

Compatibility Rules

Lab 2.0

45 minutes

Table of contents

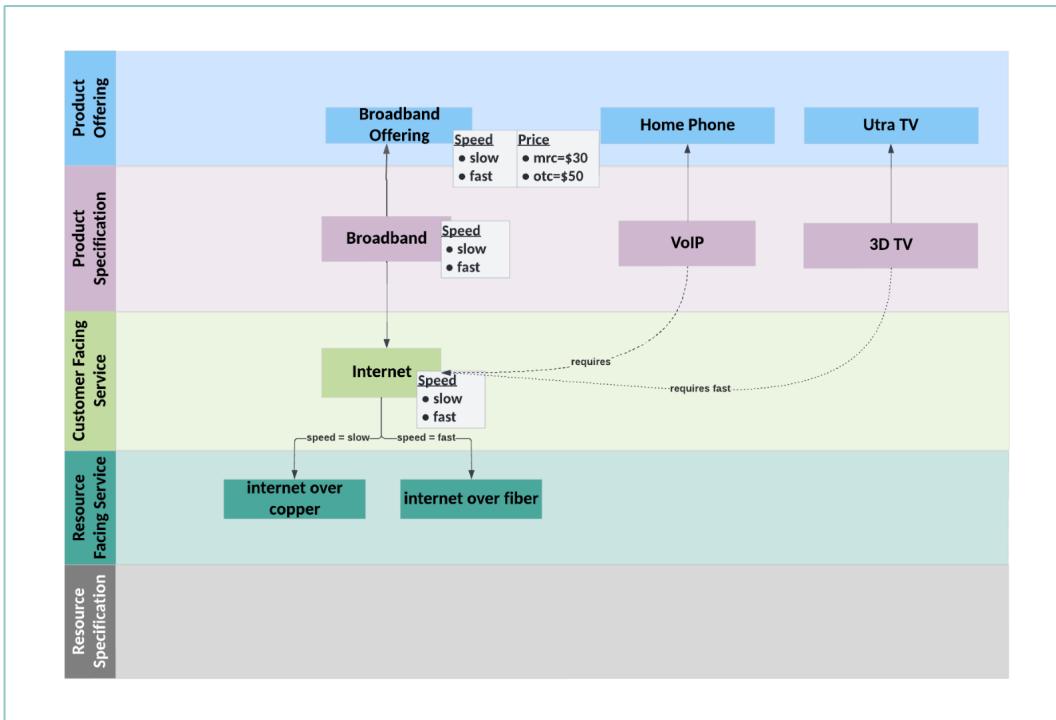
Lab objectives	1
Scenario.....	2
Section 1.0 Create New Product Specifications	2
Section 1.1 Create VoIP Product Specification	2
Section 1.2 Create 3D TV Product Specification	10
Section 2.0 Order Capture	16
Section 2.1 Create Broadband Order	16

Lab objectives

You will achieve the following objectives:

- Define a simple catalog model
- Capture an order for the product and services for the model
- View the Resulting inventory

- Capture a change order for the previously fulfilled product



- Capture a delete order for the previously fulfilled product

Lab Dependency: This is a foundational lab for all subsequent lab exercises. Do not skip.

Scenario

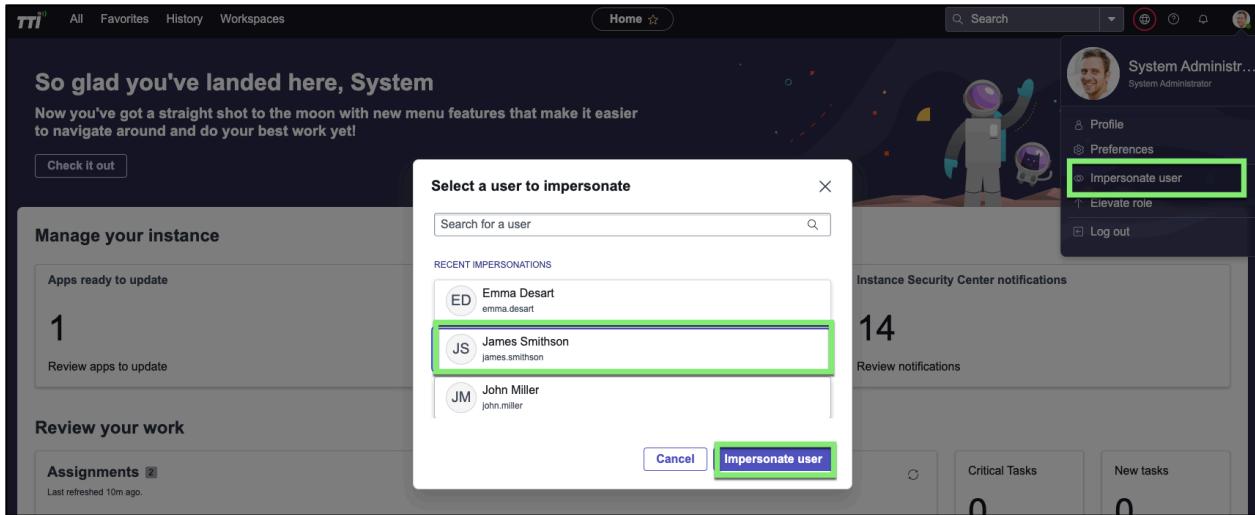
We are going to extend the Broadband product that we created earlier with two new products – VoIP and 3D TV – each of which requires an Internet Service. The VoIP service requires any internet service, while the 3DTV requires a superior internet with speed = fast.

Section 1.0 Create New Product Specifications

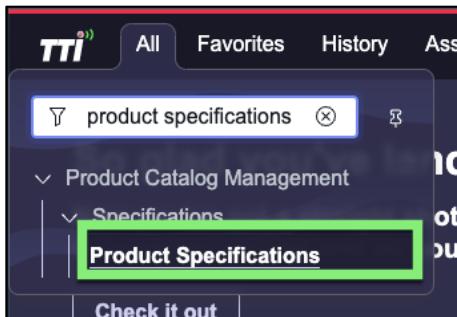
This section will create the VoIP Product Specification record.

Section 1.1 Create VoIP Product Specification

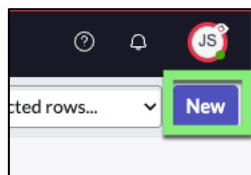
- Log in to the student lab instance.
- Impersonate **James Smithson**, the *Product Catalog Manager*.



