

Automated Network Request Management in ServiceNow

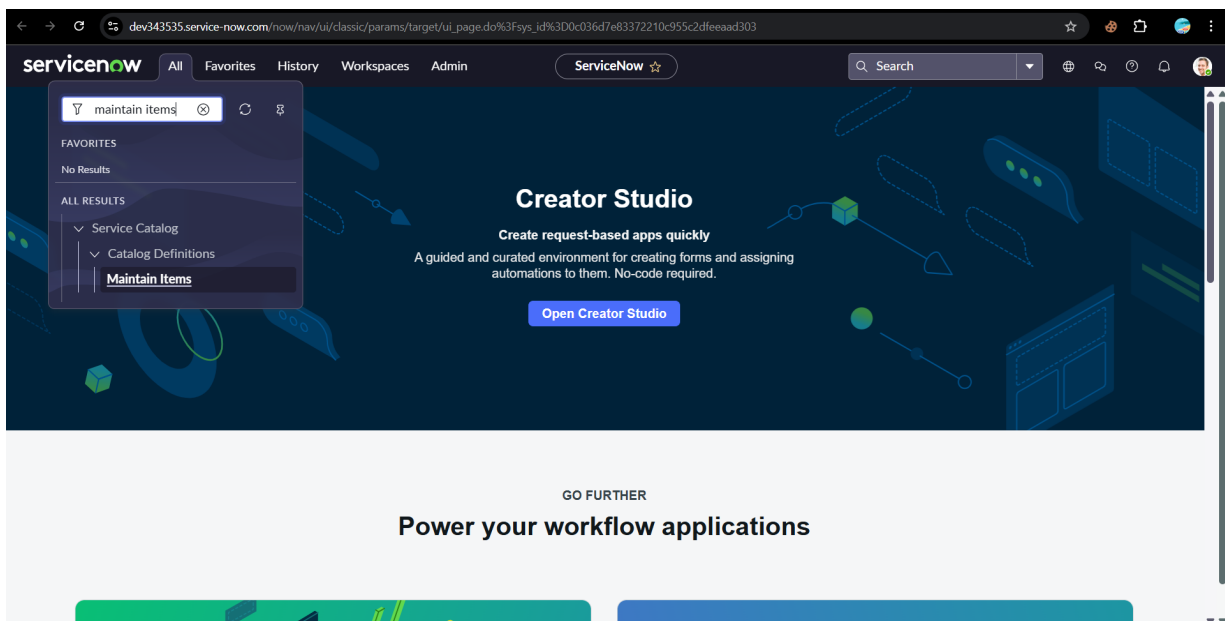
INTRODUCTION:

This project provides an automated solution in **ServiceNow** to manage network-related service requests. Through a self-service portal, users can easily submit requests, which are then validated, approved, and routed for fulfillment. Automated workflows handle approvals, notifications, and task assignments, while optional integrations with network tools reduce manual effort. The system also offers real-time updates and reporting to improve efficiency, transparency, and SLA tracking.

Process 1: Creation of Service Catalog – "Network Request"

Step 1: Navigate to Service Catalog

1. Open the **Application Navigator** in ServiceNow.
2. Go to:
All → Service Catalog → Maintain Items



Step 2: Create New Catalog Item

1. Click on **New**.
2. Fill the following details:
 - **Name:** Network Request
 - **Catalog:** Service Catalog
 - **Category:** Network and connctivity
 - **Short Description:** Network Request Management
3. Click on **Save**.

The screenshot shows the ServiceNow interface for creating a new catalog item. The browser address bar shows a URL from dev343535.service-now.com. The page title is 'Catalog Item - Network Request'. A navigation bar includes links for 'Catalog Item', 'Network Request', 'Copy', 'Try It', 'Update', 'Edit in Catalog Builder', and 'Delete'. A blue banner at the top states: 'Build and modify items faster with the improved Catalog Builder.' Below this, a light blue box provides instructions: 'Catalog items are goods or services available to order from the service catalog. Items can be anything from hardware, like tablets and phones, to software applications, to furniture and office supplies. Enter a Name and Short description to display for the item. Enter a Price, approvals, variables, and other information as needed.' The form fields are as follows: Name (Network Request), Application (Global), Catalogs (Service Catalog), Category (Network and Connectivity), State (-- None --), Checked out (-- None --), Owner (System Administrator), Active (checked), and Fulfillment automation level (Unspecified). At the bottom, there are tabs for 'Item Details', 'Process Engine', 'Picture', 'Pricing', and 'Portal Settings'. The 'Item Details' tab is active, showing a 'Short description' field with 'Network request Management' and a 'Description' field with a rich text editor toolbar.

Step 3: Configure Variables

1. Open the newly created **Network Request** catalog item.
2. Scroll down to the **Variables** related list → Click **New** for each variable.
3. Fill out the following for each variable:
 - **Type:** Single line text, Choice, Reference, etc.

- **Order:** e.g., 100, 200, 300 (controls display order)
- **Question:** Label shown on the form
- **Name:** Technical name (used in scripts)
- **Tooltip:** Info shown on mouse hover
- **Example Text:** Placeholder help text
- **Mandatory / Read-Only:** As required
- **Auto-populate:** Use dot-walking for dependent values

The screenshot shows the ServiceNow interface for configuring a Catalog Item named 'Network Request'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The breadcrumb trail is 'Catalog Item - Network Request'. The main configuration area is titled 'Variable' with the label 'If this is a relocation, please provide'. It includes fields for 'Application' (Global), 'Map to field' (unchecked), 'Type' (Single Line Text), 'Catalog item' (Network Request), and 'Order' (310). On the right, there are checkboxes for 'Active' (checked), 'Mandatory' (unchecked), 'Read only' (unchecked), 'Hidden' (unchecked), 'Unique' (unchecked), and 'Disable automatic slot fill based on user context' (unchecked). Below this is a tabbed interface with 'Question' selected. The 'Question' tab contains fields for 'Question' (If this is a relocation, please provide), 'Name' (if_this_is_a_relocation_please_provide), 'Conversational label', 'Tooltip', and 'Example Text'.

Type	Question	Order ▲
Container Start	Service details	200
Multiple Choice	Is this a new network connection or a re...	300
Single Line Text	If this is a relocation, please provide	310
Single Line Text	Is this relocation, please provide	320
Container Start	Location & Devices Type	400
Single Line Text	Please provide address here	410
Select Box	Type of Devices	420
Single Line Text	Provide device details	430
Container Start	Additional Information	500
Single Line Text	If any, please write here	510

Related Links

Item Diagnostic
Run Point Scan

Variables (10) Variable Sets (1) Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search

Actions on selected rows... New

Type	Question	Order ▲	Created	Created by	Category	Choice table
Container Start	Service details	200	2025-09-17 18:03:24	admin	(empty)	
Multiple Choice	Is this a new network connection or a re...	300	2025-09-17 18:11:47	admin	(empty)	
Single Line Text	If this is a relocation, please provide	310	2025-09-17 18:38:15	admin	(empty)	
Single Line Text	Is this relocation, please provide	320	2025-09-17 18:43:47	admin	(empty)	
Container Start	Location & Devices Type	400	2025-09-17 18:46:43	admin	(empty)	
Single Line Text	Please provide address here	410	2025-09-17 17:47:35	admin	(empty)	
Select Box	Type of Devices	420	2025-09-17 18:52:10	admin	(empty)	
Single Line Text	Provide device details	430	2025-09-17 20:50:19	admin	(empty)	
Container Start	Additional Information	500	2025-09-17 20:51:43	admin	(empty)	
Single Line Text	If any, please write here	510	2025-09-17 20:52:45	admin	(empty)	

Step 5: Configure Variable Set – Requester Information

5.1 Create Variable Set

1. Navigate to **Variable Sets** under Service Catalog.

Variables (10) Variable Sets (1) Catalog UI Policies (1) Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Order Search

Actions on selected rows... New

2. Click on **New**.
3. Fill the following details:

- **Title:** Requester information
- **Internal Name:** requester_information (auto-filled)
- **Order:** 100
- **Type:** Single Row
- **Layout:** 2 Columns Wide, one side, then the other
- Check the box: **Display title**

The screenshot shows the ServiceNow interface for configuring a Variable Set named 'Requester Information'. The configuration fields are as follows:

- Title:** Requester Information
- Internal name:** requester_information
- Order:** 100
- Type:** Single Row
- Application:** Global
- Display title:** ☐
- Layout:** 2 Columns Wide, one side, then the other
- Description:** (Empty text area)

Below the configuration fields, there is a table of variables associated with this set. The table has columns for Name, Type, Question, and Order.

Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email Id	200
user_name	Single Line Text	User name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

Step 5.2: Add Variables to the Variable Set "Requester Information"

After creating the variable set, now it's time to add the variables one by one.

1.Opened on behalf of

- Type: **Reference**
- Reference to: **User [sys_user]**

- Name: opened_on_behalf_of
- Order: 100
- This allows the requester to select a user they are raising the request for.

The screenshot shows the ServiceNow interface for configuring a Variable Set named "Opened on behalf of". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", and a search bar. The main header is "Variable Set - Requester Information". Below this, the variable configuration is shown with fields for "Application" (Global), "Map to field" (unchecked), "Type" (Reference), "Order" (100), and "Variable set" (Requester Information). On the right, there are checkboxes for "Active" (checked), "Mandatory" (checked), "Read only" (unchecked), "Hidden" (unchecked), "Unique" (unchecked), and "Disable automatic slot fill based on user context" (unchecked). Below the configuration fields is a tabbed interface with tabs for "Question", "Annotation", "Type Specifications", "Default Value", "Auto-populate", "Permission", and "Availability". The "Question" tab is active, showing fields for "Question" (Opened on behalf of), "Name" (opened_on_behalf_of), "Conversational label", and "Tooltip".

2. Email ID

- Type: **Single Line Text**
- Name: email_id
- Order: 200
- This will be auto-filled based on the user selected in "Opened on behalf of".
- You can use a script or dot-walking to populate the email field.

3. User Name

- Type: **Single Line Text**
- Name: user_name
- Order: 300
- This will also be auto-populated based on the user selected.
- Fetch the full name from the User table.

4. Phone Number

- Type: **Single Line Text**
- Name: phone_number
- Order: 400

- Same as above, it can be fetched using dot-walking or client script.

5. Proof of Document

- Type: **Attachment**
- Name: proof_of_document
- Order: 500
- This allows users to upload a file (such as proof or ID documents).

The screenshot shows the 'Variable Set' configuration page for 'Requester Information'. The 'Type' is set to 'Single Row'. Below the description field, there are tabs for 'Variables (5)', 'Catalog UI Policies', 'Catalog Client Scripts', 'Included In (1)', and 'Catalog Data Lookup Definitions'. The 'Variables' tab is active, showing a table with the following data:

Name	Type	Question	Order
opened_on_behalf_of	Reference	Opened on behalf of	100
email_id	Single Line Text	Email Id	200
user_name	Single Line Text	User name	300
phone_number	Single Line Text	Phone Number	400
proof_of_document	Attachment	Proof of Document	500

The table is sorted by Order, and the 'proof_of_document' variable is at the bottom with an order of 500.

When a user is selected in the **Opened on behalf of** field, we want to automatically populate:

- Email ID
- User Name
- Phone Number

Steps to Auto-populate Fields

1. Open the Variable Set

- Navigate to: **Service Catalog > Catalog Variable Sets**
- Open your variable set: **Requester Information**

2. Create a Catalog Client Script

- Navigate to: **Service Catalog > Catalog Client Scripts**
- Click **New**
- Fill in details:

- **Name:** Auto Populate User Info
- **Applies to:** Catalog Item
- **Variable Set:** Select *Requester Information*
- **UI Type:** All
- **Type:** onChange

Variable Email Id

Application: Global

Type: Single Line Text

Order: 200

Variable set: Requester Information

Active: ☒

Mandatory: ☐

Read only: ☐

Hidden: ☐

Disable automatic slot fill based on user context: ☐

Question Annotation Type Specifications Default Value Auto-populate Permission Availability

Dependent question: Opened on behalf of

Reference: User [sys_user]

Dot walk path: Email

Copy Update Delete

Related Links

Run Point Scan

Step 6: Catalog UI Policy Configuration

Goal: Show " Provide device details here " field when **Types of Devices = Others**.

1. Navigate to the **Network Request** catalog item.
2. In the related list, go to **Catalog UI Policies** → Click **New**.
3. Fill in:
 - **Applies to:** Catalog Item
 - **Catalog Item:** Network Request
 - **Condition:** Types of devices is Others
4. Click **Save**.
5. In the related list, click **New** under **UI Policy Actions**.
6. Set:

- **Catalog Item:** Network Request
- **Variable name:** Provide device details here
- **Visible:** True

7. Click **Update** to save policy.

8. **Test the form** to ensure the field appears based on selection.

Copy Try It Update Edit in Catalog Builder Delete

Related Links
[Item Diagnostic](#)
[Run Point Scan](#)

Variables (10) Variable Sets (1) **Catalog UI Policies (1)** Catalog Client Scripts Available For Not Available For Categories (1) Catalogs (1) Catalog Data Lookup Definitions Related Articles Related Catalog Items

Assigned Topics

Conditions Search Actions on selected rows... New

Catalog item = Network Request

<input type="checkbox"/>	Short description	Variable set	Conditions	Reverse if false	On load	Inherit	Updated	Order
<input type="checkbox"/>	Types of Devices is others	(empty)		true	true	false	2025-09-18 21:15:00	100

1 to 1 of 1

< Catalog UI Policy Types of Devices is others Update Delete

Catalog UI policies are similar to standard UI policies. Catalog UI policies dynamically change variables that are part of a catalog item or change how variable sets are handled. Policies can also be applied when the variables are present in a Requested Item or Catalog Task form. [More Info](#)

Applies to A Catalog Item Application Global ⓘ

* Catalog item Network Request ⓘ Active ☒

* Short description Types of Devices is others

When to Apply Script

Catalog UI policy actions are applied only if all the following conditions are met:

1. The catalog UI policy is **Active**
2. The items in the **Conditions** field evaluate to true:
3. The field specified in the catalog UI policy is present on the specified catalog item

Catalog Conditions Add Filter Condition Add OR Clause

type_of_devices is Others AND OR X

Applies on a Catalog Item view ☒ Apply the catalog UI policy actions when the form is loaded or when the user changes values on the form

Applies on Catalog Tasks ☐

Applies on Requested Items ☐ On load ☒ Reverse the effects of the catalog UI policy actions when the Conditions evaluate to false

Reverse if false ☒

[Update](#) [Delete](#)

Related Links
[Run Point Scan](#)

Catalog UI Policy Actions

UI policy = Types of Devices is others

<input type="checkbox"/>	Name	Read only	Mandatory	Visible	Order
<input type="checkbox"/>	provide_device_details	Leave alone	Leave alone	True	100

1 to 1 of 1

servicenow All Favorites History Admin **Catalog UI Policy Action - provide_device_details**

