

Create Topic for Catalog Item

Document Prepared By:

Dinesh Kumar Raghu

This documentation is continuation for “Virtual Agent for ITSM and HR” which I previously posted.

We are covering below 4 use cases:

- 1) Directly invoking a specified catalog Item.
- 2) Invoking a catalog Item based on specified choice selection.
- 3) Directly providing URL of a specified catalog Item in Virtual agent chat.
- 4) Directly providing URL of a specified catalog Item in virtual agent chat depends on choice (catalog item) selected by user.

Note: 3rd and 4th Use case is may useful because of some limitations which are existing for requesting a catalog through virtual agent conversational mode.

For more details please refer to URL - [Service Catalog topic blocks in Virtual Agent \(servicenow.com\)](#).

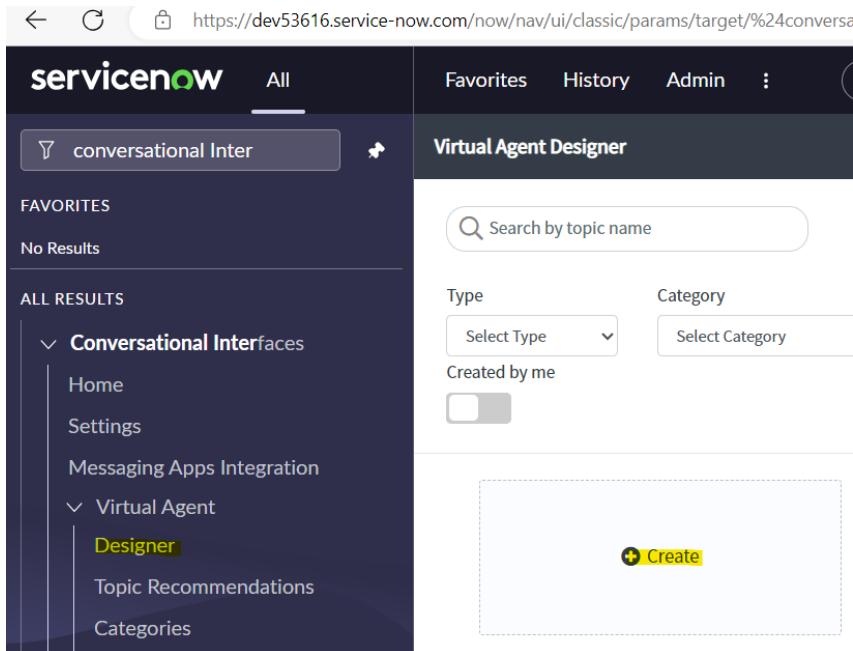
→ Topic Creation for creating catalog request from virtual agent by using conversation mode:

Navigate to Conversational Interfaces → Virtual Agent → Designer.

The screenshot shows a ServiceNow web interface. At the top, there's a navigation bar with links for Favorites, History, Workspaces, and Admin. Below the navigation is a search bar containing the text "conversational Inter". The main content area has a dark background with white text. On the left, there's a sidebar titled "FAVORITES" with "No Results". Under "ALL RESULTS", there are two expandable sections: "Conversational Interfaces" and "Virtual Agent". The "Virtual Agent" section is expanded, showing options like "Home", "Settings", "Messaging Apps Integration", and "Designer". The "Designer" option is highlighted with a yellow background. To the right of the sidebar, the main content area features the text "App Engine" in large letters, followed by "Build apps fast.", and a descriptive paragraph about building low-code apps. A blue "Let's Go" button is at the bottom of this section.

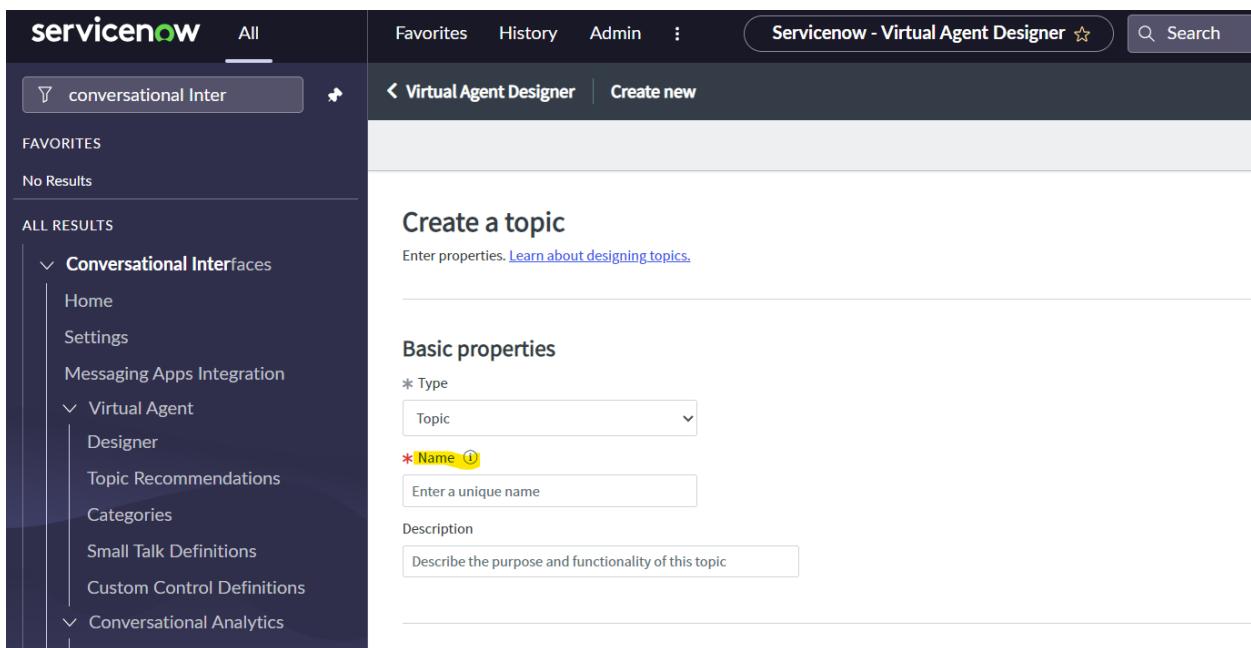
Use case 1) Directly invoking a specified catalog Item.

- Once you opened Designer click on Create:



The screenshot shows the ServiceNow Virtual Agent Designer interface. The left sidebar has a search bar with 'conversational Inter' and a favorites section with 'No Results'. The main area has tabs for 'Favorites', 'History', 'Admin', and a three-dot menu. Below is a search bar with 'Search by topic name'. Under 'Type' and 'Category', dropdown menus are set to 'Select Type' and 'Select Category'. A 'Created by me' toggle switch is off. At the bottom right is a large dashed box containing a yellow 'Create' button with a plus sign.

- Add your topic name and description.



The screenshot shows the 'Create a topic' form in the ServiceNow Virtual Agent Designer. The left sidebar is identical to the previous screenshot. The main area has a header with 'Servicenow - Virtual Agent Designer' and a 'Search' bar. Below is a 'Create new' button. The form title is 'Create a topic' with a sub-instruction 'Enter properties. [Learn about designing topics.](#)'. The 'Basic properties' section includes fields for 'Type' (set to 'Topic'), 'Name' (highlighted in yellow), 'Description', and a note 'Describe the purpose and functionality of this topic'.