3. Navigate to **All > Product Catalog Management > Specifications > Product Specifications**.



4. Select the New button to create a new Product Specification record.



5. Select the magnifying glass next to the **Category** field to open the **Specification Categories** list.

Product Specification
New record

Number	PRDSP01015	State	Draft
* Name	VoIP	Code	
Version	1	Line	
* Display Name	VoIP	Cost to Company	
* Category	<input type="text"/>	Composite	
Type	~ None ~	Installation Required	<input type="checkbox"/>
* Start Date	2022-08-08	Location Specific	<input type="checkbox"/>
End Date		Initial Version	
Owner		Previous Version	
* Description VoIP Product requires an Internet Service			

6. Select the **New** button to create a new **Specification Category**.

Specification Categories | ServiceNow

Name	Search	New
All		
Name		
Broadband		
Firewall Device		
Firewall Management		
Firewall Zones		
Internet		
Internet over Copper		
Managed Firewall		
Managed Security		
Mobile Data Service		
Mobile Plan		
Mobile Service		

7. Enter the following values
 - Name: **VoIP**
 - Model Category: **Simple Model Category**

Specification Category
New record

* Name: VoIP

* Model Category: Simple Model Category

Activities

Submit

8. Select the **Submit** button to create the record.
9. Create the Service Specification **VoIP** of type **Service Specification** with the following values:
 - **Name:** **VoIP**
 - **Display Name:** **VoIP**
 - **Type:** **Service**
 - **Start Date:** **Current date**
 - **Description:** **Voice over IP Product Specification - requiring Internet Service**

Product Specification
VoIP

Number: PRDSP01015

* Name: VoIP

Version: 1

* Display Name: VoIP

* Category: VoIP

Type: Service

* Start Date: 2022-08-08

End Date:

Owner:

* Description: VoIP Product requires an Internet Service

State: Draft

Code:

Line:

Cost to Company:

Composite:

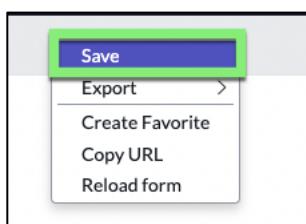
Installation Required:

Location Specific:

Initial Version: VoIP

Previous Version:

10. Right-click on the header, select **Save** to save the record, and stay on the **Product Specification** form.

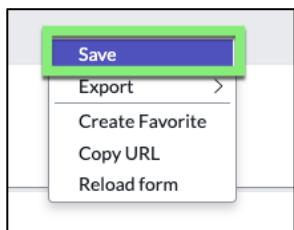


11. Select the Compatibility **Rules** Related List and click on the New button to create a new Compatibility Rule record.

12. Create a new **Compatibility Rule** with the following values:

- Name: **VoIP Requires CFS:Internet**
- Description: **VoIP Product requires an Internet Service**

13. Right-click on the header and select the **Save** option to save the record and remain on the page.



14. Select the **Composites** Related List and select the **New** button to create a new Composites record.

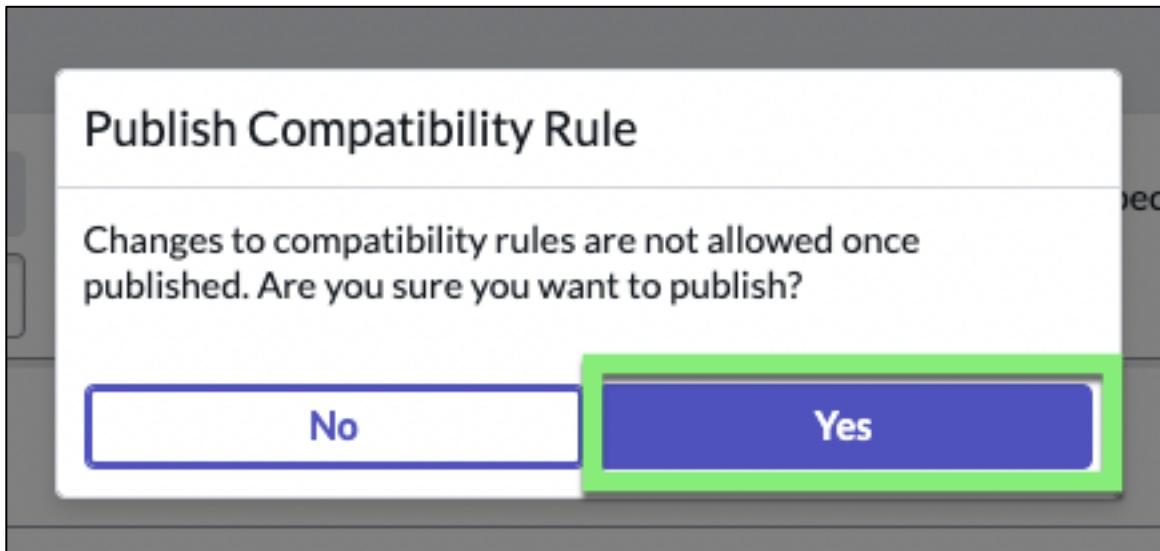
15. Create a new **Composites** record with the following values:

- Name: **VoIP Requires CFS:Internet**

- Specification: **Internet**
- Description: **VoIP Product requires an Internet Service**

16. Select the **Submit** button to create the new record.

17. From the **Compatibility Rule**, select the **Publish** option to publish the record.



18. Navigate to the **VoIP Product Specification** record and select the **Publish** option to publish the record.

Note: you may need to use the Application Navigator to return to the **VoIP Product Specification** record.

TTI All Favorites History W

product sp

Product Catalog Management

Specifications

Product Specifications

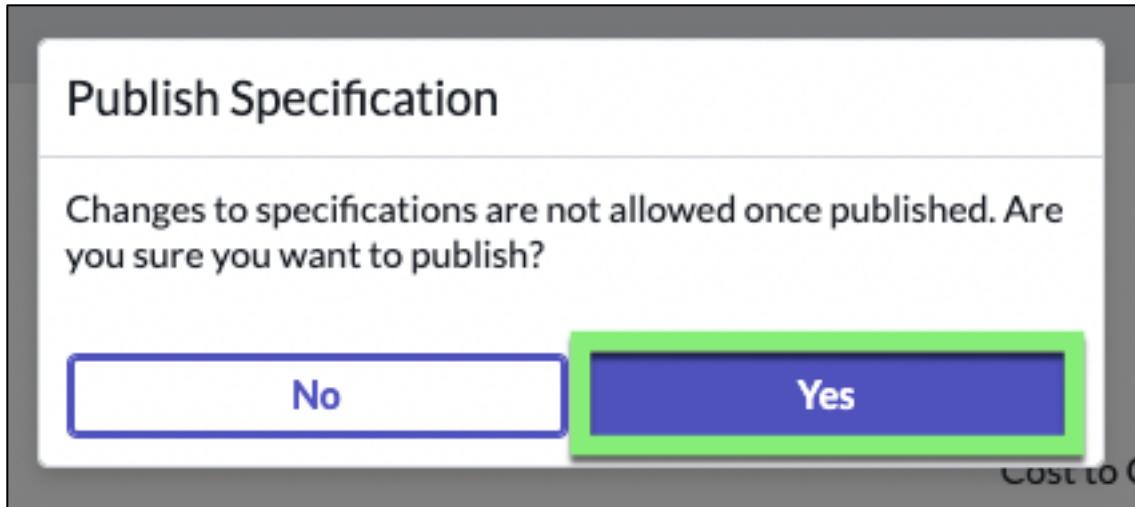
Product Specifications								
	Number	Display Name	Version	Category	State	Start Date	End Date	Composite
	PRDSP00001	Mobile Plan	1	Mobile Plan	Published	2021-09-26	2026-09-26	false
	PRDSP00002	SD-WAN Security	1	SD-WAN Security	Published	2022-08-03	2027-09-04	false
	PRDSP00003	SD-WAN Service Package	1	SD-WAN Service Package	Published	2022-08-05		true
	PRDSP00004	SD-WAN Controller	1	SD-WAN Controller	Published	2022-08-05		false
	PRDSP00005	SD-WAN Edge Device	1	SD-WAN Edge Device	Published	2022-08-05	2027-09-04	false
	PRDSP00006	SD-WAN Edge Device v2	2	SD-WAN Edge Device	Published	2023-12-15	2029-01-13	false
	PRDSP00007	SD-WAN Security v2	2	SD-WAN Security	Published	2023-12-13	2029-01-13	false
	PRDSP00008	SD-WAN Service Package v2	2	SD-WAN Service Package	Published	2023-12-15		true
	PRDSP01001	Connectivity	1	Connectivity	Published	2022-08-17		false
	PRDSP01002	VoIP	1	VoIP	Draft	2022-08-17		false
	PRDSP01003	Broadband	1	Broadband	Published	2022-08-17		