< Catalog UI Policy Action [provide_device_details](#)

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. [More Info](#)

Catalog Item	Network Request	Application	Global
Variable name	<input type="text" value="provide_device_details"/>	Mandatory	<input type="text" value="Leave alone"/>
Order	<input type="text" value="100"/>	Visible	<input type="text" value="True"/>
		Read only	<input type="text" value="Leave alone"/>
		Value action	<input type="text" value="Leave alone"/>
		Field message type	<input type="text" value="None"/>

[Update](#) [Delete](#)

Process 2: Creation of Table and Fields in ServiceNow

Network Database Table

Step 1: Create a New Table

1. Navigate to the Application Navigator.
2. Type: Tables under the **System Definition** module.
3. Click on **Tables**.
4. On the top-right corner, click on **New** to create a new table.
5. Fill in the table details:
 - **Label:** *Network Database Table*
 - **Name:** Automatically generated (or customize if needed).
 - Keep **Auto-generate schema** checked.
6. Click **Submit** to create the table.

servicenow All Favorites History Workspaces Table - Network Database Table

Search

Table Network Database Table

Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Network Database Table

* Name u_network_database_table

Application Global

Remote Table

Columns Controls Application Access

Table Columns for text Search

1 to 17 of 17 New

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Customer Document	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Requested For	Reference	User	40		false
Device Details	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Customer Address	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false

Step 2: Add custom fields

These fields are **custom fields** that you will manually add in the Table Columns section of your custom table.

1. Name: u_request_number

- **Label:** Request Number
- **Type:** String
- **Reference:** —
- **Explanation:** A unique identifier for the request. Can be filled manually or auto-generated using a Business Rule.

2. Name: u_assignment_group

- **Label:** Assignment Group
- **Type:** Reference
- **Reference:** Group (Group table)

- **Explanation:** Defines the team or group responsible for fulfilling the request.

3. **Name:** `u_customer_document`

- **Label:** Customer Document
- **Type:** String
- **Reference:** —
- **Explanation:** Stores a document reference or identifier related to the customer, such as an ID proof or contract reference

4. **Name:** `u_assigned_to`

- **Label:** Assigned To
- **Type:** Reference
- **Reference:** User(User table)
- **Explanation:** The specific user assigned to handle the request.

5. **Name:** `u_device_details` ☒ **Label:** Device Details

- **Type:** String
- **Reference:** —
- **Explanation:** Captures technical details or specifications of the device involved in the request.

6. **Name:** `u_date_of_enquiry`

- **Label:** Date of Enquiry
- **Type:** Date
- **Reference:** —
- **Explanation:** The date when the enquiry was received from the customer.

7. **Name:** `u_customer_address`

- **Label:** Customer Address
- **Type:** String
- **Reference:** —
- **Explanation:** The physical or mailing address of the customer.

8. **Name:** u_approval_state

- **Label:** Work Status
- **Type:** String
- **Reference:** —
- **Explanation:** Indicates the current approval or work status of the request.

9. **Name:** u_requested_for

- **Label:** Requested For
- **Type:** String *(Normally this should be a Reference to sys_user, but in your screenshot it's String)*
- **Reference:** — *(unless you change it to a Reference type)*
- **Explanation:** Specifies the end-user for whom the request is being made.

The screenshot shows the ServiceNow interface for the 'Table - Network Database Table'. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. Below the navigation bar, there are buttons for 'Delete', 'Update', and 'Delete All Records'. The main content area is titled 'Dictionary Entries' and contains a table with the following columns: 'Column label', 'Type', 'Reference', 'Max length', 'Default value', and 'Display'.

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Customer Document	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Requested For	Reference	User	40		false
Device Details	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Customer Address	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated by	String	(empty)	40		false
Assigned to	Reference	User	32		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Assignment Group	Reference	Group	32		false
Created by	String	(empty)	40		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false

At the bottom of the table, there is a link to 'Insert a new row...'.

To Autopopulate Database Number

Using Number Maintenance

ServiceNow has a built-in feature called **Number Maintenance** to manage auto-number sequences for any table.

1. Navigate to:

System Definition > Number Maintenance.

2. Click **New**.

3. Fill in details:

- **Table** → select your Network Database Table.
- **Prefix** → NET.
- **Current Value** → 1003 (or any starting number you want).
- **Number of Digits** → 7.

4. Save.

Network Task Table

Step 1: Create the Child Table (Network Task Table)

1. Navigate to:

System Definition > Tables

2. Click **New**.

3. Fill in details:

- **Label** → Network Task Table
- **Name** → auto-generated (u_network_task_table)
- **Extends Table** → select **Network Database Table**
(u_network_database_table)

This is the important part → by choosing **Extends Table**, your Network Task Table will automatically inherit all fields from the parent.

4. Save the record.

servicenow All Favorites History Workspaces Table - Network Task Table

Search

Table - Network Task Table

Delete Update Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label Application Global

* Name Remote Table ☐

Extends table:

Columns Controls Application Access

Extensible ☐

Live feed ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Prefix

Number

Number of digits

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls ☒

Step 2: Verify Inherited Fields

1. Open the new table (Network Task Table).
2. Go to **Columns** tab.
3. You'll see:
 - Fields from parent (Database Number, Request Number, Request For, etc.)
 - Plus any new fields you add specifically for tasks (Task Number, Work Status, Assigned to, etc.).

servicenow

AllFavoritesHistoryWorkspaces

Table - Network Task Table

Search

DeleteUpdateDelete All Records

Table Network Task Table

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Customer Document	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Requested For	Reference	User	40		false
Device Details	String	(empty)	40		false
Updates	Integer	(empty)	40		false
Customer Address	String	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated by	String	(empty)	40		false
Assigned to	Reference	User	32		false
Updated	Date/Time	(empty)	40		false
Date of Enquiry	Date	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Assignment Group	Reference	Group	32		false
Created by	String	(empty)	40		false
Request Number	String	(empty)	40		false
Work Status	Choice	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Task Number	String	(empty)	40		false
Insert a new row...					

Step 3: Configure Auto Numbering for Task Table

If you want separate auto numbering for **Network Tasks** (like NTT0001001):

1. Navigate to **System Definition > Number Maintenance**.
2. Click **New**.
3. Fill details:
 - **Table** → Network Task Table
 - **Prefix** → NTT
 - **Current Value** → 1001
 - **Number of Digits** → 7
4. Save.

Now each task will have a unique Task Number (NTT0001001, NTT0001002 ...).

Step 4: Adjust the Form Layout

1. Open a record in **Network Task Table**.
 2. Right-click the header → **Configure > Form Layout**.
 3. Add inherited fields (Database Number, Request Number, etc.) and new fields (Task Number, Work Notes, etc.).
- Arrange as you like.

Table Network Task Table

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

* Label: Network Task Table

* Name: u_network_task_table

Extends table: Network Database Table

Application: Global

Remote Table: ☐

Columns | **Controls** | Application Access

Extensible: ☐

Live feed: ☐

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Prefix: NTT

Number: 1,001

Number of digits: 7

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create service controls

Process 3: Request Approvals Creation

The goal is to display **approval records** directly on the **Network Database table** form. By creating a relationship between **Network Database Table** and **Approval (sysapproval_approver)**:

- We can see which approvals are associated with each record.
- We avoid searching in a separate table.
- The refineQuery ensures only relevant approvals (based on source table and document ID) are shown.

Steps to Create the Related List with Script

1. Navigate to Relationships

- Go to **System Definition** → **Relationships**.
- Click **New**.