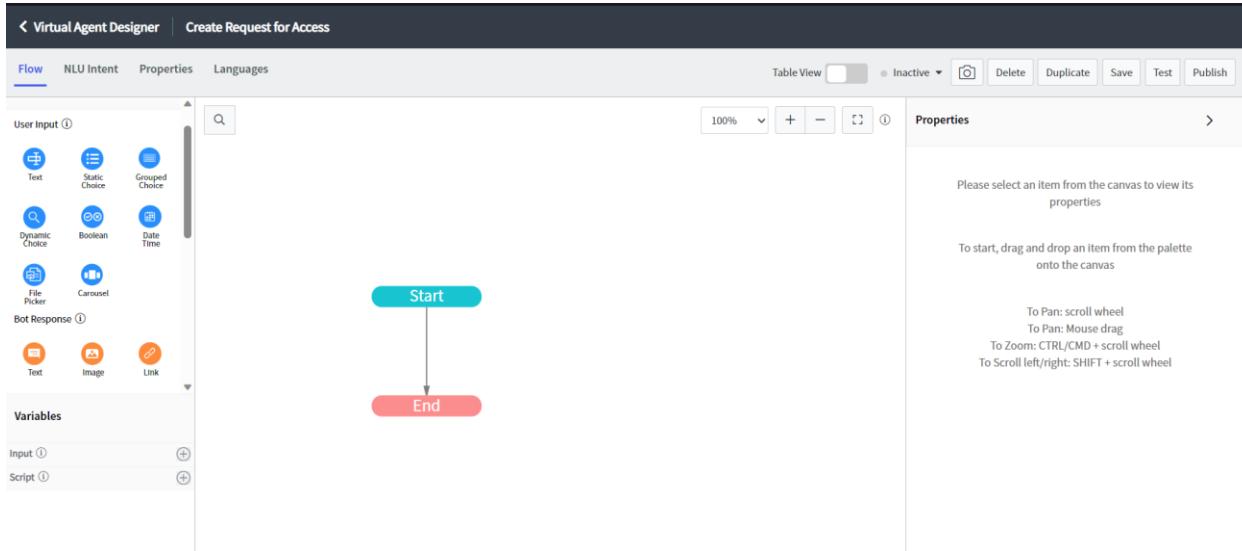
3) NLU Utterances can be added if users want to search with specific words.

The screenshot shows the ServiceNow Virtual Agent Designer interface. On the left, there's a sidebar with a search bar containing 'conversational Inter' and a 'FAVORITES' section showing 'No Results'. Below that is a 'ALL RESULTS' section with a tree view of 'Conversational Interfaces' components, including 'Home', 'Settings', 'Messaging Apps Integration', 'Virtual Agent' (with 'Designer' and 'Topic Recommendations'), 'Categories', 'Small Talk Definitions', 'Custom Control Definitions', 'Conversational Analytics' (with 'Virtual Agent Dashboard' and 'Event Configuration'), 'Formula Override', and a 'Conversational Interfaces Guide...'. On the right, the main area is titled 'Virtual Agent Designer' with a 'Create new' button. It has a section for 'Natural Language Understanding (NLU) (recommended)' which includes a note about helping end users discover topics with NLU, mapping a model and intent, and a link to learn about NLU models. There are two dropdown menus: 'NLU Model' (set to 'Select or create a model') and 'Associated Intent' (set to 'Select or create an intent'). Below this is a section for 'Advanced properties (optional)' with three collapsed dropdowns: 'Who can access this topic', 'Live agent', and 'Additional'. At the bottom are 'Cancel' and 'Create' buttons, with 'Create' being highlighted.

4) Then, click on Create:

This screenshot shows the 'Create new' NLU configuration page. It has fields for 'NLU Model' (set to 'Select or create a model') and 'Associated Intent' (set to 'Select or create an intent'). Below these is a section for 'Advanced properties (optional)' with three collapsed dropdowns: 'Who can access this topic', 'Live agent', and 'Additional'. At the bottom are 'Cancel' and 'Create' buttons, with 'Create' being highlighted.

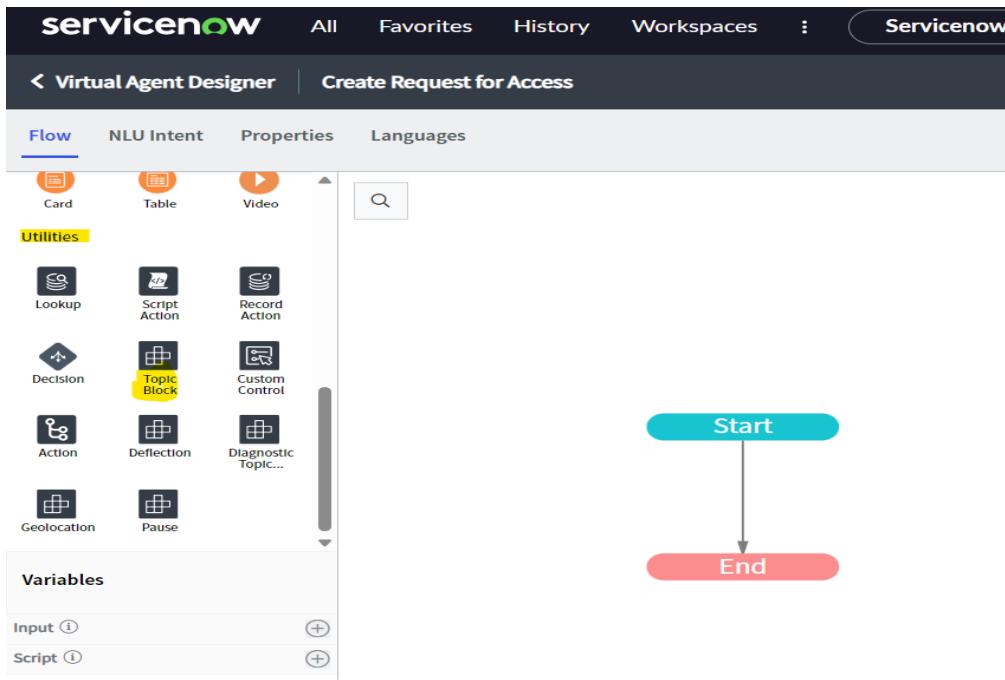
- 5) Once you clicked on **create**, a topic will be created with Start and End Nodes in the Virtual agent designer.



In the middle of Start and End nodes we have to fulfill our requirements by using User Inputs, BOT response and Utilities which are available in the left side of the virtual agent designer.

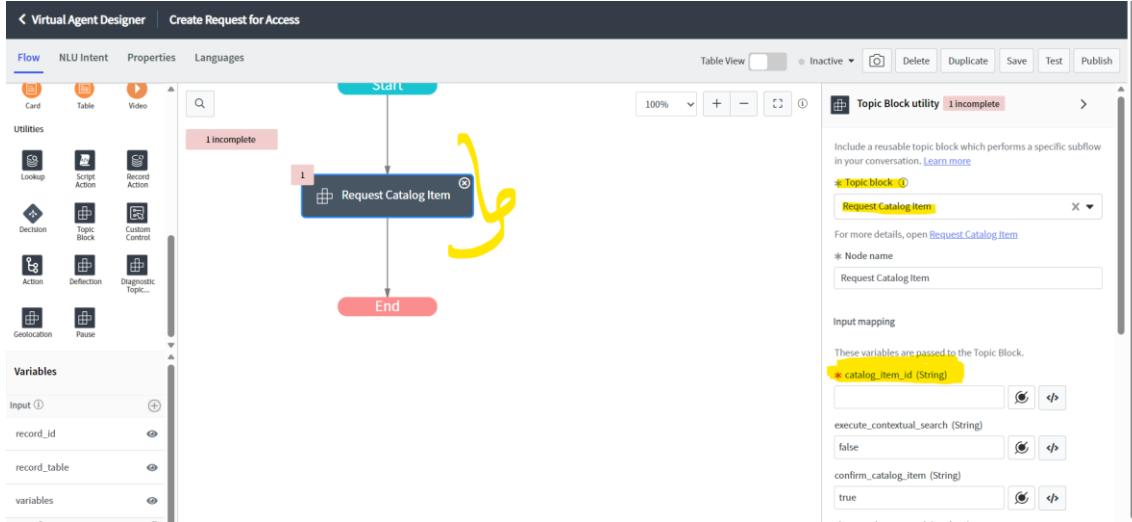
ServiceNow had provided Utility to create request from “Request Catalog Item” Block. So, lets use this for implementing our requirement.

- 5 A) Drag and drop Topic Block which is placed under Utilities in between start and end Nodes.