Product Specification
VoIP

Number PRDSP01015
Name VoIP
Version 1
Display Name VoIP
Category VoIP
Type Service
Start Date 2022-08-08
End Date
Owner
Description VoIP Product requires an Internet Service

State Draft
Code
Line
Cost to Company
Composite
Installation Required
Location Specific
Initial Version VoIP
Previous Version

Publish **Update** **Copy** **Delete**



19. Select the **Product Offering** Related List from the **VoIP Product Specification** record and click the New button to create a new Product Offering record.

20. Enter the following values for the new **Product Offering** record:

- Name: **Home Phone**
- Display Name: **Home Phone**
- Product Specification: **VoIP** (auto-populated value)
- Monthly Recurring Charges: **20**
- Non Recurring Charges: **30**
- Description: **Home Phone Product Offering**
- Offering Catalog: **Enterprise Mobile Plan**
- Distribution Channel: **Web**
- Start Date: **Current date**

Product Offering
New record

Number	PRDOF01010	State	In Draft
* Name	Home Phone	* Offering Catalog	Enterprise Mobile Plan
Version	1	* Distribution Channel	Web
* Display Name	Home Phone		
* Product Specification	VoIP		
* Contract Term	Not Applicable		
Monthly Recurring Charges	\$ 20		
Non Recurring Charges	\$ 30		
Select target record			
* Start Date 2022-08-08			
End Date			
Owner			
Initial Version			
Previous Version			
External Version			
External ID			
* Description Home Phone Product Offering			

21. **Save** and **Publish** the **Product Offering** record.

Save

- Export
- Create Favorite
- Copy URL
- Reload form

* Distribution Channel Web

Publish

Publish Offering

Changes to product offerings are not allowed once published.
Are you sure you want to publish?

No Yes

Section 1.2 Create 3D TV Product Specification

1. Create another **Product Specification** record type **Service Specification** for **3D TV** with the following values.

Note: see the steps above if you can't recall how to create a new **Product Specification**.

- Name: **3D TV**
- Display Name: **3D TV**
- Type: **Service**
- Start Date: **Current date**
- Description: **3D TV Requiring fast Internet Service**
- Category: **3D TV**

Note: create a new Category record with the name of **3D TV** with a Model Category value of **Simple Model Category**.

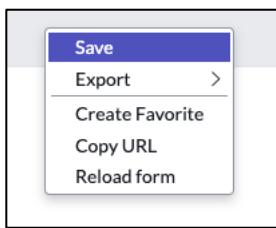
The left screenshot shows the 'Product Specification' form with the following data:

- Number: PRDSP01016
- * Name: 3D TV
- Version: 1
- * Display Name: 3D TV
- * Category: (empty)
- Type: Service
- * Start Date: 2022-08-08
- End Date: (empty)
- Owner: (empty)
- * Description: 3D TV Requiring fast Internet Service

The right screenshot shows the 'Specification Category' form with the following data:

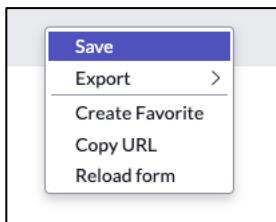
- * Name: 3D TV
- * Model Category: Simple Model Category

2. Right-click on the header, select **Save** to save the record and remain on the **3D TV Product Specification** record.



3. Select the **Compatibility Rules** Related List and click the **New** button to create a new Compatibility Rule record.

4. Enter the following values for the **Compatibility Rule** record, right-click on the header, and select the **Save** button to create the record and remain on the form.
- **Name:** **3D TV Requires Fast Internet**
 - **Description:** **3D TV Requires Fast Internet**



5. On the **Compatibility Rule** record, select the **Compatibles** Related List and click the **New** button to create a new Compatibles record.

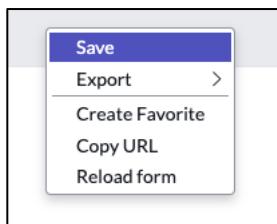
6. Enter the following values for the **Compatibles** record:
- **Name:** **3D TV Requires Fast Internet**
 - **Specification:** **Internet** (look-up value using Reference field)
 - **Description:** **3D TV Requires Fast Internet**
 - **Relationship Type:** **Requires** (default value)

The screenshot shows the 'Compatibles' form with the following data entered:

- Name: 3D TV Requires Fast Internet
- Compatibility Rule: CR0001010
- * Specification: Internet
- Description: 3D TV Requires Fast Internet
- Relationship Type: Requires
- Min Quantity: 1
- Max Quantity: 1

- Right-click on the header and select **Save** to create the record and remain on the page.

Note: if you selected the **Submit** button, return to the **Compatibles** record.



- Select the **New** button associated with the **Target Configuration** Related List from the Compatibles record.

Characteristic	Characteristic Option
No records to display	

- Enter the following values on the **Specification Configuration** record and select the **Submit** button to create the new form.

- Specification: **Internet** (auto-populated)
- Characteristic: **Speed**
- Characteristic Option: **Fast**

The screenshot shows the 'Specification Configuration' form with the following data entered:

- Compatibility Rule: CR0001010
- * Specification: Internet
- * Characteristic: Speed
- * Characteristic Option: Fast

- Navigate to the **3D TV Requires Fast Internet Compatibility Rule** record created in step #4.

Note: use the back button to return to the **Compatibility Rule** record.



11. Select the Publish button to publish the **3D TV Requires Fast Internet** Compatibility Rule record.

Compatibility Rule		CR0001010	
Number	CR0001010	* Specification	3D TV
Name	3D TV Requires Fast Internet	State	Draft
Description	3D TV Requires Fast Internet		

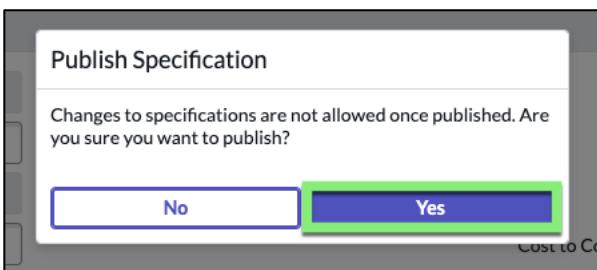


12. Navigate to the **3D TV Product Specification** record.

Note: you may need to use the **Application Navigator** or the **History** option to return to the **3D TV Product Specification** record.

