'Select products' (green checkmark), 'Configure products' (green checkmark), and 'Review order' (blue circle with '4'). Below these are tabs for 'Order summary' and 'Order details'. The 'Order summary' tab is active, displaying a table of three items:

Number	Product offering	Product specification	Ordered quantity	Location	Monthly recurring charges per unit	Non recurring charges per unit	Total price
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

Below the table, a message says 'No compatibility rule defined for orderline item specifications.' On the right, there are buttons for 'Back' and 'Submit', and icons for refresh, search, and print. A note at the bottom indicates 'Showing 1-1 of 1' and '20 rows per group'.

Order summary

Monthly Recurring Charges	\$696.8459
Non Recurring Charges	\$1,266.9926
Total Price	\$1,963.8385

This screenshot is identical to the one above, but it includes a central modal dialog box titled 'Order submitted!'. The dialog contains a green checkmark icon, the message 'The order number is ORDL0001094', and a blue 'View orders' button. The background of the page is dimmed.

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	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)

Customer Order

Number: ORD0001097 Order type *: Product

Account: Funco Int'l State: New

Contact: Sarah Johnson Fulfillment type *: Deliver

Order date: 2023-09-13 10:41:53 Priority: 3 - Moderate

PONR: 1 Revision operation: None

Pricing

Non Recurring Charges: USD (\$1,266.9926) Contract:

Monthly Recurring Charges: USD (\$633.4963) Total price: USD (\$1,900.4889)

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 Fulfilment type: Deliver Non Recurring Charges £0.00 Monthly Recurring Charges £0.00 Version: 1

4. 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.

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

5. 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**.

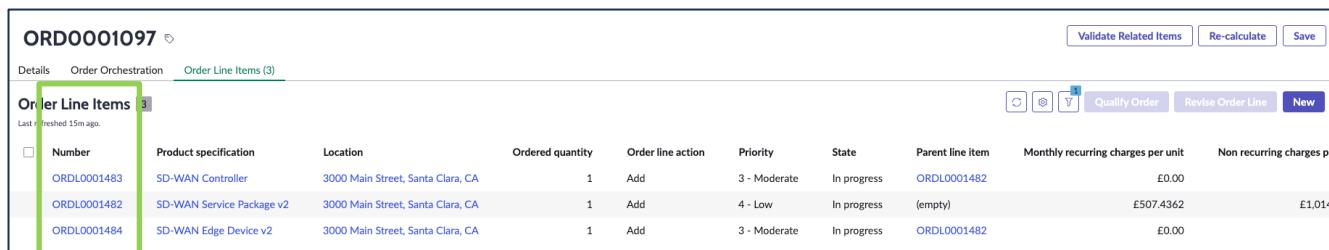
Note: Orders can be auto-approved as well. For this lab setup, we will approve the Order manually.

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 Fulfilment 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
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
OMTASK00002225	Perform Order Validation	4 - Low	In progress	(empty)	(empty)
P00001512	Product Order for SD-WAN Service Package v2	4 - Low	In progress	(empty)	(empty)
R00002171	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 shows the ServiceNow Order Details page for Order #ORD0001097. The main content area is divided into sections: Customer Order, Pricing, and Dates. In the Customer Order section, fields include Number (ORD0001097), Account (Funco Int'l), Contact (Sarah Johnson), and Order date (2023-09-13 10:41:53). The Pricing section shows Non Recurring Charges (USD (\$1,266.9926)) and Monthly Recurring Charges (USD (\$633.4963)). The Dates section shows a PO NR due date. To the right, there is a 'Compose' panel for comments and an 'Activity' panel showing recent changes made by sapankumar.behera@snc, such as field changes and additional comments.

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.