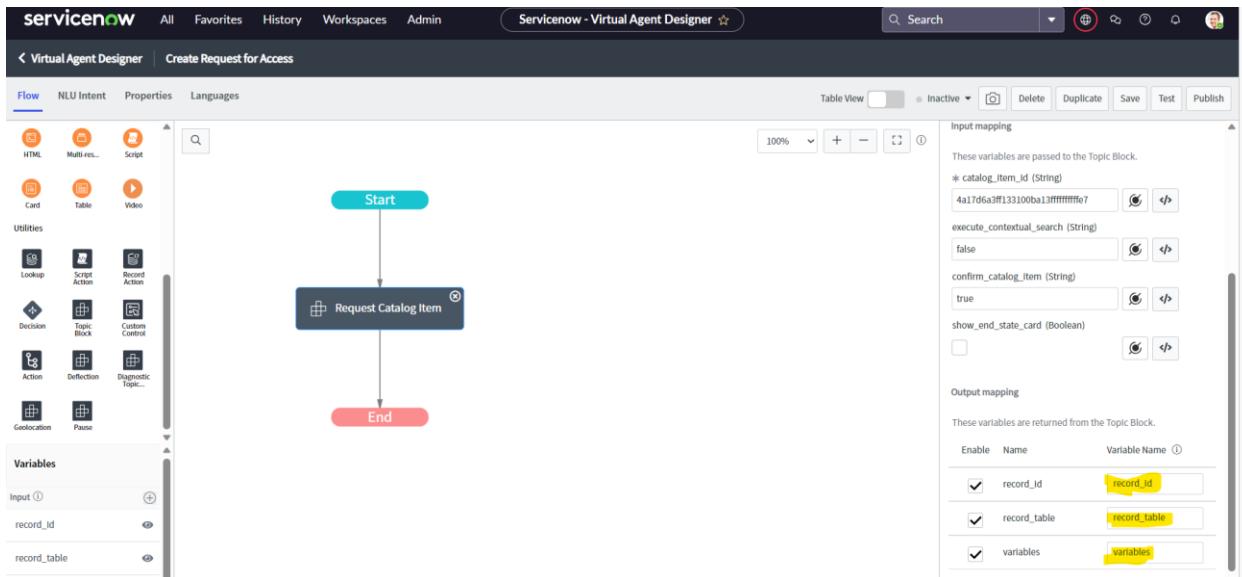


5 B) After placing Topic Block in between start and end nodes, add Topic Block details in the right side as shown in the below Image.

- a) Topic Block: Request Catalog Item (available OOTB).
- b) You can add specified “sys_id” of catalog item.



Output mapping is automatically populated with record_id, record_table and variables.



- c) These are useful for us to display with the generated ticket details.

record_id holds the sys_id of the generated ticket.

record_table holds the target table name where the ticket record is created.

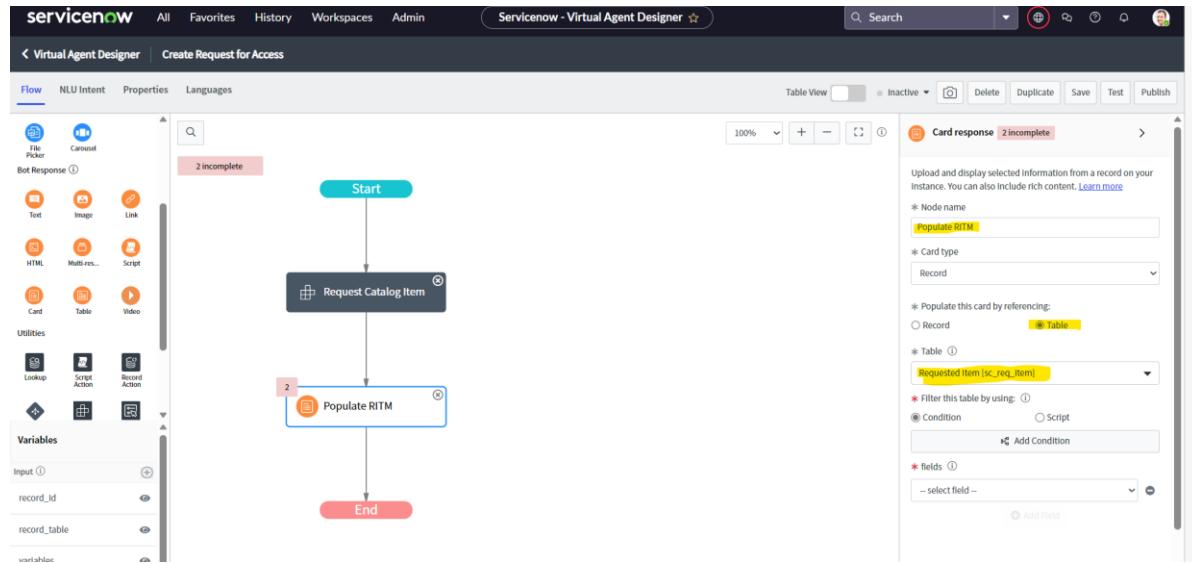
variables hold the variables associated with the catalog item.

5 C) To populate the RITM details in virtual agent to user, drag and drop “Card” which is placed under Bot Response after Request catalog Item Utility.

Node name: Can be given as per your choice. (I have given as “Populate RITM”).

Populate this card by reference: Table.

Table: sc_req_item.



Filter this table by using **record_id** from output mapping as mentioned above 1 A) c.

Click on Add Condition →

Sys ID → is → Input variables**Record_Id (we are matching sys_id of record in sc_req_item table).

Assign Condition Dialog:

All of these conditions must be met:

- Sys ID is Record_Id

Input Variables:

- Record_Id
- Record_table
- User
- Variables

https://dev53616.service-now.com/nav/ui/classic/params/target/%24conversation-builder.do%23%2F

Assign Condition

All of these conditions must be met

Sys ID Is Input Variables = Record_id

or

New Criteria

Request Catalog Item

Cancel Save

Card response
Upload and display selected instance. You can also include rich content.

Node name
Populate RITM

Card type
Record

* Populate this card by referencing:
Record

* Populate this card by referencing:
Table

* Table
Requested Item [sc_req_item]