13. From the **3D TV Product Specification** record, select the **Publish** button to publish the record.

Product Specification		3D TV	
Number	PRDSP01016	State	Draft
* Name	3D TV	Code	
Version	1	Line	
* Display Name	3D TV	Cost to Company	



14. Select the **Product Offerings** Related List from the **3D TV Product Specification** record and select the **New** button to create a new Product Offering record.

The screenshot shows a ServiceNow interface with a top navigation bar containing tabs: Specification Characteristics, Specification Relationships, **Product Offerings**, Attribute Mappings, Versions (1), and Compatibility Rules (1). Below the navigation bar is a search bar with fields for Number and Search. To the right of the search bar is a 'New' button, which is highlighted with a green box. The main content area displays a table with columns: Number, Display Name, Version, Monthly Recurring Charges, Non Recurring Charges, Contract Term, State, Start Date, and End Date. A large message 'No records to display' is centered in the table area. The entire interface is framed by a thick black border.

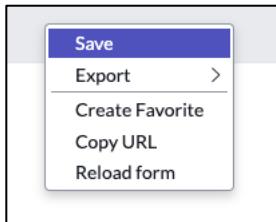
15. Enter the following values for the Product Offering:

- Name: **Ultra TV**
- Display Name: **Ultra TV**
- Product Specification: **3D TV** (auto-populated)
- Monthly Recurring Charges: **50**
- Non Recurring Charges: **20**
- Description: **Product Offering for Ultimate TV**
- Offering Catalog: **Enterprise Mobile Plan**
- Distribution Channel: **Web**
- Start Date: **Current date**

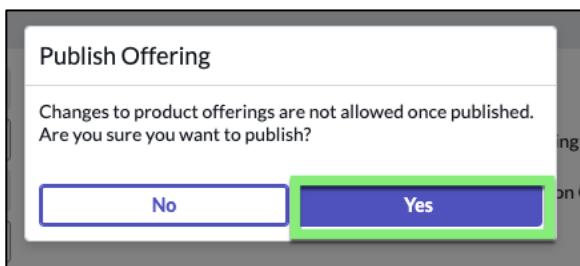
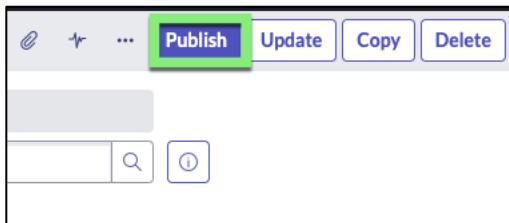
The screenshot shows a 'Product Offering New record' form. The form fields and their values are as follows:

- Number: PRDOF01011
- * Name: Ultra TV
- Version: 1
- * Display Name: Ultra TV
- * Product Specification: 3D TV
- * Contract Term: Not Applicable
- Monthly Recurring Charges: \$ 50
- Non Recurring Charges: \$ 20
- * Description: Product Offering for Ultimate TV
- State: In Draft
- * Offering Catalog: Enterprise Mobile Plan
- * Distribution Channel: Web
- * Start Date: 2022-08-08
- End Date: (empty)
- Owner: (empty)
- Initial Version: (empty)
- Previous Version: (empty)
- External Version: (empty)
- External ID: (empty)

16. Right-click on the header and select the **Save** option to create the new **Ultra TV** Product Offering record and remain on the form.



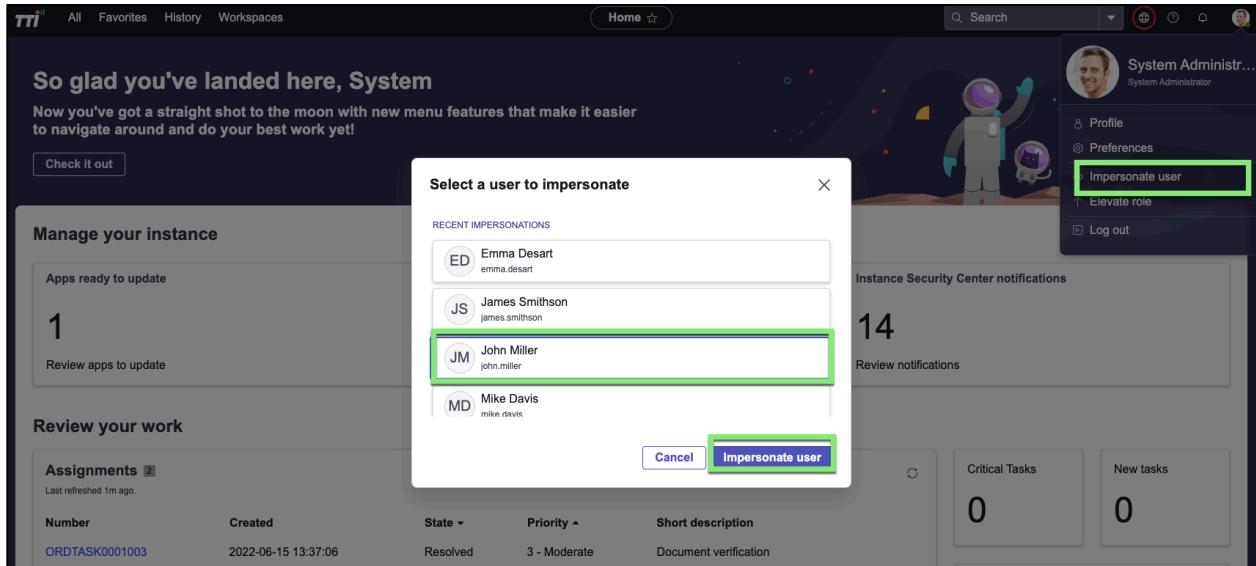
17. Select the **Publish** button to publish the **Ultra TV** Product Offering record.



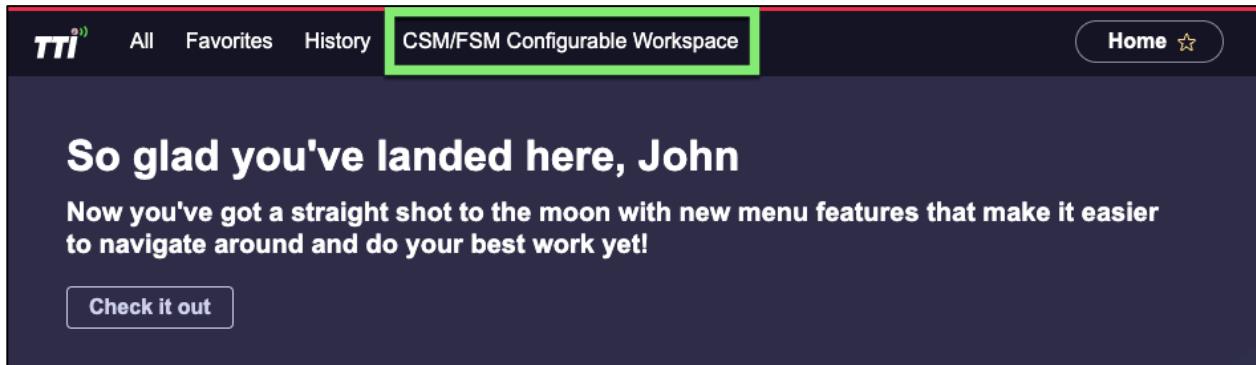
Section 2.0 Order Capture

Section 2.1 Create Order

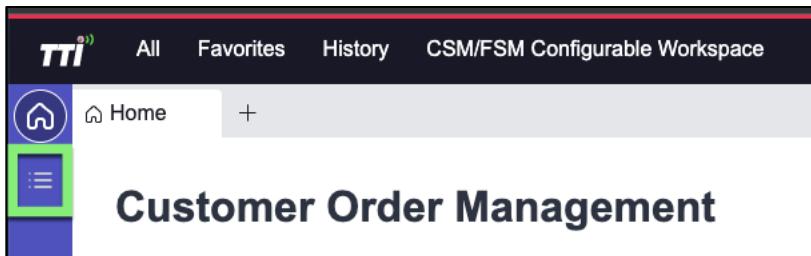
1. Impersonate user **John Miller**, Order Fulfillment Agent.



