

Building Suspend and Resume with OrderManagement

Time: 45 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 Product Catalog
- Suspend Scenarios (Current and Future)
- Resume Scenarios (Current and Future)

Scenario

Funco Intl. is a communication service provider. Their inventory services are currently active in ServiceNow. The customer hasn't paid the Charges for the SD-WAN Service until the end of the Minimum Period of Service or Renewal Period hence it's subject to the violation of the contract terms and the Service Provider is liable to suspend the services. This will lead to a customer order being created which would lead to the suspension of their inventory. The customer then paid the bills and requested the resumption of the services as per the due date provided.

Customer Orders will go through various lifecycle states of Suspend and then Resume based on the change in circumstances.

In this lab, students will see the below.

- a. Immediate Suspension of the product inventory.
- b. Future suspension of the Product inventory
- c. Future resumption of the product inventory.

Personas

- James Smithson, Product Catalog Manager
- Mike Davis, Order Fulfilment Manager
- System Admin

Section 1 Validate your ServiceNow Instance

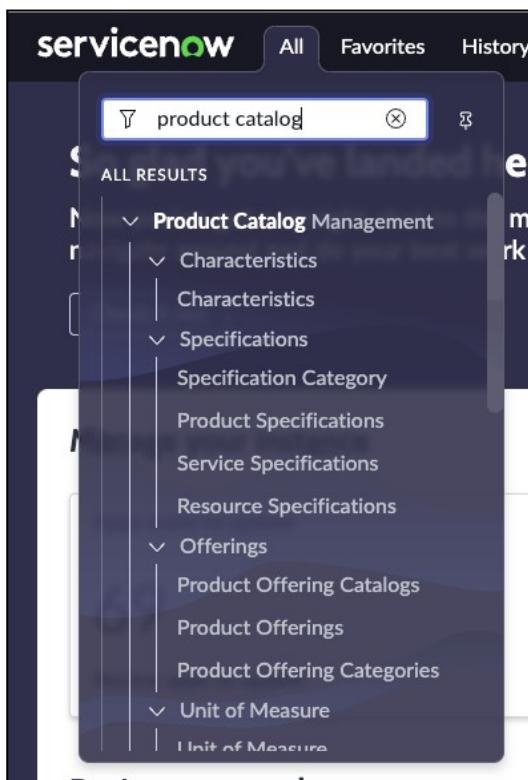
Section 1.1 Login & Validate

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

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

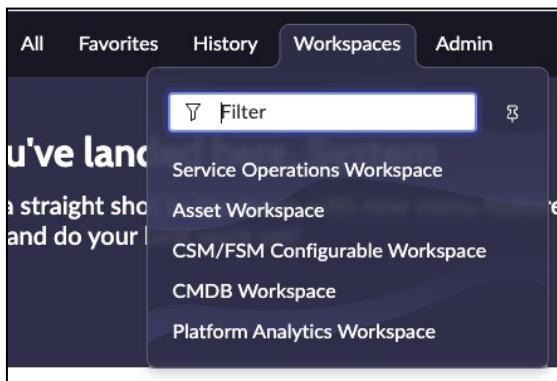
2. Click on **All** and type '**Product Catalog**',

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 is not available in the assigned instance, **please flag this!**

Section 2 Product Catalog Modeling

Section 2.1 Browse the Product Catalog Model

1. Impersonate **James Smithson**, the *Product Catalog Manager*.
 - Select the **System Administrator profile photo** to open the user menu.
 - Select **Impersonate User**.



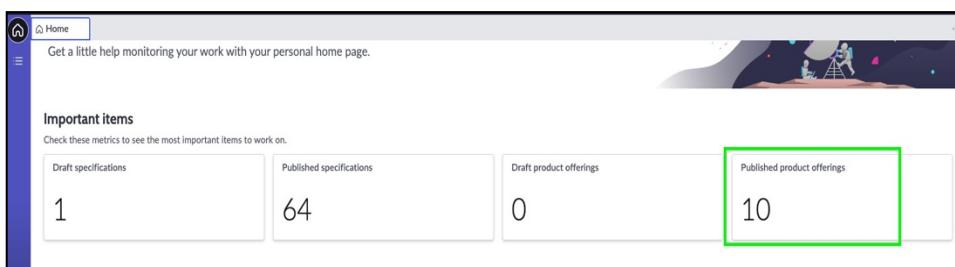
Caption: Image of the user menu with the Impersonate user highlighted.

- In the impersonate user dialogue box, search for and select **James Smithson**.
- Select **Impersonate user**.

Note: Future lab instructions will simply state, "Impersonate <User Name>."

4. Navigate to **Workspaces > CSM/FSM Configurable Workspace**.
5. On the landing page, Click on the **Published Product Offerings** widget.

Note: The landing page is configurable to display information via widgets



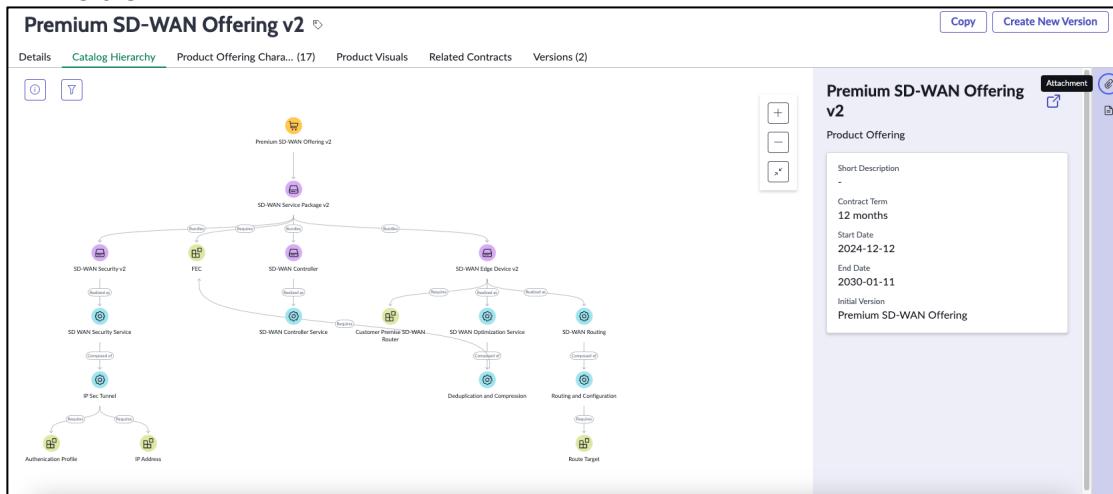
6. From the list, select the PRDOF Number next to the '**Premium SD-WAN Offering v2**'(DisplayName column)

PRDOF00005	SD-WAN Gold Plan	1	SD-WAN Service Package	\$638.2181	\$1,276.4361	12 months	Published	20
PRDOF00006	SD-WAN Bronze Plan	1	SD-WAN Service Package	\$638.2181	\$1,276.4361	12 months	Published	20
PRDOF00007	Premium SD-WAN Offering v2	2	SD-WAN Service Package v2	\$638.2181	\$1,276.4361	12 months	Published	20

Download User Interface Guide from

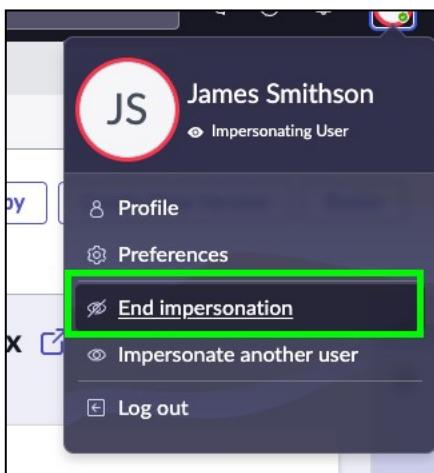
7. Click on the **Catalog Hierarchy** sub-tab after opening the record.