* Filter this table by using:
Condition

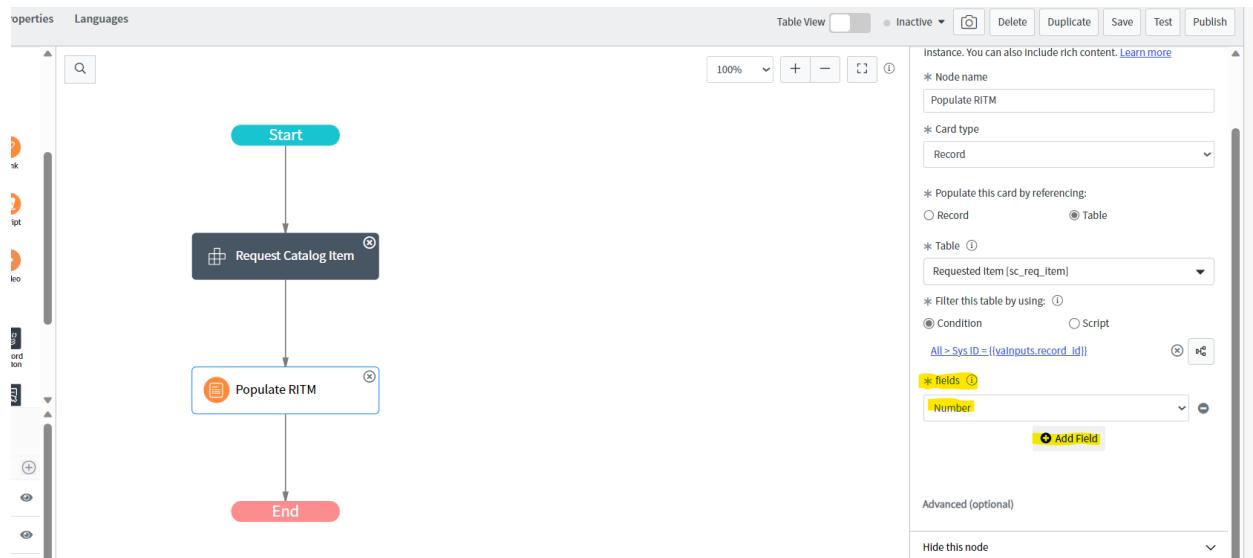
All > Sys ID = {valinputs.record_id}

* fields
Number

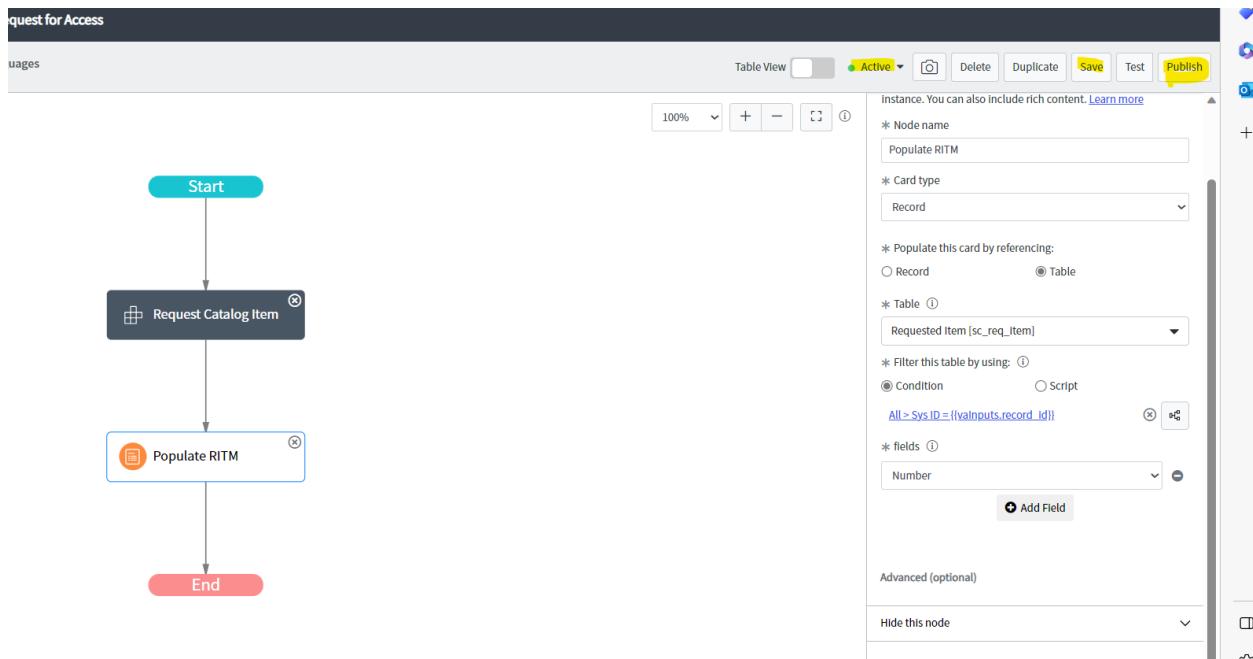
Add Field

Click on Save.

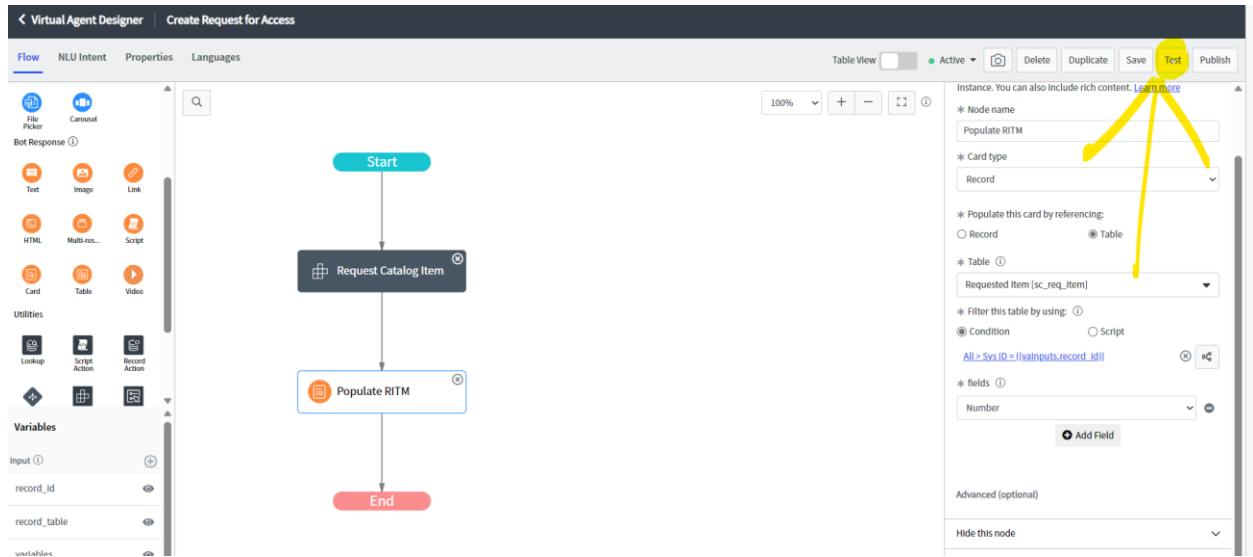
Fields: We can add fields which needs to be populated to the user in virtual agent chat.



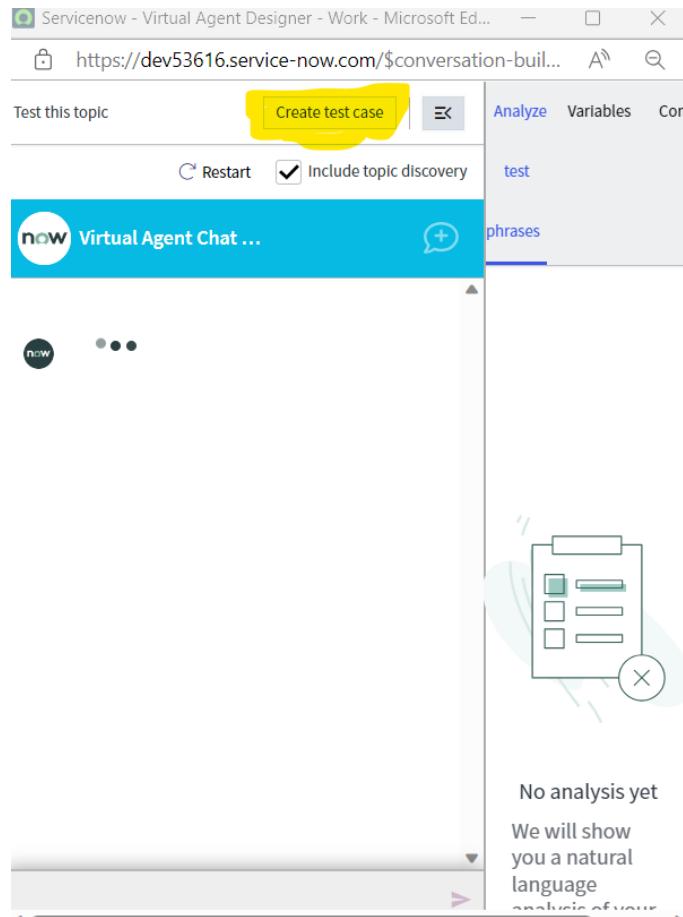
Then, click on Save, Activate the Topic and Publish.