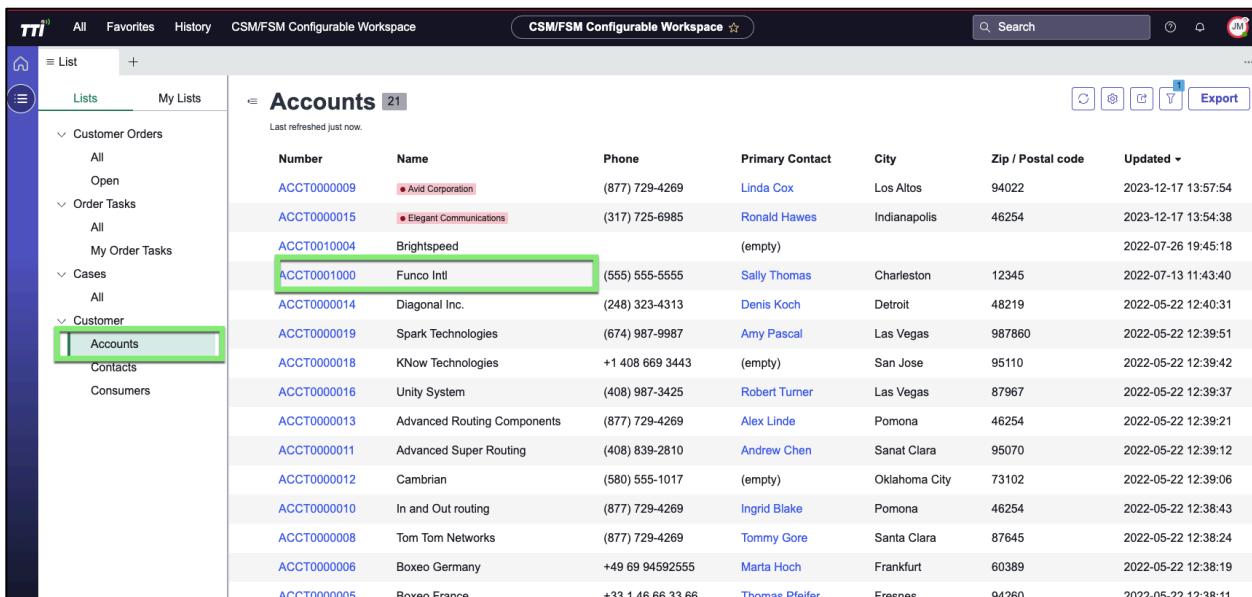
2. Navigate to the **CSM/FSM Configurable Workspace** by selecting the **CSM/FSM Configurable Workspace** option from the header or by selecting the **CSM Configurable Workspace** option in the Application Navigator.