2. Fill in the Relationship Details

- **Name** → Request Approvals
- **Applies to table** → Network Database Table [u_user_network_database]
- **Queries from table** → Approval [sysapproval_approver]

- **Active** → Checked.

3. Add the refineQuery Script

The script filters the approvals to only show records related to the current Network Database record. (function refineQuery(current, parent) ,

```
    current.addQuery('source_table', parent.getTableName());  
current.addQuery('document_id', parent.sys_id);  
-)(current, parent);
```

Script Explanation:

- source_table → Ensures only approvals linked to this specific table are fetched.
- document_id → Matches the approval record to the exact parent record.
- state filter (commented out) → Can exclude approvals not required.

4. Save and Verify

- Click **Update**.
- Open a **Network Database Table** record.
- You should see the **Request Approvals** related list populated with the matching approval entries.

Steps to Add the Related List to the Form

1. Open any record from the **Network Database Table**.
2. Click the **context menu** (three dots in the top right of the form).
3. Navigate to **Configure > Related Lists**.
4. In the list of available related lists, select **Approval Request**.
5. Save the form configuration.
6. Refresh the record — you should now see the **Request Approvals** related list at the bottom of the form, displaying:

- State
- Approver
- Comments
- Approval for
- Created

dev343535.service-now.com/now/nav/ui/classic/params/target/sys_relationship.do%3Fsys_id%3D3b97a9068308b210c955c2dfeeaaad398%26sysparm_record_target%3Dsys_relationship%2...

servicenow All Favorites History Workspaces Relationship - Request Approvals Search

Relationship Request Approvals Update Delete

Name: Request Approvals Application: Global

Advanced ☐ Applies to table: Network Database Table [u_network_dat...]

Queries from table: Approval [sysapproval_approver]

This script refines the query in current that will populate the related list. For more information about it, its parameters and control variables, see [the documentation](#). See also the article about the [recommended form of the script](#).

Query with ☒ Turn on ECMAScript 2021 (ES12) mode

```

2
3 // Add your code here, such as current.addQuery(field, value);
4 current.addQuery('source_table', parent.getTableName());
5 current.addQuery('document_id', parent.sys_id);
6
7 })(current, parent);

```

Update Delete

Related Links

[Run Point Scan](#)

Creation & Implementation of Flows, Actions in Flow Designer

Flow Designer in ServiceNow to automate the **Network Request** process. The flow manages the entire lifecycle of a request – from capturing catalog variables, creating a record in the Network Database, sending notifications, requesting approvals, handling logic conditions, and updating records – all without manual intervention.

This ensures:

Consistency in processing requests

Faster execution

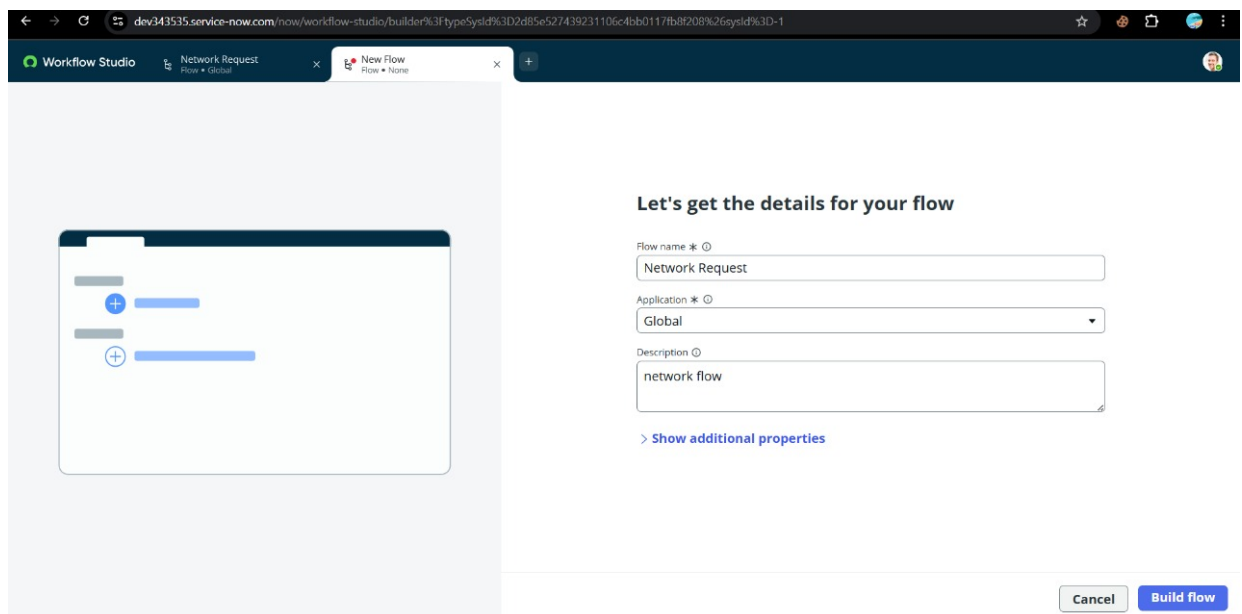
Fewer manual errors

Clear traceability of actions

Steps to Create the Flow

1. Creating the Flow

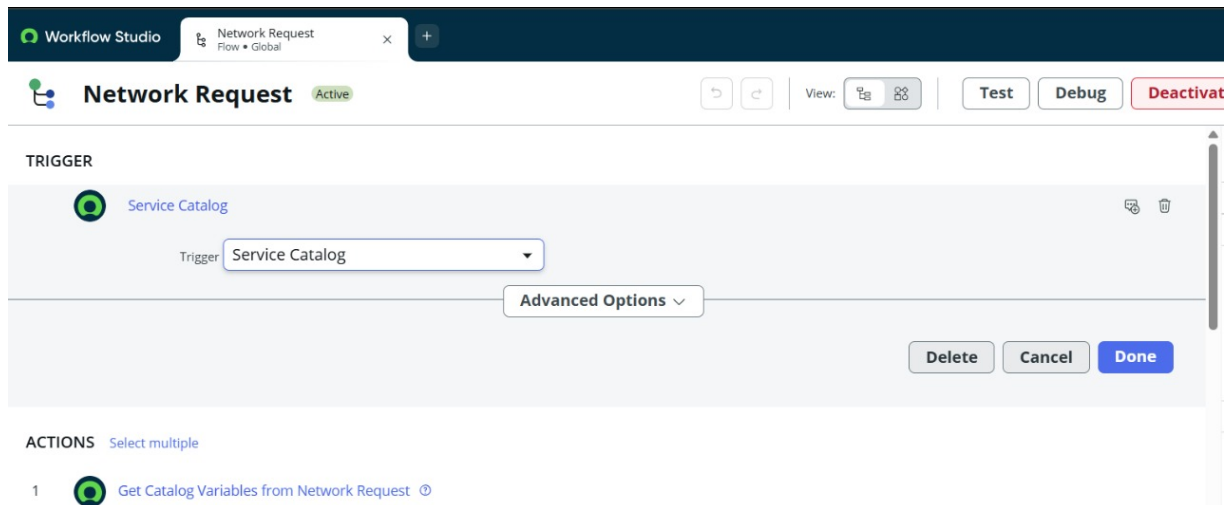
- Navigate to **Flow Designer** home page.
- Click **New** to create a new flow.
- Enter:
 - **Flow Name:** Network Request
 - **Description:**(e.g., *Automates network request creation, approvals, and updates.*)
- 4. Click **Build Flow**.