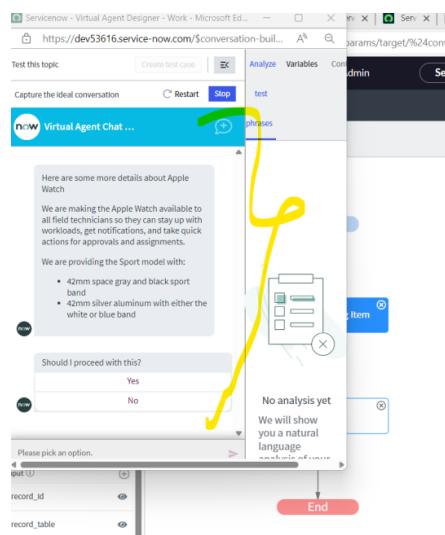
You can test the Topic by clicking on Test button in the Topic itself:



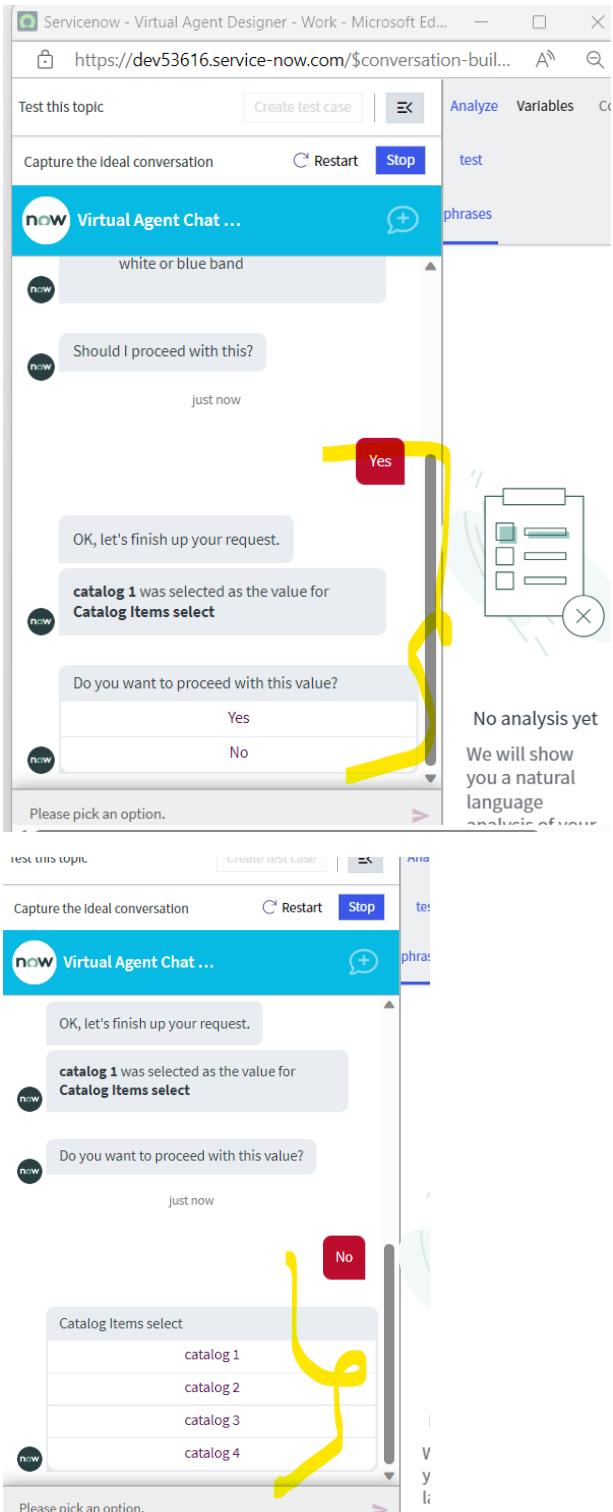
Click on: Create test case.



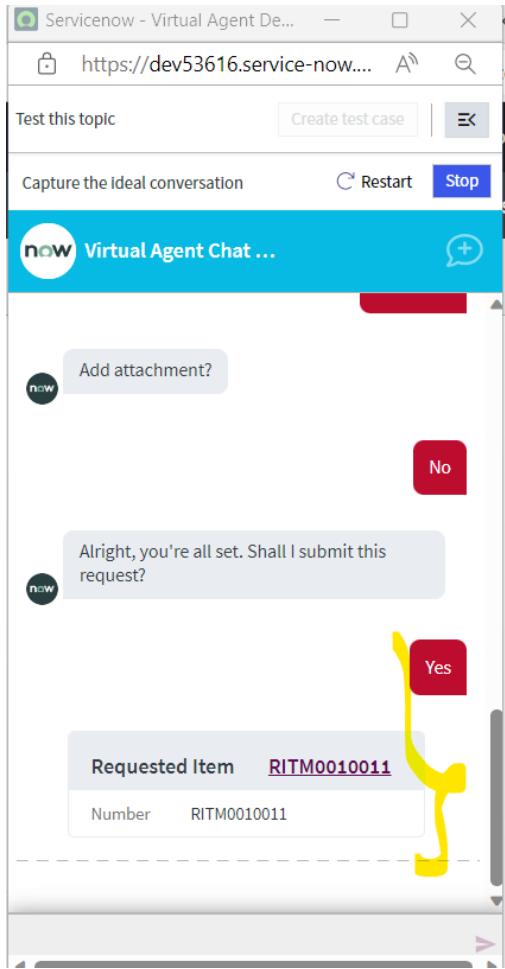
Then, it will show the catalog Item details as per sys_id, we have given in the Utility.



Once we clicked on the Yes, it will start giving variables details and user should answer with the answers.



Answer the queries till RITM is generated.



Use case 2) Invoking a catalog Item based on specified choice selection:

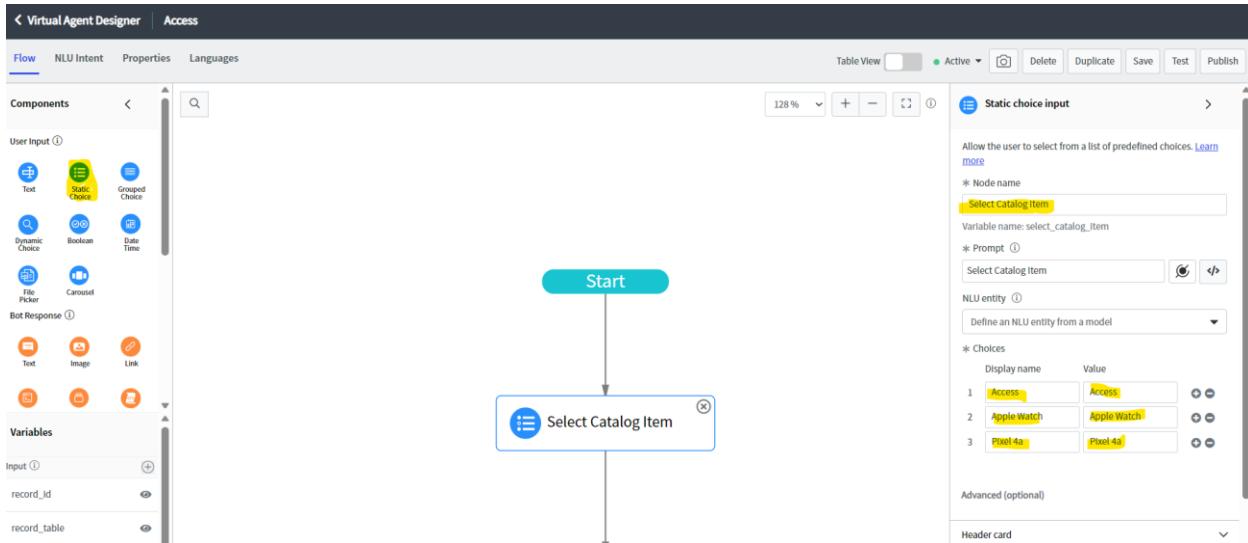
Follow the steps 1 to 4 as it is from Use case 1.

- 5) Once you clicked on **create**, a topic will be created with Start and End Nodes in the Virtual agent designer.