3. Select the **List** option in the left-navigation.

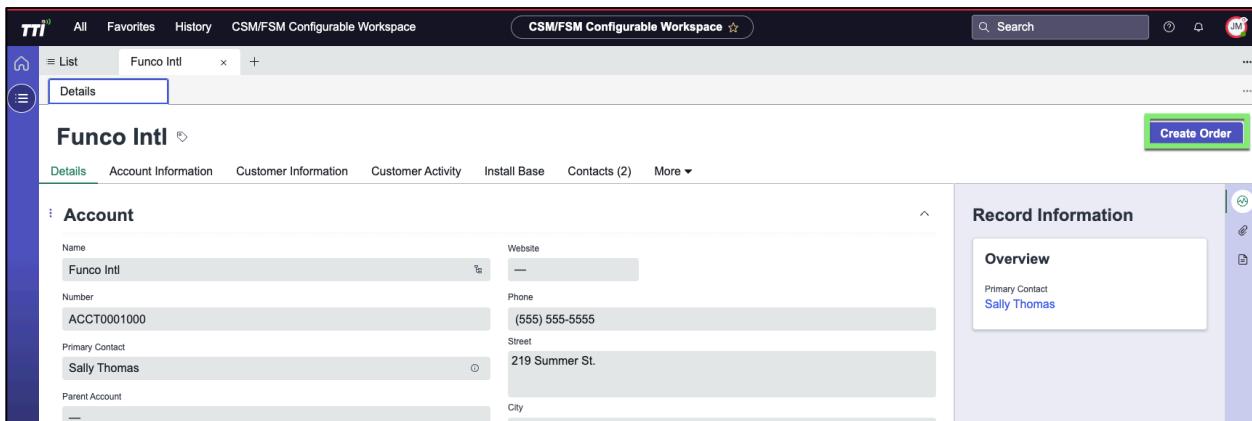


4. Select **Customer >> Accounts** and choose the Funco Intl option.

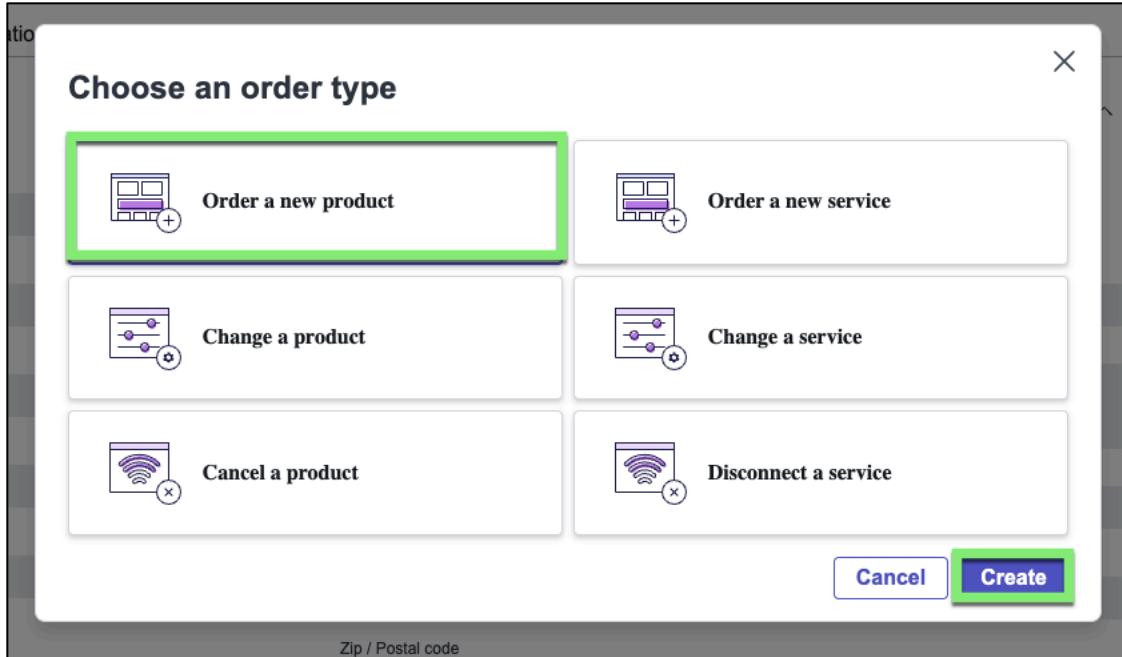


Number	Name	Phone	Primary Contact	City	Zip / Postal code	Updated
ACCT0000009	Avid Corporation	(877) 729-4269	Linda Cox	Los Altos	94022	2023-12-17 13:54:54
ACCT0000015	Elegant Communications	(317) 725-6985	Ronald Hawes	Indianapolis	46254	2023-12-17 13:54:38
ACCT0010004	Brightspeed		(empty)			2022-07-26 19:45:18
ACCT0001000	Funco Intl	(555) 555-5555	Sally Thomas	Charleston	12345	2022-07-13 11:43:40
ACCT0000014	Diagonal Inc.	(248) 323-4313	Denis Koch	Detroit	48219	2022-05-22 12:40:31
ACCT0000019	Spark Technologies	(674) 987-9987	Amy Pascal	Las Vegas	987860	2022-05-22 12:39:51
ACCT0000018	KNow Technologies	+1 408 669 3443	(empty)	San Jose	95110	2022-05-22 12:39:42
ACCT0000016	Unity System	(408) 987-3425	Robert Turner	Las Vegas	87967	2022-05-22 12:39:37
ACCT0000013	Advanced Routing Components	(877) 729-4269	Alex Linde	Pomona	46254	2022-05-22 12:39:21
ACCT0000011	Advanced Super Routing	(408) 839-2810	Andrew Chen	Sanat Clara	95070	2022-05-22 12:39:12
ACCT0000012	Cambrian	(580) 555-1017	(empty)	Oklahoma City	73102	2022-05-22 12:39:06
ACCT0000010	In and Out routing	(877) 729-4269	Ingrid Blake	Pomona	46254	2022-05-22 12:38:43
ACCT0000008	Tom Tom Networks	(877) 729-4269	Tommy Gore	Santa Clara	87645	2022-05-22 12:38:24
ACCT0000006	Boxeo Germany	+49 69 94592555	Marta Hoch	Frankfurt	60389	2022-05-22 12:38:19
ACCT0000005	Boxeo France	+33 1 46 66 33 66	Thomas Pfeifer	Fresnes	94260	2022-05-22 12:38:11

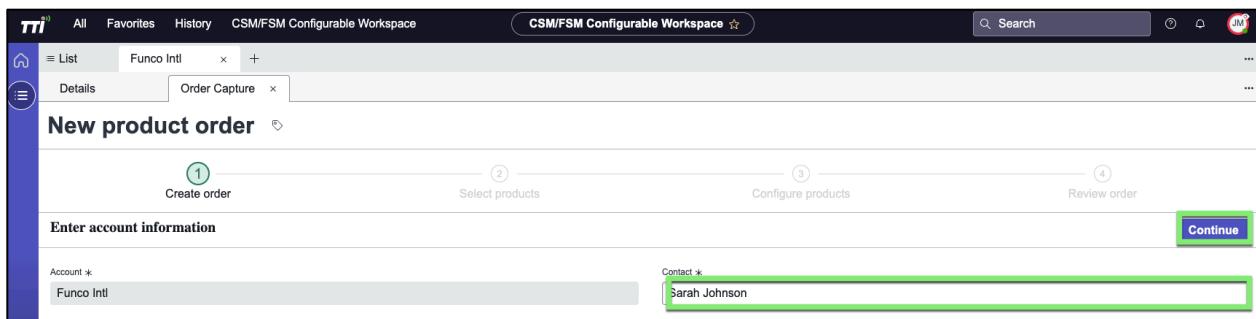
5. From the **Funco Intl** account record, select the Create Order button.



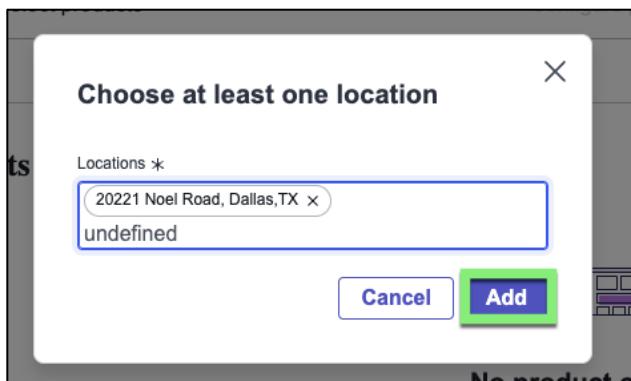
6. Select the **Order a new product** option and select the **Create** button.



7. Select **Sarah Johnson** as the Contact and choose the **Continue** button.



8. Select a **Location** value and choose the **Add** button.



9. Enter the following **Location** Contact details:

- First Name: **John**
- Last Name: **Miller**
- Email: john.miller@tti.com
- Mobile Number: **555-555-5555**

10. Using the **Offering** reference field, add the Ultra TV Product Offering to the order with a **Quantity** value of 1.

Select products
For each location, choose a contact, product, and quantity.

Location Contact

First Name <input type="text" value="John"/>	Last Name <input type="text" value="Miller"/>
Email <input type="text" value="john.miller@tti.com"/>	Mobile Number <input type="text" value="555-555-5555"/>

Product offerings

Offering *	Quantity
<input type="text" value="Ultra TV"/>	<input type="text" value="1"/>

Add Product Offering

11. Select the **Add Product Offering** button to include a second Product Offering in the order.

Product offerings

Offering *	Quantity
<input type="text" value="Ultra TV"/>	<input type="text" value="1"/>

Add Product Offering

12. Select the **Home Phone** Product Offering to include it in the order with a **Quantity** value of 1.

Product offerings

Offering *	Quantity
<input type="text" value="Ultra TV"/>	<input type="text" value="1"/> 
Offering *	Quantity
<input type="text" value="Home Phone"/>	<input type="text" value="1"/> 

13. Select the **Add Product Offering** button to include a third Product Offering in the order.

14. Select the **Broadband Offering** Product Offering to include it in the order with a **Quantity** value of 1.

Offering *	Quantity
Broadband Offering	1

Add Product Offering

15. The following three **Product Offerings** should be attached to the order.

Offering *	Quantity
Ulta TV	1
Home Phone	1
Broadband Offering	1

Add Product Offering

16. Select the **Configure Items** button to move to the next step in the ordering process.

Select products Configure products Review order

Configure items

Select products
For each location, choose a contact, product, and quantity.

Location Contact

First Name John	Last Name Miller
Email john.miller@tti.com	Mobile Number 555-555-5555

17. The **Broadband** service is missing information. Select the **Broadband** record and then select the **Characteristics** tab to view what Characteristic Value is missing data.

The screenshot shows the 'New product order' screen. The 'Characteristics' tab is selected for the 'Broadband' item. The 'Characteristic Value' field is empty and highlighted with a green box.