- Click on the **Attachment icon** on the right to minimize the Attachments sub-window to get a bigger canvas. Validate if the below type of offering is visible.



8. End Impersonation as James Smithson

-Click on the user profile at the top right and select **End Impersonation** as shownbelow.

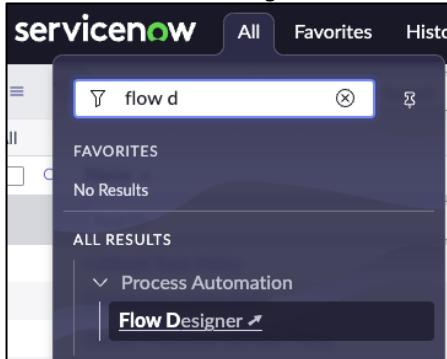


Section 3 Validate Orchestration Flow

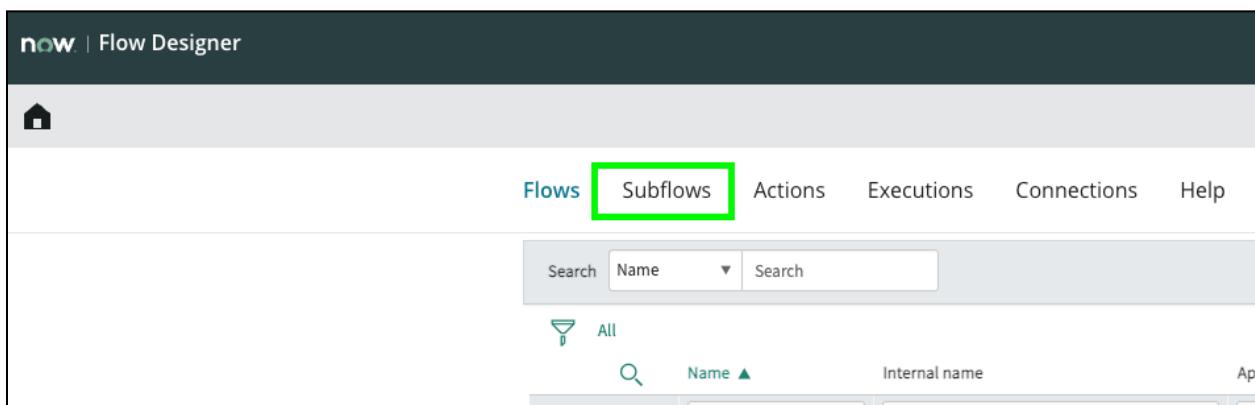
The decision tables and subflows are already pre-configured with the suspend and resume scenarios.

Section 3.1 Validate Suspend and Resume Flows

1. Search for Flow Designer in Filter Navigator as **All>Flow Designer**.



Note: The Flow Designer opens in a new browser tab.



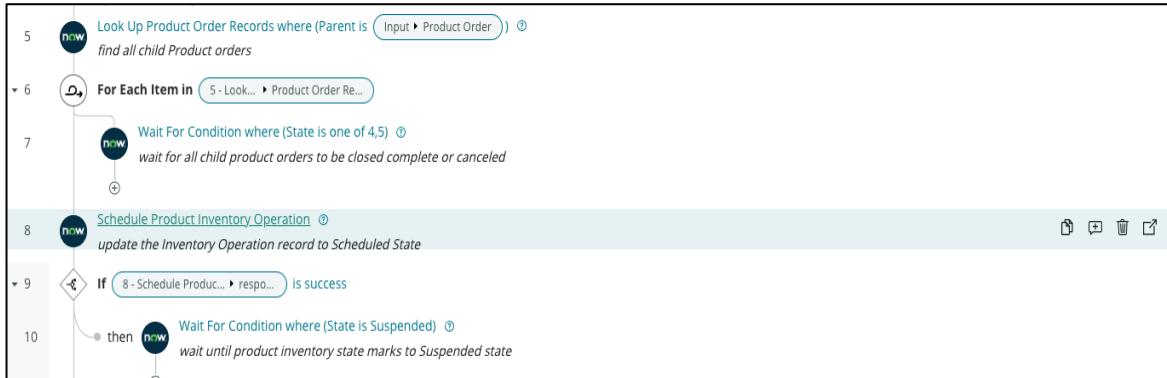
- a. Click on **Suspend SDWAN Fulfillment** subflow

	Name ▲	Internal name	Application	Status	Active	Updated
	Suspend SDWAN	Search	Search	Search	Search	Search
<input type="checkbox"/>	<u>Suspend SDWAN Fulfillment</u>	suspend_sdwan_fulfillment	<u>Order Management for Telecom, Media & Tech</u>	Published	true	2023-08-31 03:40:35

Actions on selected rows... ▾

Note: This Subflow orchestrates the top-level product inventory suspension

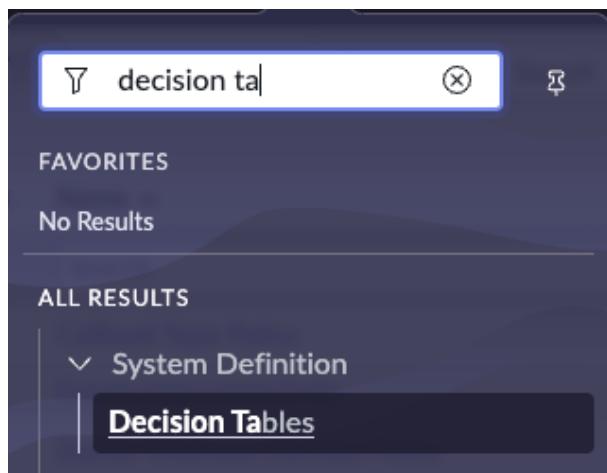
- Observe the Flow Designer Subflow setup (see steps 7 and 8).



- This is where the inventory is moving to the scheduled date based on the committed date from the customer or immediately if no committed date is present.
- Repeat the same validation for Suspend **SDWAN Edge Device Fulfilment** and **Suspend SDWAN Controller Service Fulfilment** subflows.

Section 3.2 Validate Product Order Decision Table.