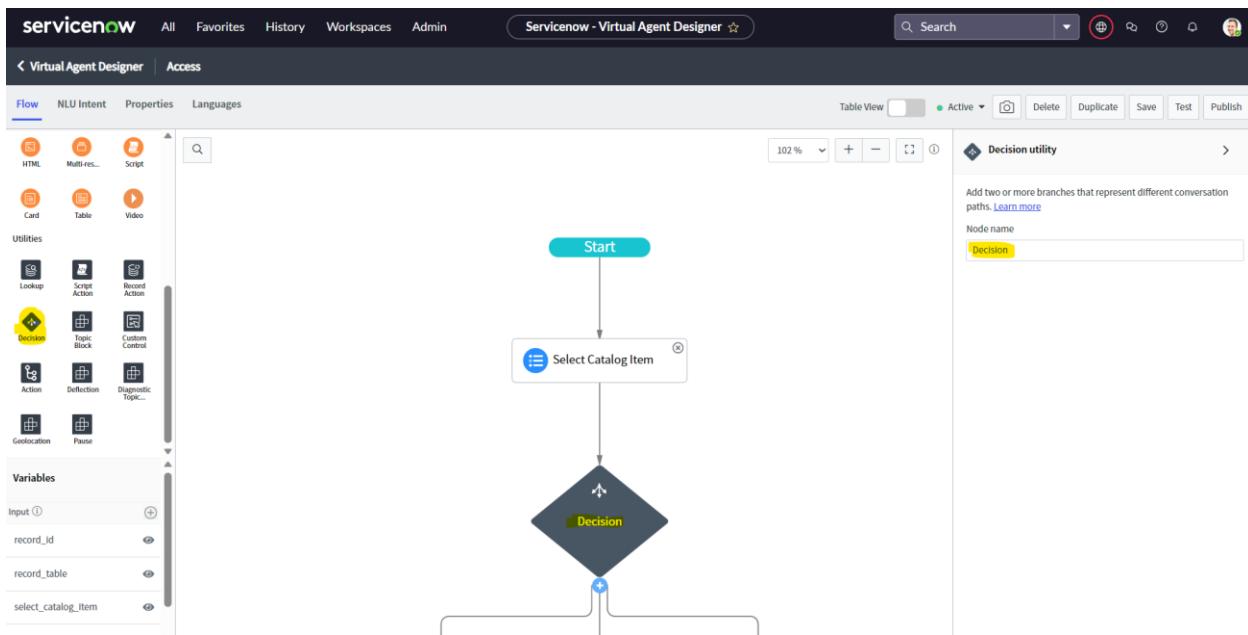
For choice fields in virtual agent designer, we have to drag and drop Static choice User input from left side of designer tab.

Node name & Prompt: as per your choice (In my case I have given “Select Catalog Item”)

Choices: We have to add choices as catalog item names, in my case I have taken 3 OOTB catalog items as shown in below image.

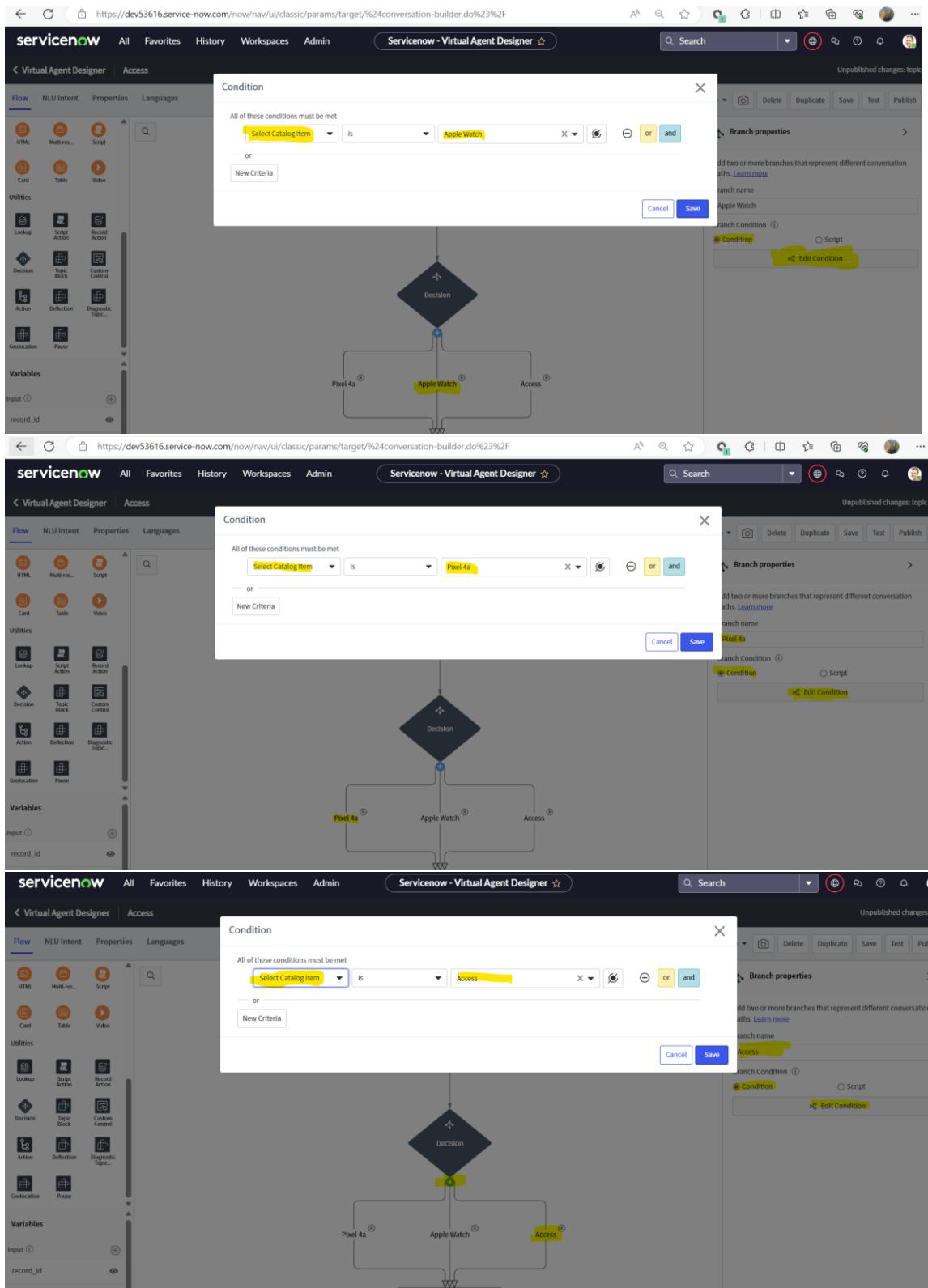


- 6) We Need to Drag and drop **Decision** from **Utilities** as we have to check which choice has been selected in “**Select Catalog Item** User Input.”



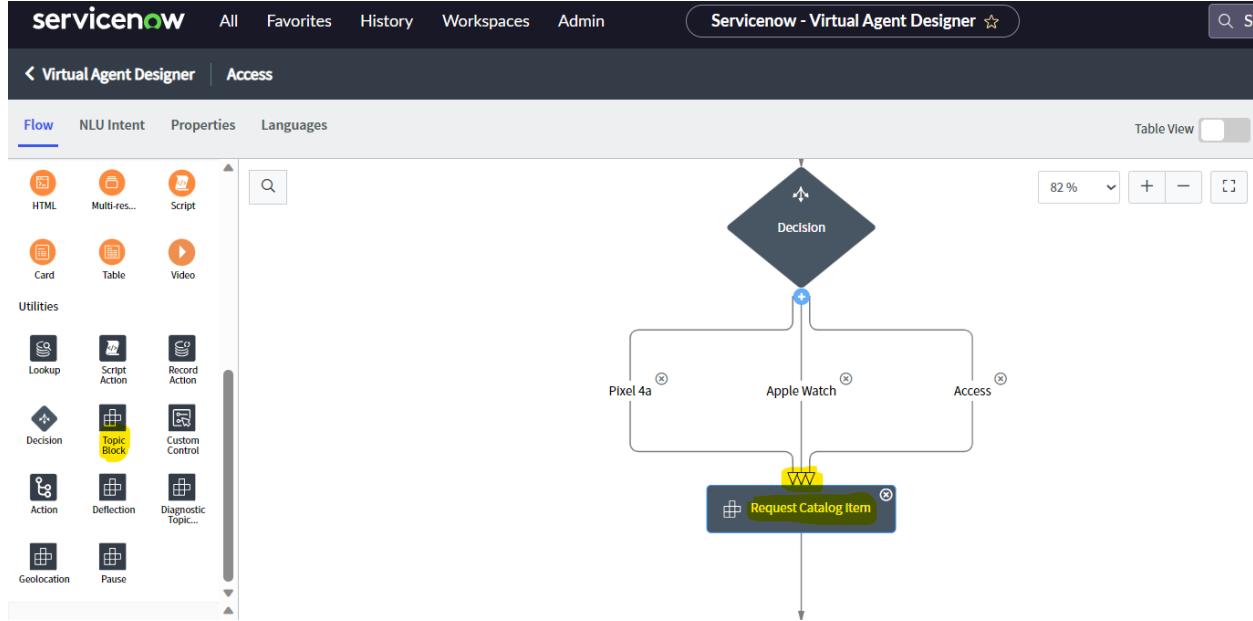
- 7) We need to add 3 routes as we have given 3 choices in **Select Catalog Item** User Input to check value of choices and get information of user Input.
- Click on + in Decision.
 - Add name of catalog item as given in **Select Service Catalog** User Input choices.
 - Add Condition, as Select Catalog Item is choice name (Catalog Item name).