18. Select the **Open Preview** option to open the **Characteristic** record.

The screenshot shows the 'Characteristics' tab for the 'Broadband' item. The 'Speed' characteristic is selected and its 'Open Preview' option is highlighted with a green box.

19. In the **Speed Order Characteristic** record, select a **Characteristic Option** value of **Fast** and select the **Update** button to update the characteristic value.

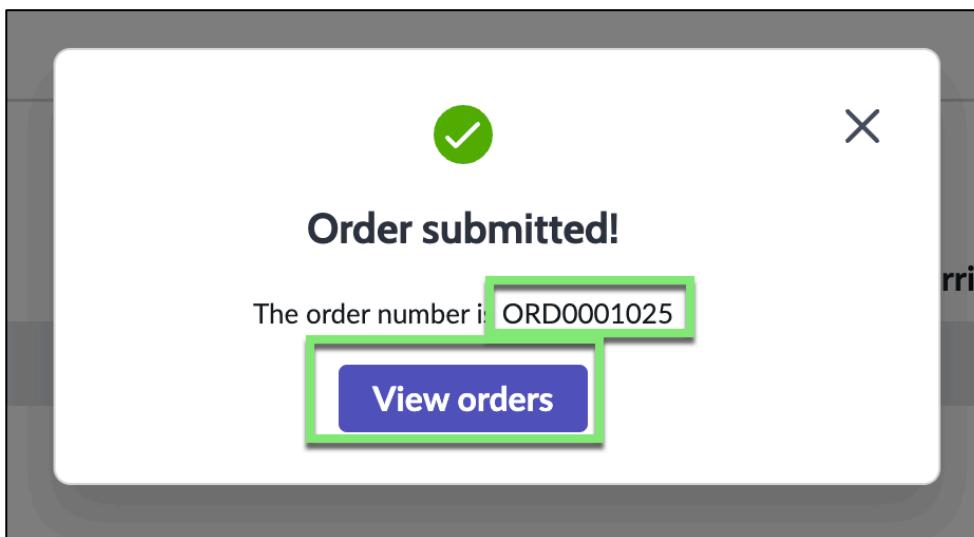
The screenshot shows the 'Speed' characteristic record. The 'Characteristic Option' field is set to 'Fast' and highlighted with a green box. The 'Update' button is also highlighted with a green box.

20. Select the **Review** button to move the order to the next page.

21. Review the order and then select the **Submit** button to complete the order.

Number	Product Offering	Product Specification	Ordered Quantity	Location	Monthly Recurring Charges Per Unit	Non Recurring Charges Per Unit	Total Price
ORDL0001003	Broadband Offering	Broadband	1	20221 Noel Road, Dallas,TX	\$30.00	\$50.00	\$80.00
ORDL0001002	Home Phone	VoIP	1	20221 Noel Road, Dallas,TX	\$20.00	\$30.00	\$50.00
ORDL0001001	Ultra TV	3D TV	1	20221 Noel Road, Dallas,TX	\$50.00	\$20.00	\$70.00

22. Note the order number on the overlay window. Select the **View Orders** button.



23. Impersonate **Mike Davis**, the Order Fulfillment Manager.
24. Select the order number from the list of orders to view the order details.
25. Select the **Order Line Items** tab to view the three order line records.
26. Select the **Approve** button to approve the order. The **State** of the order is now **In Progress**.
27. Select the **Order Line Items** tab and choose the **Broadband** order line.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001054	VoIP	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)
ORDL0001053	3D TV	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)
ORDL0001055	Broadband	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)

28. From the **Broadband** order line record, select the **Order Tasks** tab. Observe three order task records.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001052	Product Order for Broadband	3 - Moderate	Draft	(empty)	(empty)
SO0001043	Service Order for Internet	3 - Moderate	Draft	(empty)	(empty)
SO0001044	Service Order for Internet over Fiber	3 - Moderate	Draft	(empty)	(empty)

29. Select the **Service Order for Internet over Fiber** task record by clicking on the **Number** value.

The screenshot shows the 'Order Tasks' tab for Order Line Item SO0001044. There are three tasks listed:

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001052	Product Order for Broadband	3 - Moderate	Draft	(empty)	(empty)
SO0001043	Service Order for Internet	3 - Moderate	Draft	(empty)	(empty)
SO0001044	Service Order for Internet over Fiber	3 - Moderate	Draft	(empty)	(empty)

30. Change the State of the **Service Order for Internet over Fiber** (or Copper) task to **Closed Complete** and select the **Save** button. You can also use the **Close** button to close the task record.

Note: You can use the Order Orchestration tab to view the task records related to the order.

The screenshot shows the details page for Service Order SO0001044. The 'State' field is set to 'Closed Complete'. The 'Save' button is highlighted with a green border.

31. Repeat the process to view and close the remaining two **Order Task** records:

- **Service Order for Internet** (close this task before the **Product Order for Broadband** task)
- **Product Order for Broadband**

Note: you will need to click on the Order Line record to view the Order Tasks. You may need to refresh the list of Order Tasks to see the updated State value.

Note: remember the order number of the **Service Order for Internet** order task record for a future step.

Note: close out the Service Order for Internet task before closing out the Product Order for Broadband question to avoid Order Fallout.

Note: when completing the **Order Task** records, you may experience an **Order Fallout**. You can find **Order Fallout** records attached to the Order record. You will need to close and complete these **Order Fallouts** prior to completing the order.

If you do encounter an **Order Fallout**, impersonate user **Emma Desart**, Fallout Manager, and navigate to the **CSM/FSM Configurable Workspace** and select the **List** option to view the available records. Select **Fallouts > All** to view all **Fallout** records.

Set the **State** of the Fallout to **Closed Complete** and select the **Save** button to close out the fallout record.

Return to impersonating **Mike Davis**, the *Order Fulfillment Manager*.

Number	Fallout Type	Short description	State	Related order task	Order Line Item	Priority	Assigned to
FO00000001	(empty)	Inventory Allocation Failure	Closed Complete	TASK0000124	Order Line Item: ORDL0000006	4 - Low	Andre Johnson
FO00000002	(empty)	Inventory Allocation Failure	Closed Complete	TASK0000126	Order Line Item: ORDL0000006	4 - Low	Andre Johnson
FO00000003	(empty)	Inventory Allocation Failure	Closed Complete	TASK0000128	Order Line Item: ORDL0000006	4 - Low	Andre Johnson
FO00000004	(empty)	Inventory Allocation Failure	Closed Complete	TASK0000162	Order Line Item: ORDL0000010	4 - Low	Andre Johnson
FO0001001	(empty)	Order Auto Closure Failure	Closed Complete	PO0001002	Order Line Item: ORDL0001002	4 - Low	(empty)
FO0001002	(empty)	Order Auto Closure Failure	Closed Complete	PO0001003	Order Line Item: ORDL0001003	4 - Low	(empty)
FO0001003	(empty)	Order Auto Closure Failure	Open	PO0001006	Order Line Item: ORDL0001006	4 - Low	(empty)