1. Continue the following steps as **System Admin**.
2. Navigate to **System Definition > Decision Tables**.



3. Click on **Product Order Fulfilment Policy**.

Product Order Fulfilment Policy				
				Created: 2020-10-08 00:32:26 Application: Order Management for Telecom, Media & Tech Properties Close Print
12	Add	Connected Vehicle		Connected Vehicle Fulfilment Process
13	Add	Autonomous Driving		Autonomous driving fulfilment
14	Add	Connected Live Apps		Connected live apps fulfilment
15	Add	Infotainment		Infotainment fulfilment
16	Change	Connected Vehicle		Connected Vehicle Change Fulfilment Process
17	Change	Autonomous Driving		Autonomous driving change fulfilment
18	Change	Connected Live Apps		Connected live apps change fulfilment
19	Change	Infotainment		Infotainment change fulfilment
20	Suspend	SD-WAN Service Package		Suspend SDWAN Fulfilment
21	Suspend	SD-WAN Controller		Suspend SDWAN Controller
22	Suspend	SD-WAN Security		Suspend SDWAN Security
23	Suspend	SD-WAN Edge Device		Suspend SDWAN Edge Device

4. Check if there is an entry of Suspend and Resume for "**SD-WAN Service Package**" with Subflow as "**Suspend SDWAN Fulfillment**" and "**Resume SDWAN Fulfillment**".

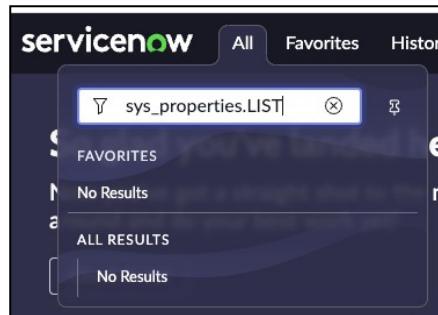
20	Suspend	SD-WAN Service Package		Suspend SDWAN Fulfilment
21	Suspend	SD-WAN Controller		Suspend SDWAN Controller
22	Suspend	SD-WAN Security		Suspend SDWAN Security
23	Suspend	SD-WAN Edge Device		Suspend SDWAN Edge Device
24	Resume	SD-WAN Service Package		Resume SDWAN Fulfilment
25	Resume	SD-WAN Controller		Resume SDWAN Controller
26	Resume	SD-WAN Security		Resume SDWAN Security
27	Resume	SD-WAN Edge Device		Resume SDWAN Edge Device

Note: There are Suspend and Resume decision table entries for child specs for the **SD-WAN Service Package** as well. You may need to select the **Show more** link to view these records.

6. Navigate to the ServiceNow instance's homepage.

a. Navigate to **All > sys_properties.LIST** and press **Enter**.

i. This opens the **System Properties** in a new browser tab.



ii. In the Name column, search for the property "***flow.reporting.level**" (notice the *).

Name	Value	Type
*flow.reporting.level	Search	Search
com.snc.process_flow.reporting.level	OFF	choice list

iii. Click on the Property name to open it.

iv. Update the value from OFF to **ON**.

v. Click on the **Update** button.

System Property
com.snc.process_flow.reporting.level

* Name	com.snc.process_flow.reporting.level	Applica
Description	Level of reporting data generated by the flow engine.	
Choices	Off=OFF, Flows Only=FLOW, Flows and Actions=ACTION, Flows Actions and Steps=ON, Developer Trace=TRACE	
Type	choice list	
Value	ON	<input type="button" value="Edit"/>
Ignore cache	<input type="checkbox"/>	
Private	<input type="checkbox"/>	
Read roles	<input type="checkbox"/>	
Write roles	<input type="checkbox"/>	
<input type="button" value="Update"/>		

Note: Setting this property ON captures the flow execution logs that can be reviewed should there be any issues during the Lab during Run time order processing.

Section 4 Submit a Suspend Order

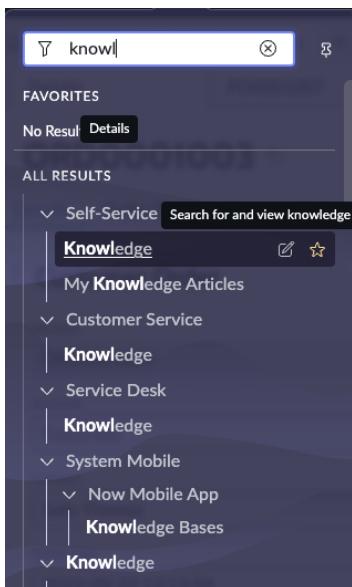
So far, the Lab sections focused on Configuration time activity. This section will use the configuration validated previously for raising orders.

Note: In this Lab, students will use the TMF622 APIs for suspend and resume scenarios.

Section 4.1 Pick the Payload from Knowledge

1. Login as Admin
2. **Navigate** back to the previous browser tab where the ServiceNow instance homepage is open.
 - a. Go to Filter Navigator and type Knowledge.

Note: As an Admin, you will have access to the Knowledge base.



- b. Once the page opens, click on **Telecom Knowledge**.



- c. On click of it, this will open a Suspend and Resume payload for our lab. Please download and save it on your local machine.

- d. Suspend payload name is **TMF622_immediate_suspend.json**. Please use it in this section.

Section 4.2 Trigger Order creation from REST API explorer

1. Navigate to All > System Web Services > REST > REST API Explorer.

- a. Select namespace as **sn_ind_tmt_orm**.

The screenshot shows the REST API Explorer interface. On the left, under 'Namespace', 'API Name' is set to 'Product Order Open API', and 'API Version' is 'latest'. In the center, the 'Table API' section is displayed, which allows performing create, read, update, and delete operations on tables. A specific table, 'sn_ind_tmt_orm', is selected. The right panel shows the configuration for this table, including 'Path parameters' (Name: tableName) and 'Query parameters' (sysparm_query, sysparm_display_value, sysparm_exclude_referential, sysparm_limit, sysparm_suppress_pagination, sysparm_fields).

- b. Click on **Product Order open API**.

- c. Select **Create Order (POST)**.

The screenshot shows the REST API Explorer interface with the 'Product Order Open API' selected. Under the 'Create Order' section, the 'POST' method is chosen, and the URL is shown as 'api/sn_ind_tmt_orm/order/productOrder'. The right panel shows the 'Prepare request' configuration, including 'Query parameters' (Name: mode, Value: mode, Description: mode).

- d. Use the JSON payload saved in your local machine paste it in the **Raw** section of the payload and click **"Send"**.

Request headers

Name	Value	Description
Request format	application/json	Format of REST request body
Response format	application/json	Format of REST response body
Authorization	Send as me	Send the request as the current user. To send the request with another user's credentials use the provided code samples, such as cURL.

Add header

Request Body

Builder Raw

```
{
  "requestedCompletionDate": "2023-05-02T08:13:59.506Z",
  "requestedStartDate": "2023-02-08T08:13:59.506Z",
  "externalId": "PO-456",
  "orderCurrency": "USD",
  "productOrderItem": [
    {
      "id": "0",
      "quantity": 1,
      "action": "suspend",
      "revisionOperation": "",
      "product": {
        "isBundle": false,
        "name": "Product A"
      }
    }
  ]
}
```

Note: Please verify the 201 Created response.