The screenshot shows the 'New Flow' form in the ServiceNow Workflow Studio. The browser address bar shows the URL: dev343535.service-now.com/now/workflow-studio/builder%3FtypeSysId%3D2d85e527439231106c4bb0117fb8208%26sysId%3D-1. The form has two tabs: 'Network Request' (Flow * Global) and 'New Flow' (Flow * None). The 'New Flow' tab is active. The form title is 'Let's get the details for your flow'. It contains three input fields: 'Flow name *' with the value 'Network Request', 'Application *' with a dropdown menu showing 'Global', and 'Description' with the value 'network flow'. Below the description field is a link '> Show additional properties'. At the bottom right are two buttons: 'Cancel' and 'Build flow'.

2. Configuring the Trigger

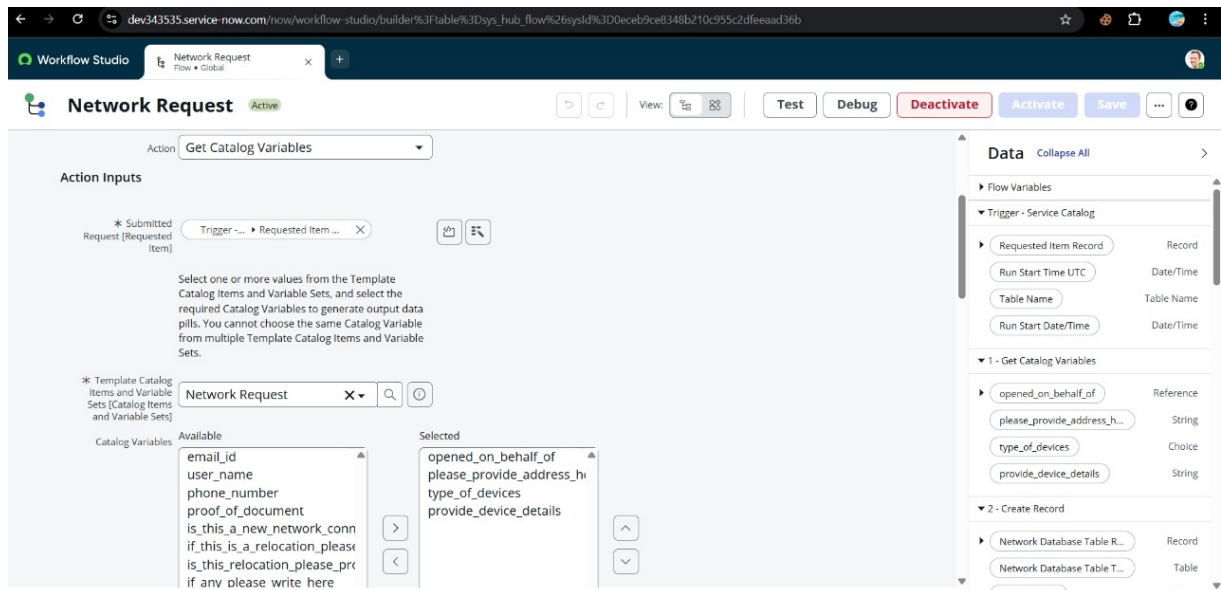
- Click the (+) icon to add a trigger.
- Select:
 - Trigger Type:** Application → Service Catalog
- Click **Done**.



3. Adding Actions

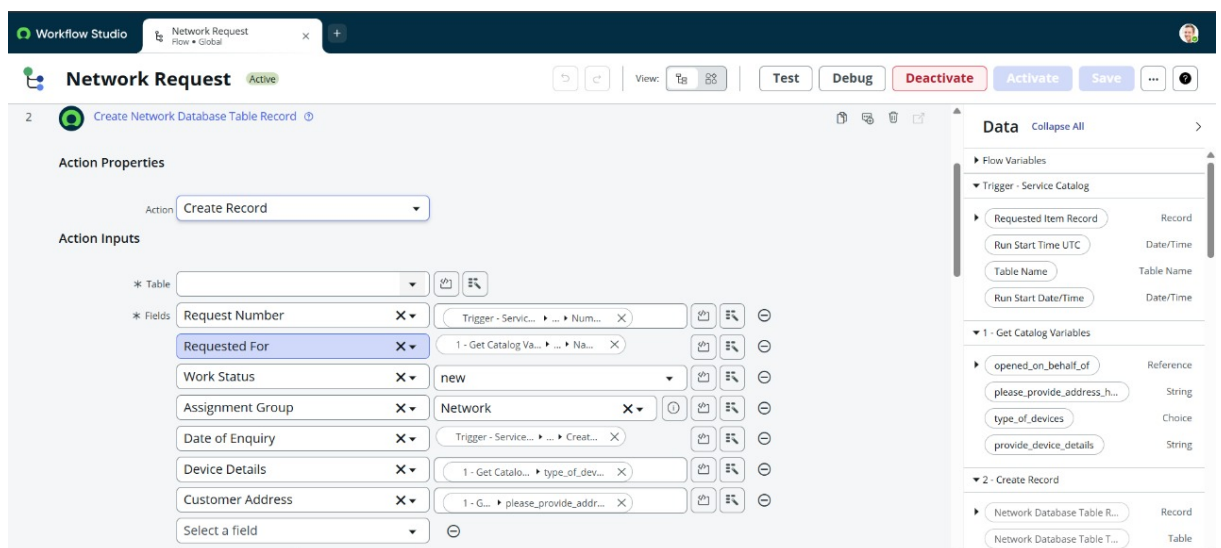
A. Get Catalog Variables

1. Click **Actions**.
2. Search for **Get Catalog Variables**.
3. Select **Get Catalog Variables**.
4. Configure **Action Inputs**:
Trigger → **Service Catalog** → **Requested Item**
5. In **Template catalog items**:
 - **Select Table**: Network Request
 - Move required variables to the **Selected** area.
6. Click **Done**.



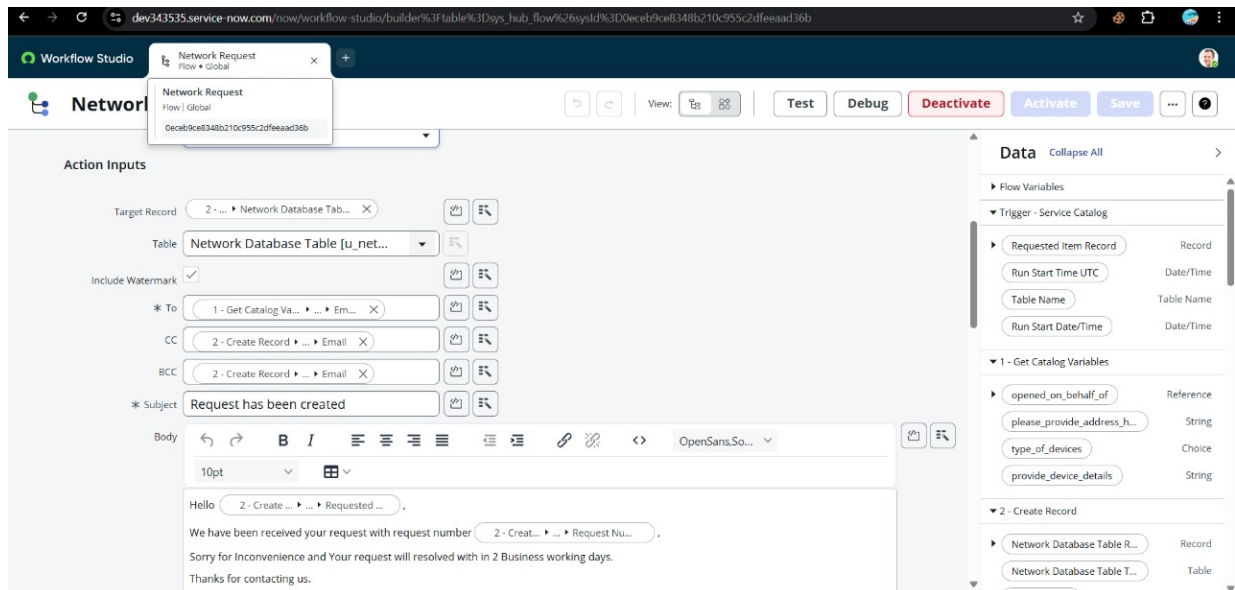
B. Create Record

1. Add a new action → **Create Record**.
2. Select **Table:** Network Database.
3. Click **Add Fields** and configure:
 - o Map catalog variables to the respective table fields as per your requirements .
4. Click **Done**.