32. Confirm the three order task records for **Broadband** have been set to a **State of Closed Complete**.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001052	Product Order for Broadband	3 - Moderate	Closed Complete	(empty)	(empty)
SO0001043	Service Order for Internet	3 - Moderate	Closed Complete	(empty)	(empty)
SO0001044	Service Order for Internet over Fiber	3 - Moderate	Closed Complete	(empty)	(empty)

33. Return to the Order lines tab and select the **VoIP** order line record.

Number	Product Specification	Location	Ordered Quantity	Order Line Action	State	Parent Line Item
ORDL0001054	VoIP	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)
ORDL0001053	3D TV	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)
ORDL0001055	Broadband	20221 Noel Road, Dallas,TX	1	Add	In Progress	(empty)

34. Select the **Order Tasks** tab and select the **Product Order for VoIP** record.

Number	Short description	Priority	State	Assignment group	Assigned to
PO0001051	Product Order for VoIP	3 - Moderate	Draft	(empty)	(empty)

35. Select the **Domain Order Related Items** tab and click the **New** button to create a new record.

The screenshot shows the ServiceNow interface for a Product Order. The title bar indicates the record is 'ORD0001025'. The 'Domain Order Related Items' tab is selected. In the top right corner of the main area, there is a blue 'New' button with a white outline, which is highlighted with a green box.

36. Enter the **Service Order for Internet** from step #31 above into the **Related Domain Order** field. This value will trigger the population of the **Related Inventory** field and select the **Save** button.

This screenshot shows the 'Create New Domain Order Related Items' form. It has fields for Number (DORI000001016), Domain Order (PO0001051), and Domain Order Specification (VoIP). The 'Related Domain Order' field contains 'SO0001043', and the 'Related Inventory' field contains 'Internet PI0001126'. In the top right corner, there is a blue 'Save' button with a white outline, which is highlighted with a green box.

37. Return to the **Product Order for VoIP**, change the state to **Closed Complete** and click on the **Save** button. You may also use the **Close** button to close out the task record.

This screenshot shows the 'Product Order for VoIP' screen again. The 'State' dropdown menu is open, showing 'Closed Complete' as the selected option. In the top right corner, there is a blue 'Save' button with a white outline, which is highlighted with a green box.

38. Navigate to the **3D TV** order line record, Product Order tab attempt to set the state to **Closed Completed**, and select the **Save** button.

The screenshot shows the 'Product Order' tab of a ServiceNow record. The 'State' field is currently set to 'Draft'. A dropdown menu is open, showing several other state options: 'Qualified', 'In Progress', 'On Hold', 'Scheduled', 'Closed Complete', and 'Canceled'. The 'Closed Complete' option is highlighted with a green border.

The system will revert the **State** of the Product Order back to **In Progress** and a message will be added to the **Activity Log**.

The screenshot shows the same 'Product Order' record after the state was changed. The 'State' field now displays 'In Progress' with a note: '@ system has modified this field value'. The 'Activity' log contains a message: 'State In Progress was Closed Complete'. Below this, another message from 'System' states: 'For Domain order : PO0001050 : One or more related items are required. Provide the related inventory details prior to closure of the related domain orders.'

39. Select the **Domain Order Related Items** tab on the **Product Order for 3D TV** record and select the **New** button to create a new Domain Order Related Item.

The screenshot shows the 'Domain Order Related Items' tab of the 'Product Order for 3D TV' record. At the top right, there is a 'New' button, which is highlighted with a green border.

40. Complete the form using the same service order value as step #36.

41. Select **Save** to create the record.

This screenshot shows the 'Create New Domain Order Related Items' page. At the top, there's a breadcrumb navigation bar with several items. On the right side, there's a 'Save' button with a green border. The main area has a section titled 'Domain Order Related Items' containing fields for 'Number' (DORI000001022), 'Related Domain Order' (SO0001043), 'Domain Order' (PO0001050), and 'Domain Order Specification' (3D TV). To the right is an 'Attachments' panel which says 'No Attachments Available'.

42. Return to the **Product Order for 3D TV** and change the **State** to **Closed Complete**. Select the **Save** button to update the record.

This screenshot shows the 'Product Order for 3D TV' page. The 'State' dropdown is set to 'Closed Complete'. The 'Save' button is highlighted with a green border. In the 'Activity' section, there's a note from 'System' stating: 'For Domain order : PO0001050 : One or more related items are required. Provide the related inventory details prior to closure of the related domain orders.' Below this, there are other activity logs from 'Mike Davis' and 'System'.

43. Return to the Order record, Order Lines tab, and observe all order lines are completed.

This screenshot shows the 'Order Line Items' tab for Order ORD0001025. There are three order lines listed: ORDL0001054 (VoIP, Location: 20221 Noel Road, Dallas,TX, State: Completed), ORDL0001053 (3D TV, Location: 20221 Noel Road, Dallas,TX, State: Completed), and ORDL0001055 (Broadband, Location: 20221 Noel Road, Dallas,TX, State: Completed).

44. Select the **Account Information** tab on the Order record. Scroll down to view the **Product Inventory** section. Select the **View all** link.

45. Select the **VoIP** or **3D TV** record from your order.

Note: You may need to add the *Created* and *Created by* columns to the list view to see the most records. In addition, you may need to add a filter to search for your records.

Created	Number	Name	Contact	Product Model	Created by	Parent Product	Product Offering
2022-09-01 19:26:52	PI0001127	Internet over Fiber PI0001127	Sarah Johnson	Internet over Fiber PRD00001002	system	Internet PI0001126	Broadband Offering
2022-09-01 19:26:51	PI0001123	VoIP PI0001123	Sarah Johnson	VoIP PRD00001006	system	(empty)	Home Phone
2022-09-01 19:26:51	PI0001124	3D TV PI0001124	Sarah Johnson	3D TV PRD00001007	system	(empty)	Ultra TV

46. Select the **Name** value to view the inventory record.

Product Inventory 17								
Owner	Contact	Name	Created by	Product Model	Created ▼	Number	Parent Product	Product Offering
Sarah Johnson		Internet over Fiber PI0001127	system	Internet over Fiber PRD00001002	2022-09-01 19:26:52	PI0001127	Internet PI0001126	Broadband Offering
Sarah Johnson		VoIP PI0001123	system	VoIP PRD00001006	2022-09-01 19:26:51	PI0001123	(empty)	Home Phone
Sarah Johnson		3D TV PI0001124	system	3D TV PRD00001007	2022-09-01 19:26:51	PI0001124	(empty)	Ultra TV

47. View the **Product Inventory Relationship** tab. To see the relationship to the Internet Product.

The screenshot shows the ServiceNow interface for the product 'VoIP PI0001123'. The top navigation bar includes 'List', 'ORD0001025', 'VoIP PI0001123', and a '+' button. Below the navigation is a 'Details' section. The main content area is titled 'VoIP PI0001123' with a dropdown arrow. A navigation bar below the title includes 'Details', 'Child Product Inventory', 'Product Inventory Relati... (1)', 'Install Base Items', 'Cases', 'Entitlements', 'Contracts', and 'More ▾'. The 'Product Inventory Relationships' tab is selected, indicated by a green box around its tab name. The tab displays a table with one row, highlighted with a green box. The table has columns for 'Number' (PIR000001006), 'Related Inventory' (Internet PI0001126), and 'State' (Valid). The entire table row is also highlighted with a green box.

Congratulations! You have completed this lab.