Response

Status code

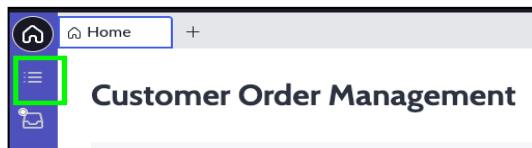
201 Created

Execution time (ms)

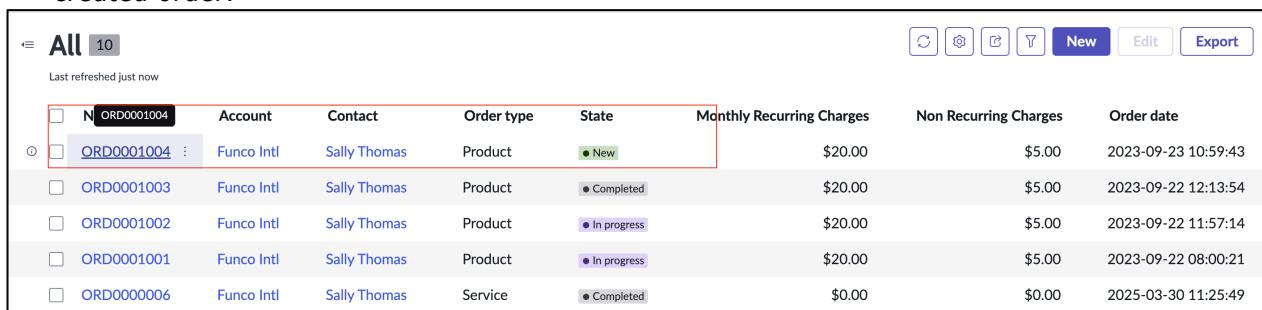
1155

Section 4.3 View Order details in CSM/FSM Configurable Workspace

1. Impersonate **Mike Davis** the *Fulfilment Manager*.
2. Click on the **List menu icon** on the top left.



3. From under **Customer Orders** List, click **All** (if not already open) and see the newly created order.



#	Order ID	Account	Contact	Order type	State	Monthly Recurring Charges	Non Recurring Charges	Order date
①	ORD0001004	Funco Intl	Sally Thomas	Product	New	\$20.00	\$5.00	2023-09-23 10:59:43
	ORD0001003	Funco Intl	Sally Thomas	Product	Completed	\$20.00	\$5.00	2023-09-22 12:13:54
	ORD0001002	Funco Intl	Sally Thomas	Product	In progress	\$20.00	\$5.00	2023-09-22 11:57:14
	ORD0001001	Funco Intl	Sally Thomas	Product	In progress	\$20.00	\$5.00	2023-09-22 08:00:21
	ORD0000006	Funco Intl	Sally Thomas	Service	Completed	\$0.00	\$0.00	2025-03-30 11:25:49

- On opening the order, please verify the order line items action value should be "Suspend".

Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item
ORDL0001010	SD-WAN Service Package v2	(empty)	1	Suspend	4 - Low	New	(empty)
ORDL0001012	SD-WAN Edge Device v2	(empty)	1	Suspend	4 - Low	New	ORDL0001010
ORDL0001011	SD-WAN Controller	(empty)	1	Suspend	4 - Low	New	ORDL0001010

Section 4.4 Approve Order

- On the order details page, click on the "Approve" button.

Note: The order status will change to "**Acknowledged**" after approval and immediately to "**In Progress**". The order line-item state also changes to "**In Progress**". Orders can be auto-approved as well.

Approving the Order triggers the Order Management Application to refer to the Product Catalog model to determine the decomposition logic of the Order Line Items.

Section 4.5 Verify Product Inventory state

- Open the **Top Order Line** item click on the **Product inventory operations** related list.

- Please see that the state of inventory is "**Schedule Pending**".

Details	Order Orchestration	Order Characteristics	Order Line Item Contacts	Order Line Related Items	Product Inventory Opera... (1)	More ▾
Product Inventory Operations 1						
Last refreshed 12m ago						
Number ▾	Product inventory	Source record id	Action	Action date	State	State reason
PIO0001010	SD-WAN Service Package PI0000031	Order Line Item: ORDL0001010	Suspend		Schedule pending	

Note: Remember we verified the subflow at the top level to see the action that created the record in the product inventory operation table and moved the state to "Schedule Pending".

3. Select the **Product inventory** record.

Details	Order Orchestration	Order Characteristics	Order Line Item Contacts	Order Line Related Items	Product Inventory Opera... (1)	More ▾
Product Inventory Operations 1						
Last refreshed 2m ago						
Number ▾	Product inventory	Source record id	Action	Action date	State	State reason
PIO0001002	SD-WAN Service Package PI0000031	Order Line Item: ORDL0001001	Suspend		Schedule pending	

4. Check the initial product inventory state value is "**Active**".

Details	Child Product Inventory (2)	Product Inventory Relations...	Install Base Items	Cases	Entitlements	Contracts	All Const...
SD-WAN Service Package PI0000031 ↗							
Product Inventory <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> Name * <input type="text" value="SD-WAN Service Package PI0000031"/> </div> <div style="flex: 1;"> Account * <input type="text" value="Funco Intl"/> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> Specification * <input type="text" value="SD-WAN Service Package v2"/> </div> <div style="flex: 1;"> Contact <input type="text" value="Sally Thomas"/> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> State <input style="outline: 2px solid green;" type="text" value="Active"/> </div> <div style="flex: 1;"> Product offering <input type="text" value="Premium SD-WAN Offering v2"/> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> Location <input type="text" value="--"/> </div> <div style="flex: 1;"> Product model * <input type="text" value="SD-WAN Service Package PRD00001561"/> </div> </div> <div style="display: flex; justify-content: space-between;"> <div style="flex: 1;"> Parent product <input type="text" value="--"/> </div> <div style="flex: 1;"></div> </div>							
Activity <div style="display: flex; align-items: center;"> 📝 System Field changes • 2026-04-29 19:44:3 </div> <div style="margin-top: 10px;"> Product model SD-WAN Service Product offering Premium SD-WAN Contact Sally Thomas Name SD-WAN Service </div>							
Show more							

Note: At the end of the order completion, if the committed due date is not present then inventory will be suspended immediately.

Section 4.6 Prepare to Process Order Tasks

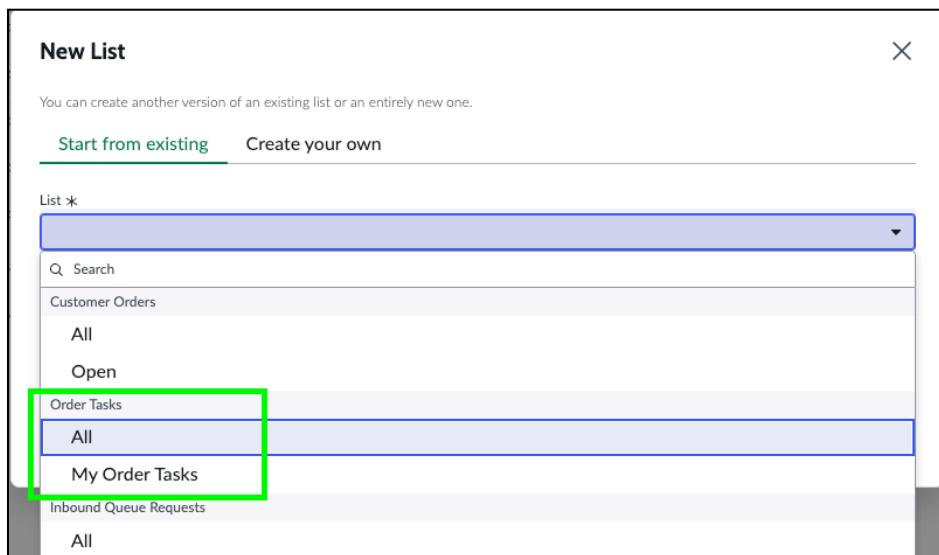
As the Order decomposes, behind the scenes the Decision Table conditions are met which triggers one or more Subflows.