Please follow as mentioned in below Image for 3 routes.



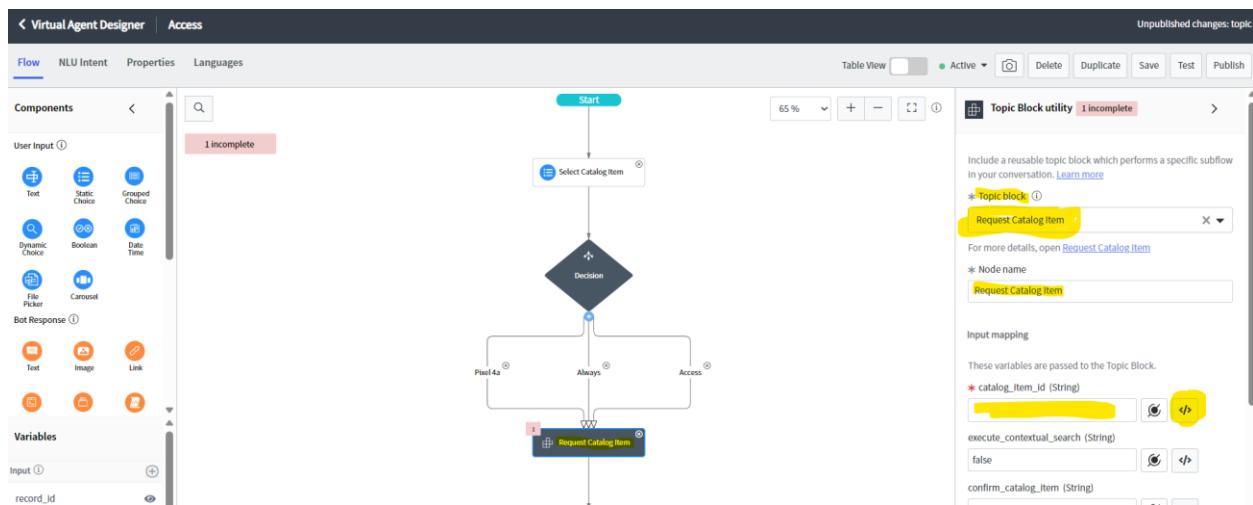
- 8) ServiceNow has provided Utility to create request from “Request Catalog Item” Block. So, let's use this for implementing our requirement.

Drag and drop Topic Block which is placed under Utilities, below 3 Nodes and map nodes to “Request catalog Item” Utility.



After placing Topic Block below the 3 nodes, attach nodes to Request Catalog Item Utility, add Topic Block details in the right side as shown in the below Image.

- Topic Block: Request Catalog Item (available OOTB).
- Catalog Item Id: Select script part as we are handling multiple catalog items selection.



Write a code for triggering actual catalog item as per User selection in the choices.

Return the “sys_id” of catalog item as per the conditions defined in If and else if.

```

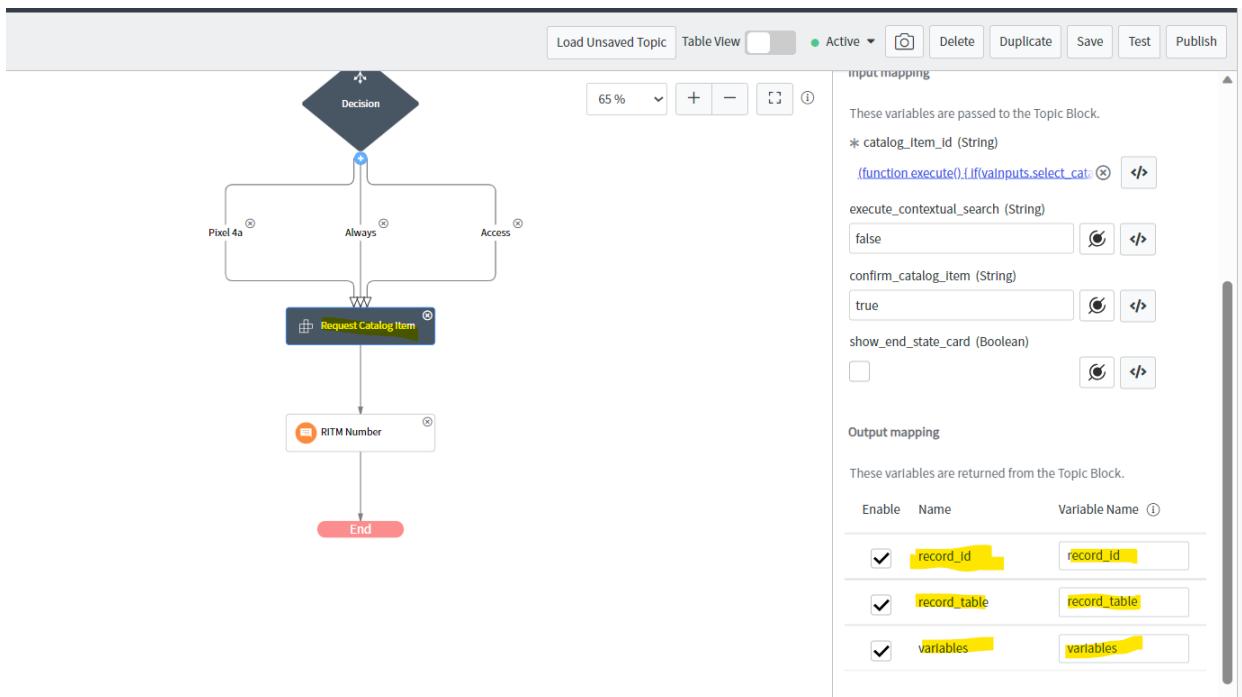
catalog_item_id (String)
catalog_item_id (String)

1 (function execute() {
2
3     if(vaInputs.select_catalog_item == 'Access')
4     {
5         return "039c516237b1300054b6a3549d0e5dfc";
6     }
7     else if(vaInputs.select_catalog_item == 'Apple Watch')
8     {
9         return "4a17d6a3ff133100ba13fffffffffe7";
10    }
11    else if(vaInputs.select_catalog_item == 'Pixel 4a')
12    {
13        return "07d8173e9756cd1021983d1e6253af1d";
14    }
15
16
17
18
19 })()

```

Click on save.

9) Output mapping is automatically populated with record_id, record_table and variables.



a) These are useful for us to display the generated ticket details.

record_id holds the sys_id of the generated ticket.

record_table holds the target table name where the ticket record is created.