C. Send Email

1. Add a new action → **Send Email**.
2. **Target Record:** Select → **Create Record** → **Network Database Table** (auto-selected).
3. Configure:
 - **To / CC / BCC:** Static or dynamic recipients.
 - **Subject & Body:** Use variables and static text as shown in the design screenshot.
4. Click **Done**



D. Ask for Approvals

1. Add a new action → **Ask for Approval**.
2. **Target Record:** Create Record → Network Database Table.
3. Configure:
 - **Approval Reason:** "Waiting for Approval".
 - **Approval Rules:** Approve, Reject, Approve/Reject.
 - **Approval Type:** Anyone approves, Everyone

approves, etc. (static/dynamic assignment).

- Here we chose abel tuter

4. Click **Done**

The screenshot shows the 'Ask For Approval' action configuration in the Workflow Studio. The 'Action' is set to 'Ask For Approval'. Under 'Action Inputs', the 'Record' is '2 - ... Network Database Tab...', the 'Table' is 'Network Database Table [u_net...', the 'Approval Reason' is 'Waiting for Approval', the 'Approval Field' is 'Select a field', and the 'Journal Field' is 'Select a field'. Under 'Rules', there is a rule set with 'Approve' as the action and 'Anyone approves' as the condition, linked to '2 - Create Rec...'. The 'Due Date' is set to 'None'. The right sidebar shows the 'Data' panel with various variables and their types.

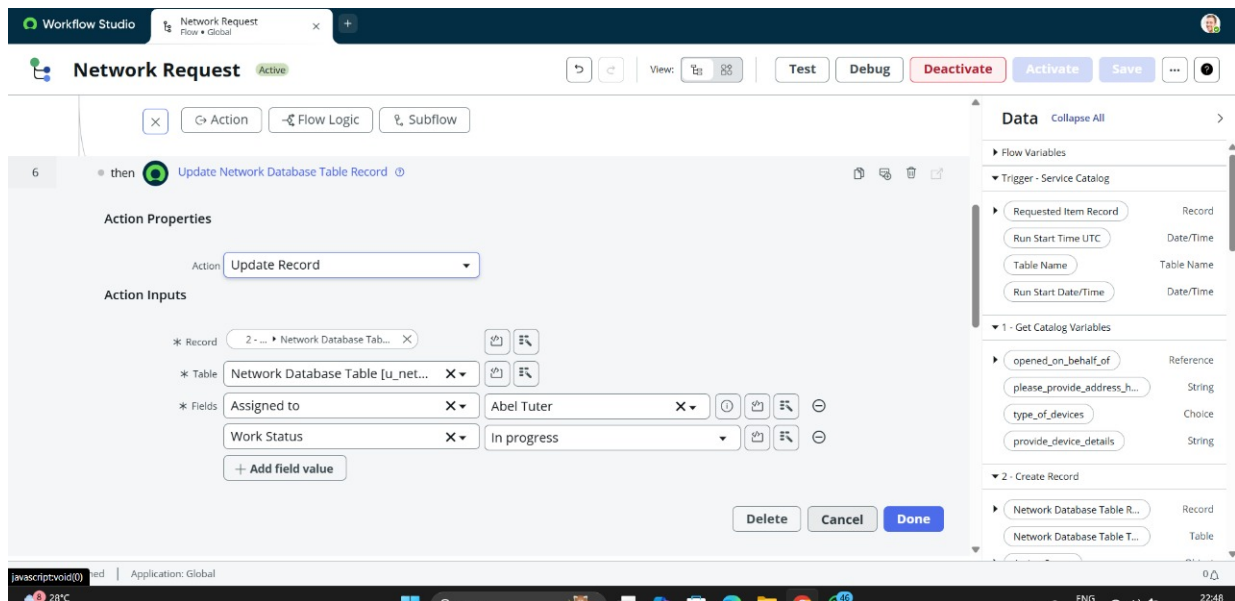
E. Flow Logic (If Condition)

1. Add a new action → **Flow Logic** → **If Condition**.
2. Configure:
Condition: "Ask for approvals" state is Approved .
3. Click **Done**.

The screenshot shows the 'If' condition configuration in the Workflow Studio. The 'Condition Label' is 'If request is approved'. The 'Condition 1' is '4 - Ask For Ap... Approval St...' is 'Approved'. The 'Add another condition set(OR)' button is visible. The 'Delete', 'Cancel', and 'Done' buttons are at the bottom right. The right sidebar shows the 'Data' panel with various variables and their types.

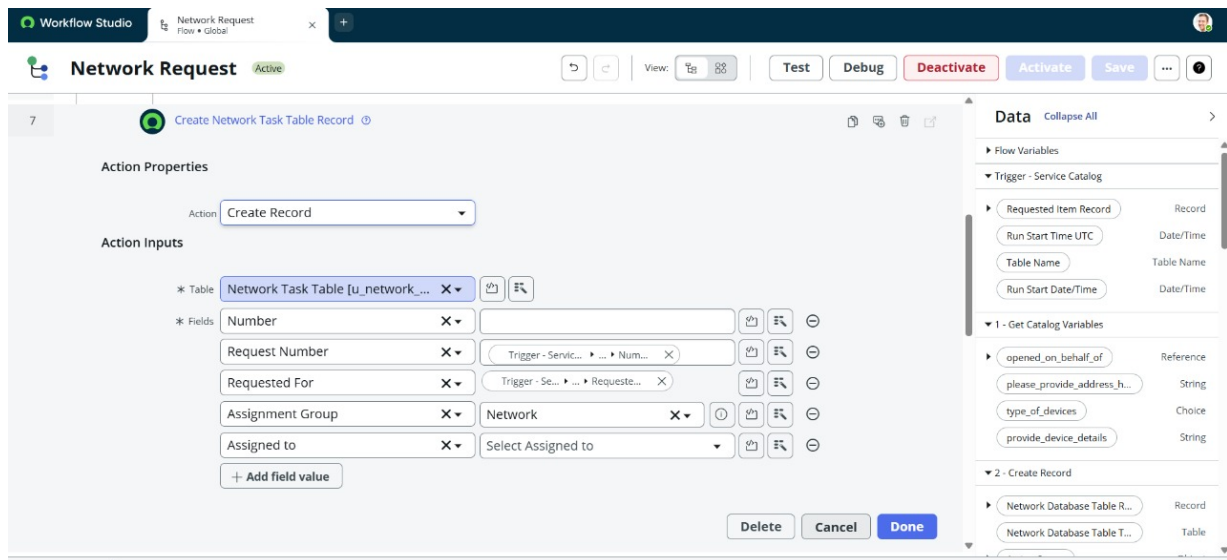
F. Update Record

1. Add a new action → **Update Record**.
2. **Target Record:** Create Record → Network Database Table (autoselected).
3. Configure required fields (like Assigned to -> Abraham Lincoln Work Status -> Work in Progress).
4. Click **Done**.