In this Lab setup, some of the Subflows contain Order Tasks that require manual action. The following section describes actioning these Order Tasks.

1. Continue as **Mike Davis**, the Fulfilment Manager.
2. In the Configurable Workspace, navigate to the **List** view and click on **My Lists**.



3. At the bottom, click on **Add new List**.
4. A pop-up window appears to create a New List.
 - a. Choose '**Start from existing**'.
 - b. Under **List**, from the dropdown, select the existing list - **Orders Tasks > All**

A screenshot of the 'New List' creation dialog. The title is 'New List'. Below it says 'You can create another version of an existing list or an entirely new one.' There are two tabs: 'Start from existing' (which is selected) and 'Create your own'. Below the tabs is a dropdown labeled 'List *'. The dropdown menu is open, showing several categories: 'Customer Orders', 'Order Tasks', and 'Inbound Queue Requests'. Under 'Order Tasks', there are two options: 'All' and 'My Order Tasks'. The 'All' option is highlighted with a green box. Other options like 'Open' and 'Customer Orders' are also visible but not highlighted.

- c. Rename the List as **Today's Order tasks**.
- d. Add any additional columns under Select columns, as needed, or leave it unchanged. (Example: **Order Line Item**)
- e. Scroll down to the Filter Editor and add a new filter condition by using the '**and**' operator.

i. Set the condition as **Created on Today**

Start from existing Create your own

List *

All Order Tasks

List Name *

Today's Order tasks

Select columns *

Number X Short description X Order X Priority X State X Assigned to X Task type X

Add Filters

You can create another version of an existing list or an entirely new one.

Start from existing Create your own

Add Filters

Use existing filter ▾ Save filter | 0 results matching criteria ⚡ Undo Redo

Editor

Build a filter by adding conditions that contain a field, operator, and value(s).

Task type is Order Task or and
Task type is Mobile Order Task or and
and Created on Today or and

Sort by ascending.

Sort by

Order results by the following fields

Number ascending - +

Cancel Create

- f. Click on **Create** and validate the new list is visible under **My Lists**.

Lists	My Lists	Today's Order tasks 1						
		Last refreshed just now						
		Number ▾	Short description	Priority	State	Assigned to	Task type ▾	Jeopardy id
		<input type="checkbox"/> OMTASK000001025	Perform Order Validation	4 - Low	In progress	(empty)	Order Task	None

Section 4.7 Process Order Tasks

1. Continue as **Mike Davis**.
2. From the newly created List under **My List**, notice the first Order Tasks as "**Perform Order Validation**". Kindly close this task.
3. Go back to the order page. Open the Domain Order for "**SD-WAN Service Package v2**" from the top order line item of "**SD-WAN Service Package v2**".
4. You will see the child domain order underneath which has moved to "**In progress**" now.

The screenshot shows the "Product Order for SD-WAN Service Package v2" page. The navigation bar includes tabs for Details, Order Orchestration, Order Tasks (1), Product Orders (2) [highlighted], Product Order Characteristics, Domain Order Related Items, and Composed of items. Below the tabs, there's a section titled "Product Orders" with a count of 2. It shows two rows of data:

Number	Short description	Priority	State	Assigned to	Task type	Record version
PO0001011	Product Order for SD-WAN Controller	4 - Low	In progress	(empty)	Product Order	1
PO0001012	Product Order for SD-WAN Edge Device v2	4 - Low	In progress	(empty)	Product Order	1

5. Now go back to the "**My List**" and you will see two more tasks created there.

The screenshot shows the "Today's Order tasks" list. The navigation bar includes tabs for Details, Order Orchestration, Order Tasks (3) [highlighted], Product Orders, Product Order Characteristics, Domain Order Related Items, and Composed of items. Below the tabs, there's a section titled "Today's Order tasks" with a count of 3. It shows three rows of data:

Number	Short description	Priority	State	Assigned to	Task type	Jeopardy level
OMTASK000001025	Perform Order Validation	4 - Low	Closed complete	(empty)	Order Task	None
OMTASK000001026	Initiate Edge Suspension	4 - Low	In progress	(empty)	Order Task	None
OMTASK000001027	Initiate Controller Suspension	4 - Low	In progress	(empty)	Order Task	None

6. Select both tasks and move to **Closed complete** state.

The screenshot shows the "Order tasks" list with two tasks selected: OMTASK000001026 and OMTASK000001027. A modal dialog is open over the list, asking for confirmation to change the state of the selected records. The dialog has a dropdown menu set to "Open". A message at the bottom of the dialog says "2 record(s) will be updated.".

7. There will be new order tasks that will be created for the service order as below, please close them for lab purposes. You may need to refresh the list to see these order task records.

<input type="checkbox"/>	OMTASK000001028	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001029	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001030	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001031	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001032	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001033	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001034	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001035	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None

<input type="checkbox"/>	OMTASK000001027	Initiate Controller Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001028	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001029	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001030	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001031	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001032	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001033	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001034	Suspend Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input checked="" type="checkbox"/>	OMTASK000001035	Initiate Service Suspension	4 - Low	In progress	(empty)	Order Task	None

8. One last task at the top-level domain order would be as below.

<input type="checkbox"/>	OMTASK000001036	Complete SDWAN Suspension	4 - Low	In progress	(empty)	Order Task	None
--------------------------	-----------------	---------------------------	---------	-------------	---------	------------	------

Please close this as well.

9. This will result in customer order and order item completion.

Customer Order

Number	Order type *
ORD0001004	Product
Account	State
Funco Intl	Completed
Contact	Fullfilment type *
Sally Thomas	Deliver
Order date	Priority
2023-09-23 10:59:43	4 - Low

Section 4.8 Check Inventory Operations state

On completion of the order, let's go ahead and verify the product inventory operations and inventory table.

1. Continue as **Mike Davis**.
2. Navigate back to the tab where the Order is open or navigate via **Lists > Customer Orders > All > <click on the Order created>**.
3. Validate if the order is completed.
4. Check the top-level order item and open its related **Product Inventory Operation** record.

The screenshot shows the 'Order Line Item' section of the 'ORDL0001010' record. The 'Product specification' field is highlighted with a red box. Other visible fields include Number (ORDL0001010), Account (Funco Intl), Order (ORD0001004), Order type (Product), Parent line item (blank), State (Completed), Product offering (Premium SD-WAN Offering v2), Location (blank), Priority (4 - Low), and Version (1).

Related product inventory record for the above order line item is as below.

The screenshot shows the 'Product Inventory Operations' list. It displays a single record with the following details: Number (PIO0001010), Product inventory (SD-WAN Service Package PI0000031), Source record id (Order Line Item: ORDL0001010), Action (Suspend), Action date (2023-09-23 14:16:12), State (Completed), and State reason (Product is suspended). The table includes columns for Number, Product inventory, Source record id, Action, Action date, State, and State reason.

Note: Product inventory operation says the action is moved to **Suspend** from **Suspend Pending**.

Section 4.9 Lab Verification for Suspend Scenario

1. Continue as **Mike Davis**.
2. Navigate to the same product inventory operation record opened in the section above and open the product inventory record from there.

The screenshot shows a grid titled "Product Inventory Operations" with one item listed. The item has a red box around its "Product inventory" field, which contains "SD-WAN Service Package PI0000031". The grid includes columns for Number, Source record id, Action, Action date, State, and Status. The status column shows "Pending suspension".

Number	Source record id	Action	Action date	State	Status
PI00001010	Order Line Item: ORDL0001010	Suspend	2023-09-23 14:16:12	Completed	Pending suspension

3. Note that the inventory records and its child inventory are now suspended.

The screenshot shows the details page for "SD-WAN Service Package PI0000031". The "State" field is set to "Suspended". Other fields include Name (SD-WAN Service Package PI0000031), Account (Funco Intl), Specification (SD-WAN Service Package v2), Contact (Sally Thomas), Product offering (Premium SD-WAN Offering v2), and Product model (SD-WAN Service Package PRD00001561).

The screenshot shows the "Child Product Inventory" tab for "SD-WAN Service Package PI0000031". It lists two items: "SD-WAN Controller PI0000032" and "SD-WAN Edge Device PI0000034". Both items have their "State" field set to "Suspended".

Name	Product model	Account	Contact	State
SD-WAN Controller PI0000032	SD-WAN Controller PRD00001528	Funco Intl	Sally Thomas	Suspended
SD-WAN Edge Device PI0000034	SD-WAN Edge Device PRD00001500	Funco Intl	Sally Thomas	Suspended

Section 5 Submit a Resume Order with a future date

So far, we have proceeded with the order that resulted in the suspension of the inventory. In this section, we will focus on the inventory being again moved to active from the suspended state.

Note: In this Lab, students will use the TMF622 APIs for suspend and resume scenarios.

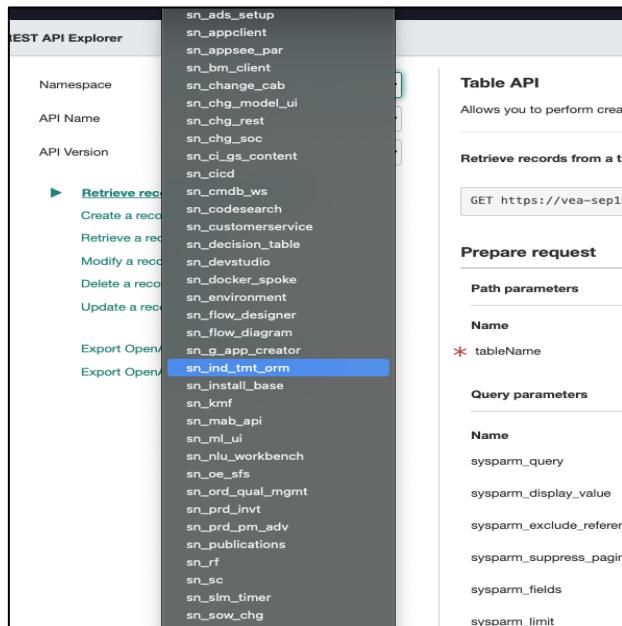
Section 5.1 Pick the payload from Knowledge

1. Please refer steps in section 5.1 where we downloaded the payload from the Knowledge article.
2. Please use the **TMF622_resume.json** file for the resume journey
3. Kindly note that the committedDueDate is present in the payload. Please note that this needs to be a future date.

Section 5.2 Trigger Order creation from REST API explorer

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

- a. Select namespace as **sn_ind_tmt_orm**.



- b. Click on **Product Order open API**.
- c. Select **Create Order (POST)**.

REST API Explorer

Namespace: sn_ind_tmt_orm

API Name: Product Order Open API

API Version: latest

List Product Order (GET)

Create Order (POST) **(Selected)**

Get Product Order (GET)

Patch Order (PATCH)

Export OpenAPI Specification (YAML)

Export OpenAPI Specification (JSON)

Create Order

POST /api/sn_ind_tmt_orm/order/productOrder

Prepare request

Name	Value	Description
mode		

- d. Use the JSON payload saved in your local machine and paste it into the raw section of the payload and click "Send".

Request headers

Name	Value	Description
Request format	application/json	Format of REST request body
Response format	application/json	Format of REST response body
Authorization	Send as me	Send the request as the current user. To send the request with another user's credentials use the provided code samples, such as cURL..

Add header

Request Body

Builder Raw

```
{
  "requestedCompletionDate": "2023-05-02T08:13:59.506Z",
  "requestedStartDate": "2023-02-08T08:13:59.506Z",
  "externalId": "PO-456",
  "orderCurrency": "USD",
  "productOrderItem": [
    {
      "id": "0",
      "quantity": 1,
      "action": "suspend",
      "revisionOperation": null,
      "product": {
        "isBundle": false,
        "name": "Product A"
      }
    }
  ]
}
```

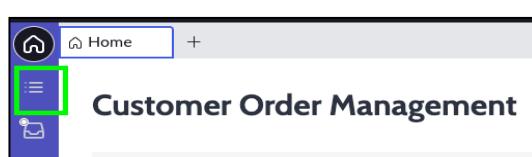
Note: Please verify the 201 Created response.

Response

Status code	201 Created
Execution time (ms)	1155

Section 5.3 View Order details in CSM/FSM Configurable Workspace

1. Impersonate **Mike Davis** the *Fulfilment Manager*.
2. Click on the **List menu icon** on the top left.



3. From under **Customer Orders** List, click **All** (if not already open) and see the newly created order.

<input type="checkbox"/>	Number	Account	Contact	Order type	State	Monthly Recurring Charges	Non Recurring Charges	Order date
<input type="checkbox"/>	ORD0001005	Funco Intl	Sally Thomas	Product	New	\$20.00	\$5.00	2023-09-23 19:37:31
<input type="checkbox"/>	ORD0001004	Funco Intl	Sally Thomas	Product	Completed	\$20.00	\$5.00	2023-09-23 10:59:43
<input type="checkbox"/>	ORD0001003	Funco Intl	Sally Thomas	Product	Completed	\$20.00	\$5.00	2023-09-22 12:13:54
<input type="checkbox"/>	ORD0001002	Funco Intl	Sally Thomas	Product	In progress	\$20.00	\$5.00	2023-09-22 11:57:14

4. On opening the order, please verify the order line items action value should be **"Resume"**.

<input type="checkbox"/>	Number	Product specification	Location	Ordered quantity	Order line action	Priority	State	Parent line item
<input type="checkbox"/>	ORDL0001014	SD-WAN Controller	(empty)	1	Resume	4 - Low	New	ORDL0001013
<input type="checkbox"/>	ORDL0001013	SD-WAN Service Package v2	(empty)	1	Resume	4 - Low	New	(empty)
<input type="checkbox"/>	ORDL0001015	SD-WAN Edge Device v2	(empty)	1	Resume	4 - Low	New	ORDL0001013

Section 5.4 Approve Order

1. On the order details page, click on **"Approve Order"** button.

List ORD0001004 x +

ORD0001004

Approve Reject Validate Related Items Re-calculate Save

Customer Order

Number: ORD0001004 Order type: Product

Account: Funco Intl State: New

Compose

Type your Comments here

Everyone can see this comment Post Comments

Record Information

Overview

Account: Funco Intl Contact:

Note: The order status will change to **"Acknowledged"** after approval and immediately to **"In Progress"**. The order line-item state also changes to **"In Progress"**.