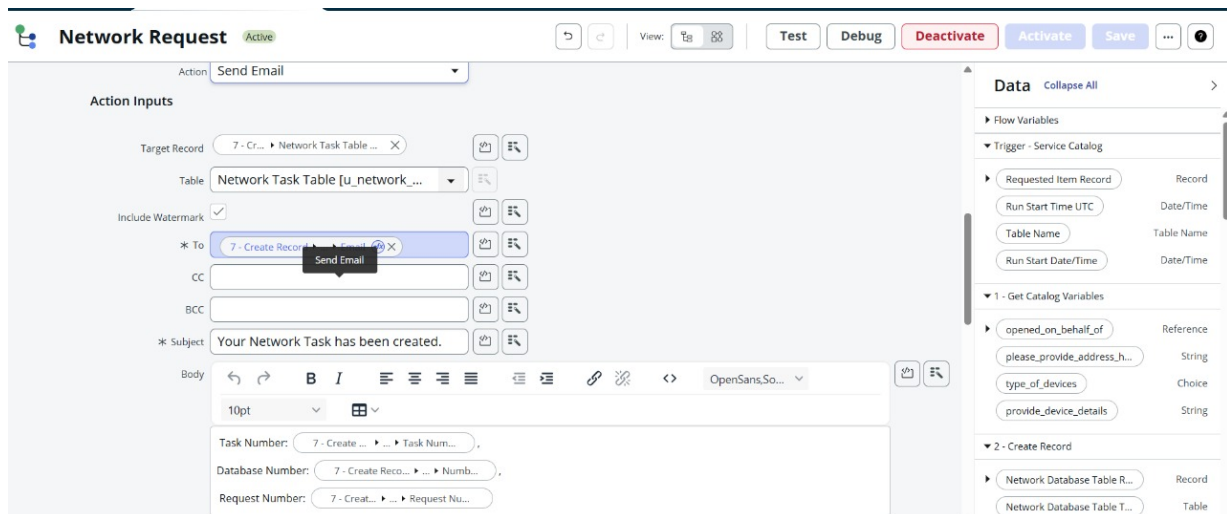
G: Create Network Task Table Record

1. Add a new action → **Create Record**.
2. Select **Table** → *Network Task Table [u_network_task]*.
3. Under **Fields**, map Service Catalog variables to the table fields:
 - **Database Number** → Auto-populated (Number Maintenance / Business Rule).
 - **Request Number** → Map from Catalog Variable (e.g., *Request Number*).
 - **Requested For** → Map from Catalog Variable (Requested For).
 - **Description** → Map from Catalog Variable (Description of request).
 - **Priority** → Map from Catalog Variable (Priority).
 - **Assignment Group** → Network Assignment Group (static or from variable).
 - **Assigned To** → Leave blank initially (will be set later after approval).
4. Click **Done**.



H. Send Email (Request Created)

- Add a new action → **Send Email**.
- Target Record → *Create Network Task Table Record*.
- Configure:
 - To:** Requestor / Requested For.
 - Subject:** "Your Network Task has been created."
 - Body:** Include Task Number, Database Number, Request Number.
- Click **Done**.



I. Ask for Approval

- Add a new action → **Ask For Approval**.
- Target Record → *Network Task Table Record*.
- Configure:
 - Approval Reason**: "Waiting for Network Task approval".
 - Approval Rules**: Approve / Reject.
 - Approval Type**: Choose (e.g., *Anyone Approves*).
- Click **Done**.

The screenshot displays the configuration for the 'Ask For Approval' action. The 'Action Properties' section shows the action name as 'Ask For Approval'. Under 'Action Inputs', the 'Record' is linked to '7 - Cr... > Network Task Table ...', the 'Table' is 'Network Task Table [u_network...]', the 'Approval Reason' is 'Waiting for Network Task approval', and both 'Approval Field' and 'Journal Field' are set to 'Select a field'. The 'Rules' section shows a rule set 'Approve or Re...' with a condition 'Anyone approves or rejects'. The right sidebar shows a 'Data' panel with 'Flow Variables' including 'Trigger - Service Catalog', 'Requested Item Record', 'Run Start Time UTC', 'Table Name', 'Run Start Date/Time', '1 - Get Catalog Variables', 'opened_on_behalf_of', 'please_provide_address_h...', 'type_of_devices', 'provide_device_details', '2 - Create Record', 'Network Database Table R...', and 'Network Database Table T...'.

J. If Condition – Approval Status Changes

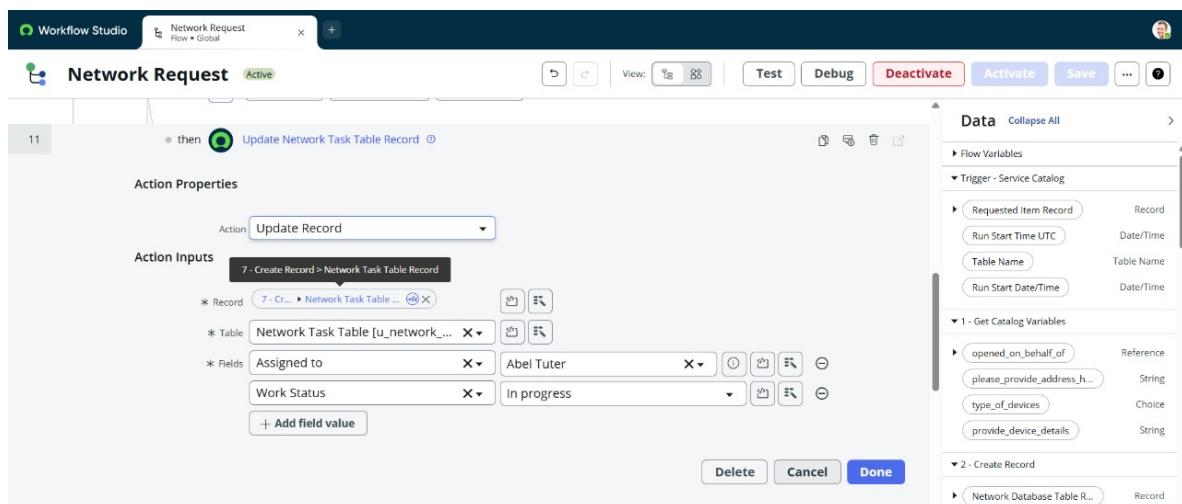
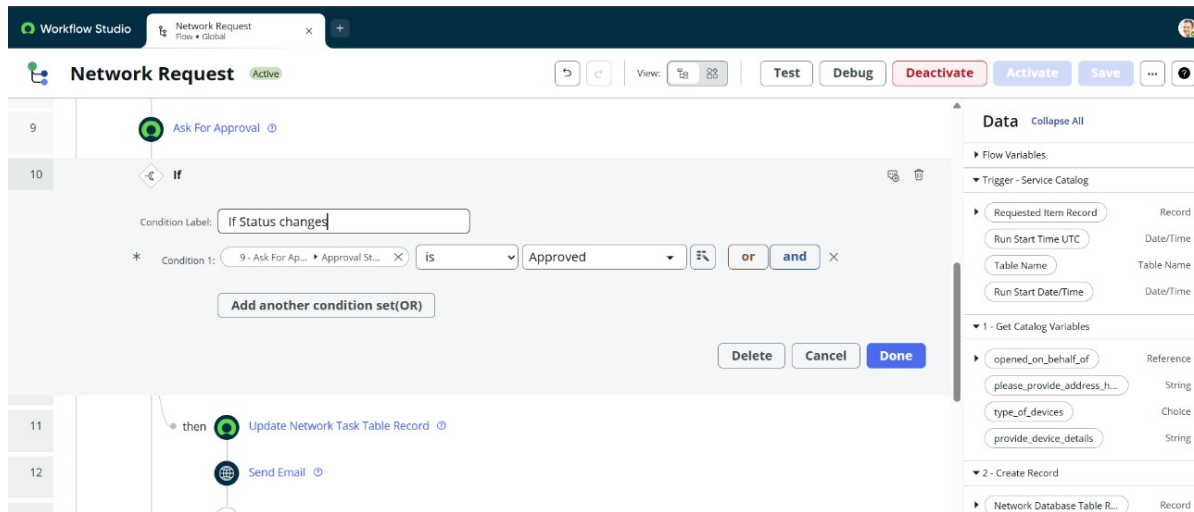
- Add action → **If Condition**.
- Condition → *Approval State is Approved*.
- In the **Then branch**:

Update Record

- Target Record → *Network Task Table Record*.
- Update fields:
 - Assigned To → *Adam Ringle*.
 - Work Status → *Work in Progress*.
- Click **Done**.

Send Email (Approved)

Add action → Send Email.

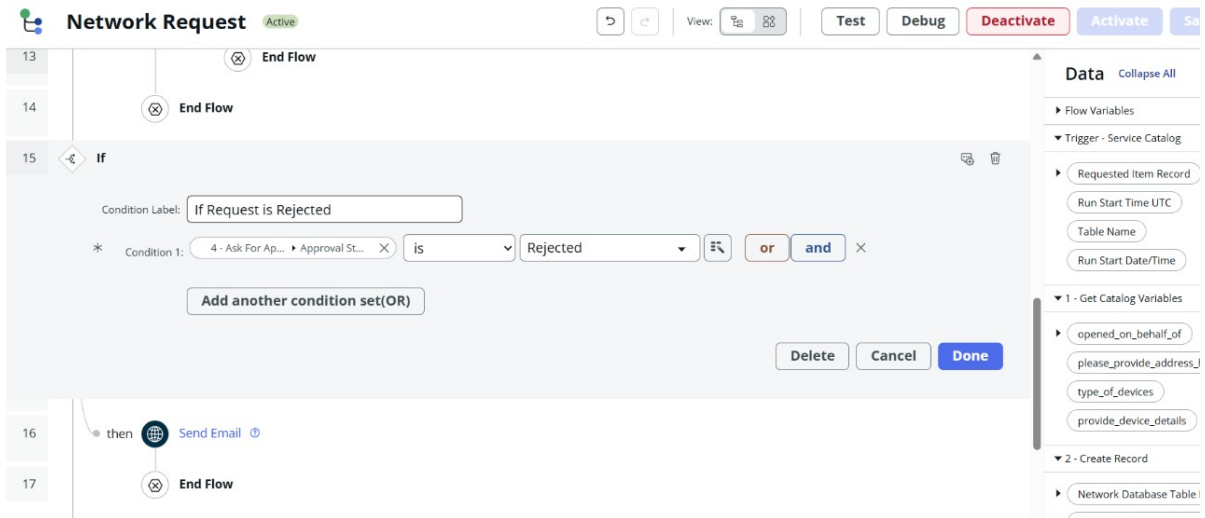


K. If Condition – Request Rejected

- Add another If Condition for *Approval State is Rejected*.
- In the Then branch:

Send Email (Rejected)

- Notify requestor that their request was rejected.
- Optionally include rejection comments.



Network Request Active

View: [Icon] [Icon] | **Test** **Debug** **Deactivate** **Activate** **Save** ... ?

Action:

Action Inputs

Target Record: 2 - ... Network Database Tab... X

Table: Network Database Table [u_net... X

Include Watermark ☒

* To: 1 - Get Catalog... Send Email... X

CC: 2 - Create Record... Email X

BCC:

* Subject: Approval Rejected.

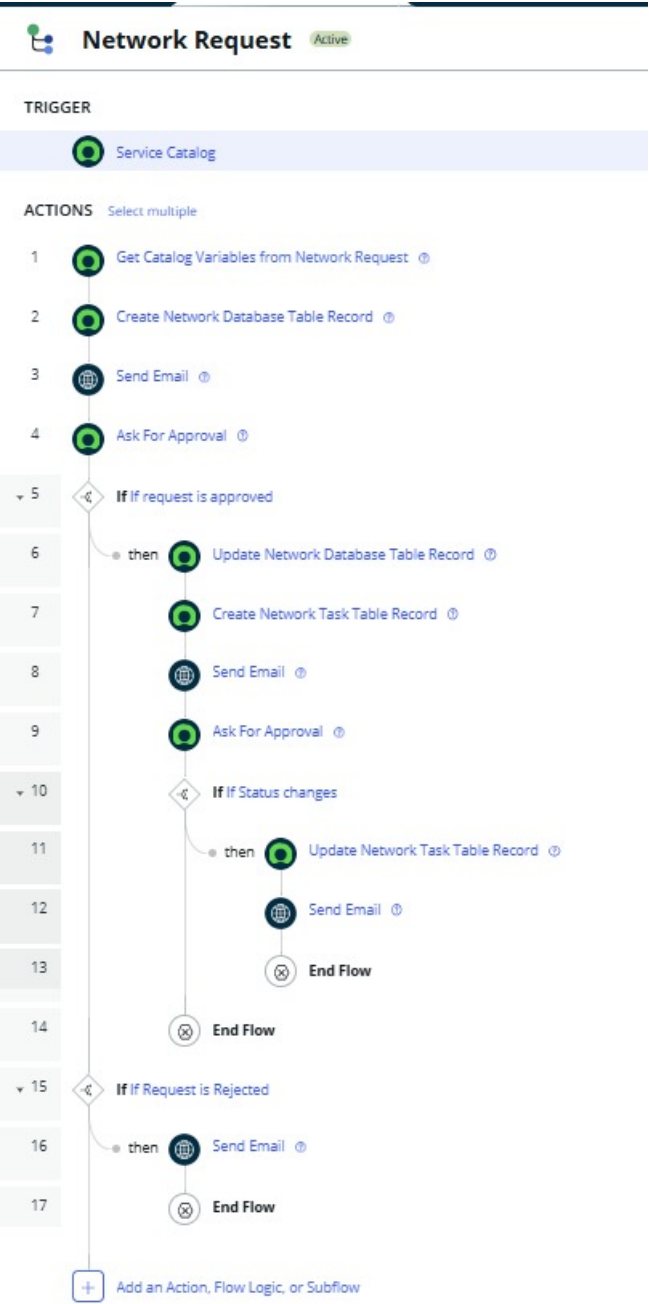
Body

Request Number: 2 - Creat... Request Nu...
Your request was rejected.

Data Collapse All

- Flow Variables
- Trigger - Service Catalog
 - Requested Item Record
 - Run Start Time UTC Date/Time
 - Table Name Table Name
 - Run Start Date/Time Date/Time
- 1 - Get Catalog Variables
 - opened_on_behalf_of Reference
 - please_provide_address_h... String
 - type_of_devices Choice
 - provide_device_details String
- 2 - Create Record
 - Network Database Table R... Record
 - Network Database Table T... Table

OVERALL FLOW:



Summary

This project delivers an efficient ServiceNow-based solution for handling network service requests. By using a dedicated service catalog, automated approval workflows, and real-time notifications, it streamlines the request process for both users and technicians. The system ensures accurate request capture, faster resolution through automation, and better visibility with reporting and SLA tracking.