Orders can be auto-approved as well.

Approving the Order triggers the Order Management Application to refer to the Product Catalog model to determine the decomposition logic of the Order Line Items.

Section 5.5 Verify Product Inventory state.

1. Open the **Top Order Line** item and click on the **Product Inventory Operations** Related List.

The screenshot shows the 'Order Line Item' details for 'ORDL0001013'. The 'Product Inventory Operations' related list is highlighted with a blue box. The list contains one item: 'SD-WAN Service Package PI0000031'.

2. Please see that the state of inventory is "**Schedule Pending**."

The screenshot shows the 'Product Inventory Operations' list for 'ORDL0001013'. The first item is 'SD-WAN Service Package PI0000031' with the state 'Schedule pending'.

Note: The action is Resume and the action date is the same as the committedDueDate provided in the TMF622 payload used for order creation.

3. Check the initial product inventory state value as "**Suspended**".

The screenshot shows the 'SD-WAN Service Package PI0000031' details. The state is listed as 'Suspended'.

Note: All child product inventory would be suspended too.

Section 5.6 Prepare to process Order Tasks

As the Order decomposes, behind the scenes the Decision Table conditions are met which triggers one or more Subflows.

In this Lab setup, some of the Subflows contain Order Tasks that require manual action. The following section describes actioning these Order Tasks.

1. Go to “My Lists” created in section 5.6 above.

Today's Order tasks 13							
Last refreshed just now							
<input type="checkbox"/>	Number ▾	Short description	Priority	State	Assigned to	Task type ▾	Jeopardy level
<input type="checkbox"/>	OMTASK000001025	Perform Order Validation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001026	Initiate Edge Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001027	Initiate Controller Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001028	Initiate Service Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001029	Initiate Service Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input checked="" type="checkbox"/>	OMTASK000001030	Suspend Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001031	Suspend Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001032	Suspend Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001033	Initiate Service Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001034	Suspend Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001035	Initiate Service Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001036	Complete SDWAN Suspension	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001037	Perform Order Validation	4 - Low	In progress	(empty)	Order Task	None

2. Filter out the “Closed complete” order tasks previously created to work only on open tasks. The list will look like below.

Last refreshed just now							
<input type="checkbox"/>	Number ▾	Short description	Priority	State ▾	Assigned to	Task type ▾	Jeopardy level
<input type="checkbox"/>	OMTASK000001037	Perform Order Validation	4 - Low	In progress	(empty)	Order Task	None

3. Close and complete the “Perform Order Validation” task.
4. It will create further order tasks to resume services. Please close them as well.

<input type="checkbox"/>	Number ▾	Short description	Priority	State ▾	Assigned to	Task type ▾	Jeopardy level
<input type="checkbox"/>	OMTASK000001038	Resume Controller Service	4 - Low	Closed Closed complete	(empty)	Order Task	None
<input type="checkbox"/>	OMTASK000001039	Resume SD-WAN Edge	4 - Low	Closed complete :	(empty)	Order Task	None

5. There will be further order tasks created for Service Orders (SD-WAN optimization service) and SD-WAN Routing.

Product Order for SD-WAN Edge Device v2

Details Order Orchestration Order Tasks (1) **Service Orders (8)** Resource Orders (1) Product Order Character... (4) More ▾

Service Orders 8 Last refreshed 1m ago

Number	Short description	Priority	State	Assigned to	Task type
SO0001038	Service Order for SD WAN Optimization Service	4 - Low	In progress	(empty)	Service Order
SO0001039	Service Order for SD WAN Optimization Service	4 - Low	In progress	(empty)	Service Order
SO0001040	Service Order for SD WAN Optimization Service	4 - Low	In progress	(empty)	Service Order
SO0001041	Service Order for SD WAN Optimization Service	4 - Low	In progress	(empty)	Service Order
SO0001042	Service Order for SD-WAN Routing	4 - Low	In progress	(empty)	Service Order
SO0001043	Service Order for SD-WAN Routing	4 - Low	In progress	(empty)	Service Order
SO0001044	Service Order for SD-WAN Routing	4 - Low	In progress	(empty)	Service Order
SO0001045	Service Order for SD-WAN Routing	4 - Low	In progress	(empty)	Service Order

6. Order tasks for the below service orders will be as below (8 order tasks), please close them too.

Today's Order tasks 8 Last refreshed 3m ago

<input type="checkbox"/> Number	Short description	Priority	State	Assigned to	Task type	Jeopardy level
<input type="checkbox"/> OMTASK000001040	Initiate Service Activation	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001041	Resume Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001042	Initiate Service Activation	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001043	Initiate Service Activation	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001044	Initiate Service Activation	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001045	Resume Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001046	Resume Routing Service	4 - Low	In progress	(empty)	Order Task	None
<input type="checkbox"/> OMTASK000001047	Resume Routing Service	4 - Low	In progress	(empty)	Order Task	None

Section 5.7 Execute the Scheduled job.

- Once all the order tasks are closed above, please see that the top-level domain order is still in Progress.

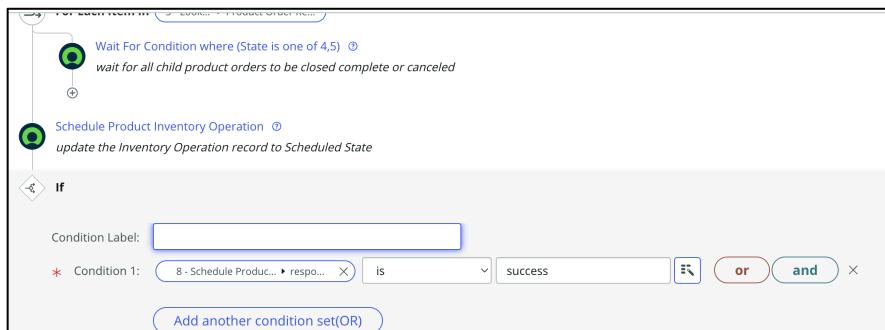
Product Order for SD-WAN Service Package v2

Number: PO0001013 State: In progress Priority: 4 - Low Action: Resume

Activity:

- System Field changes * 2
- State In progress was updated

Note: Currently on the top domain order Subflow "**Resume SDWAN Fulfillment**" is waiting for Product Inventory Operation to meet the Action date as the current date and that's when the scheduled job will run to make the inventory active.



- Verify the product inventory operations record from the related list of the top-level Order line item i.e., open the **SD-WAN Service Package v2** Order line item and click on product inventory operations related list. **Please copy and the product inventory name as it will be used later.**

Product Inventory Operations					
Last refreshed 2m ago					
Number	Product inventory	Source record id	Action	Action date	State
PIO0001026	SD-WAN Service Package PI0000031	Order Line Item: ORDL0001025	Resume	2023-09-25 01:13:59	Scheduled

Note: The inventory is scheduled to be resumed/active on 25-09-2023.

- End Impersonation to log in as "**Admin**".

4. Open **FilterNavigator>sn_prd_invt_product_inventory.LIST**.
5. Paste the name in the product inventory list that was copied above in the **Product inventory** field.
6. Open the record and it should be still "**Suspended**".

* Name	SD-WAN Service Package PI0000031	* Account	Funco Intl
* Specification	SD-WAN Service Package v2	Contact	Sally Thomas
State	Suspended	Product offering	Premium SD-WAN Offering v2
Location		* Product model	SD-WAN Service Package PRD00001561
Parent product			

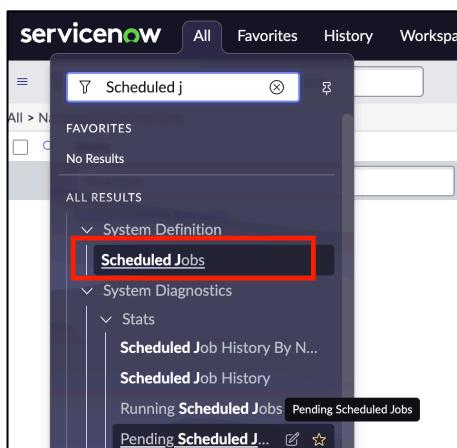
7. See the related list of the product inventory operation (sort it by created date).

Product Inventory Operations (1)							
Child Product Inventory (2)		Product Inventory Relationships		Install Base Items		Cases	
Product inventory = SD-WAN Service Package PI0000031							
<input type="checkbox"/>	Number	Source record id	Action	Action date	State	State reason	Created
	PI00001026	Order Line Item: ORDL0001025	Resume	2023-09-25 01:13:59	Scheduled		2023-09-24 11:50:47
							Created by
							system

8. Update the product inventory action date to the current date for lab purposes only. This is needed so that the scheduled job can then update the inventory.

Product Inventory Operations (1)							
Child Product Inventory (2)		Product Inventory Relationships		Install Base Items		Cases	
Product inventory = SD-WAN Service Package PI0000031							
<input type="checkbox"/>	Number	Source record id	Action	Action date	State	State reason	Created
	PI00001026	Order Line Item: ORDL0001025	Resume	2023-09-24 13:08:59	Scheduled		2023-09-24 12:50:47
							Created by
							system

9. Go to the Filter Navigator. Type **Scheduled job** and navigate to **System Definition->Scheduled Jobs**.



10. Search based on name **CONTAINS** Inventory.

Scheduled Jobs			
Updated ▾ Search			
All > Name contains inventory			
<input type="checkbox"/>	Name	Active	Class
	*inventory	<input type="button" value="Search"/>	<input type="button" value="Search"/>
Inventory States Scheduler		true	Scheduled Script Execution

11. Open the record and click on “**Execute Now.**”

Scheduled Script Execution	
Inventory States Scheduler	
This record is in the Product Inventory Advanced application, but Global is the current application. To edit this record click here .	
Name	Inventory States Scheduler
Active	<input checked="" type="checkbox"/>
Application	Product Inventory Advanced
Conditional	<input type="checkbox"/>
For scheduled job types that require an entered time, you have the option to enter an associated time zone. If no time zone is selected, the job will run at the entered time in the time zone of the instance running the job.	
Run	Daily
Time zone	Use System Time Zone
Time	00:00:00
Run this script	<input type="button"/> <input type="button"/> <pre>1 //suspension and resume of inventories via Scheduler Job 2 new ProductInventoryService().schedulerInventorySuspend(); 3 new ProductInventoryService().schedulerInventoryResume();</pre>

Note: Please note that steps 8-11 are needed only for demo purposes. In a real scenario, the system would automatically run the scheduled job as and when the action date on the product inventory operation matches the current date.

12. Notice that the product inventory is moved to **Active**, and the order is completed.

Product Inventory
SD-WAN Service Package PI0000031

* Name SD-WAN Service Package PI0000031

* Specification SD-WAN Service Package v2

* State Active

Location

Parent product

Activities

13. The child inventories are also moved to **Active**.

Child Product Inventory (2)		Product Inventory Relationships	Install Base Items	Cases	Entitlements	Contracts	All Consumers	Product Characteristics	Product Inventory Operations (1)
		Name							
Product Inventories									
<input type="checkbox"/>		Name	Product model	Account	Contact	State			
		SD-WAN Controller PI0000032	SD-WAN Controller PRD00001528	Funco Intl	Sally Thomas	Active			
		SD-WAN Edge Device PI0000034	SD-WAN Edge Device PRD00001500	Funco Intl	Sally Thomas	Active			

14. Impersonate **Mike Davis** again and open **CSM/FSM Configurable Workspace**.

Scheduled Jobs

Scheduled Jobs

Impersonate user

Select a user

Search for a user

RECENT IMPERSONATIONS

MD Mike Davis mike.davis

Cancel Impersonate user

15. Search for the order number that we created above and see that the product inventory operation is now completed.

ORDL0001025

Details Order Orchestration Order Characteristics Order Line Item Contacts Order Line Related Items **Product Inventory Opera... (1)** More ▾

Product Inventory Operations [1]

Last refreshed just now

Number ▾	Product inventory	Source record id	Action	Action date	State	State re
PIO0001026	SD-WAN Service Package PI0000031	Order Line Item: ORDL0001025	Resume	2023-09-24 12:08:59	Completed	Product

16. Go back to the List view and open the **My Lists** tab and you will see a new task created as "**Resume SDWAN service**". Close the task.

Lists My Lists

Today's Order tasks [12]

Last refreshed just now

<input type="checkbox"/> Number ▾	Short description	Priority	State	Assigned to	Task type ▾	Jeopardy level
<input type="checkbox"/> OMTASK00001085	Perform Order Validation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001086	Resume Controller Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001087	Resume SD-WAN Edge	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001088	Initiate Service Activation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001089	Resume Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001090	Initiate Service Activation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001091	Resume Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001092	Initiate Service Activation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001093	Resume Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001094	Initiate Service Activation	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001095	Resume Routing Service	4 - Low	Closed complete	(empty)	Order Task	None
<input type="checkbox"/> OMTASK00001096	Resume SDWAN Service	4 - Low	In progress	(empty)	Order Task	None

17. The order is now complete.

ORDL0001025

Details Order Orchestration Order Characteristics Order Line Item Contacts Order Line Related Items

Order Line Item

Number	Account
ORDL0001025	Funco Intl
Order *	Order type *
ORD0001009	Product
Parent line item	State
—	Completed
Product offering	Location
Premium SD-WAN Offering v2	(*) system has modified this field value

Lab verification

1. In this lab, we were able to successfully suspend the inventory which was active.
2. We were also able to resume the inventory thus making the inventory active.
3. We also saw how the future due committed date would automatically make the inventory active/suspend the inventory.

Congratulations! You have completed this lab.