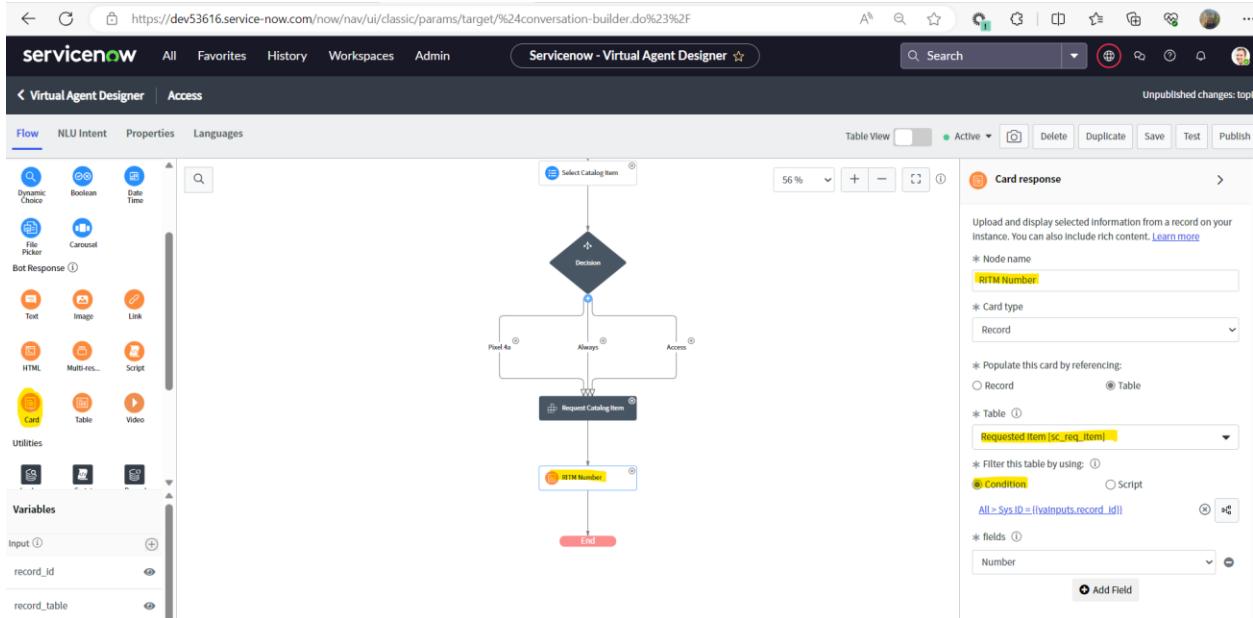
variables hold the variables associated with the catalog item.

- 10) To populate the RITM details in virtual agent to user, drag and drop “**Card**” which is placed under **Bot Response** after **Request catalog Item Utility**.

Node name: Can be given as per your choice. (I have given as “RITM Number”).

Populate this card by reference: Table.

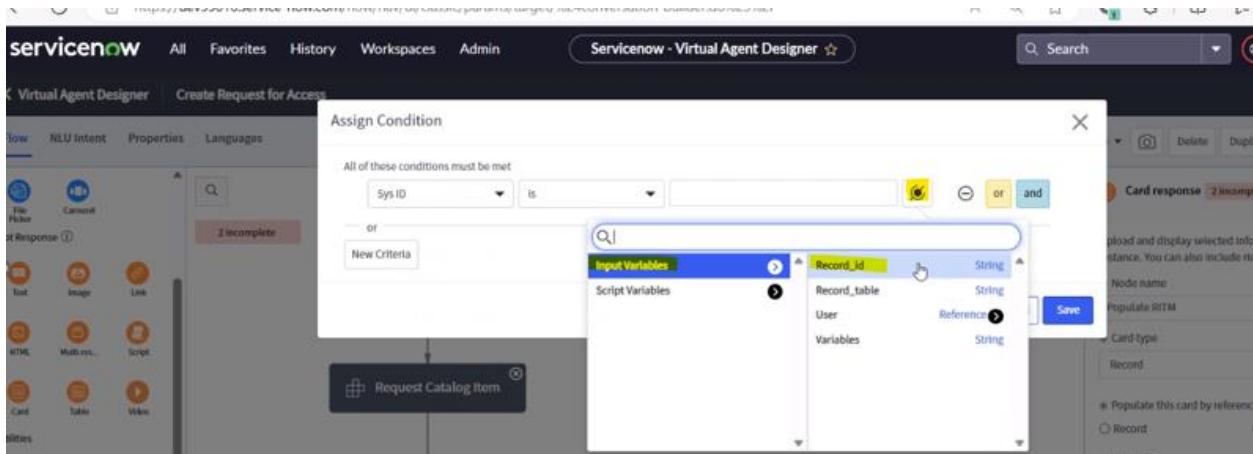
Table: sc_req_item.

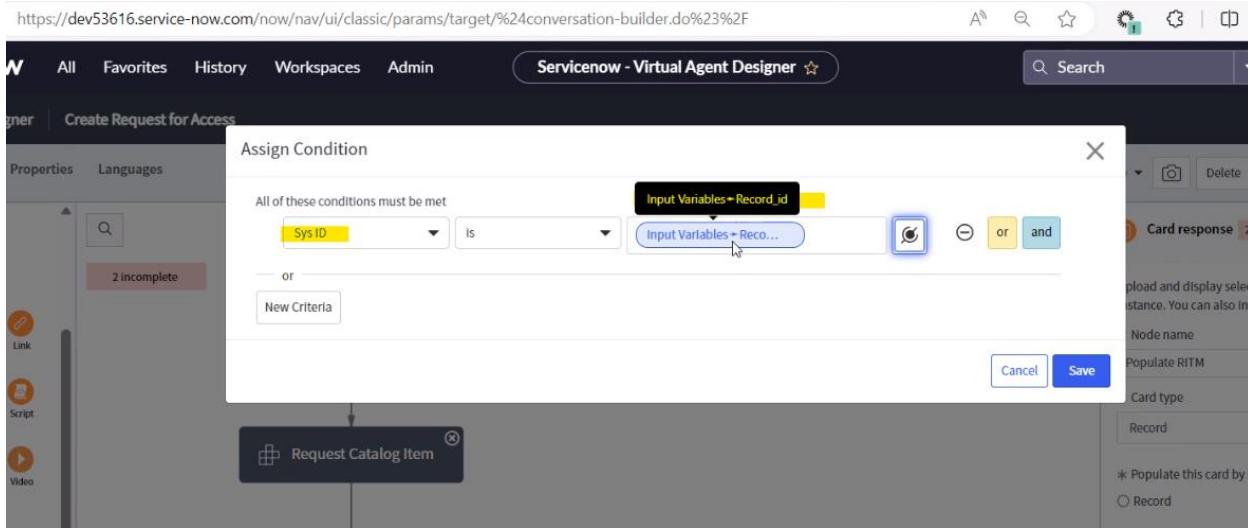


Filter this table by using **record_id** from output mapping as mentioned in step 9.

Click on Add Condition →

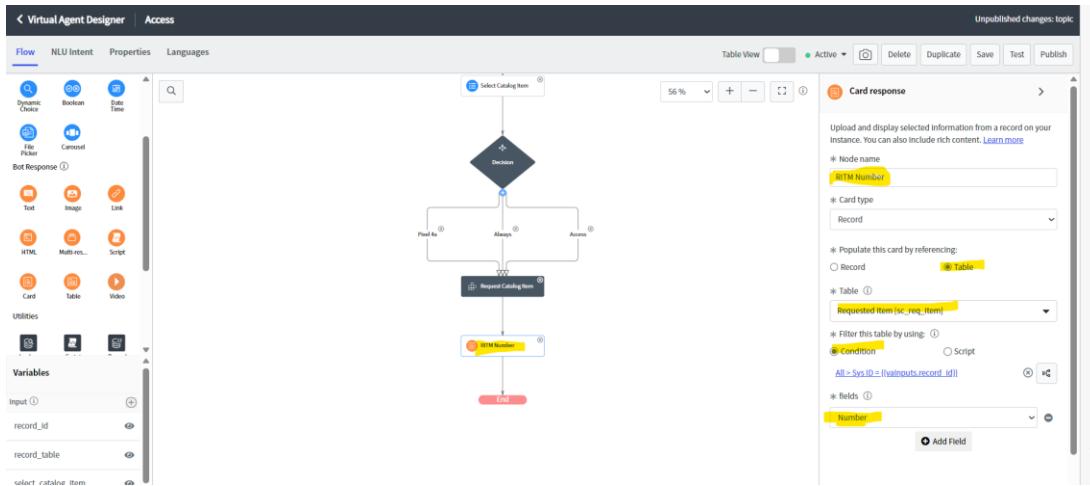
Sys ID → is → Input variables**Record_Id (we are matching sys_id of record in sc_req_item table).



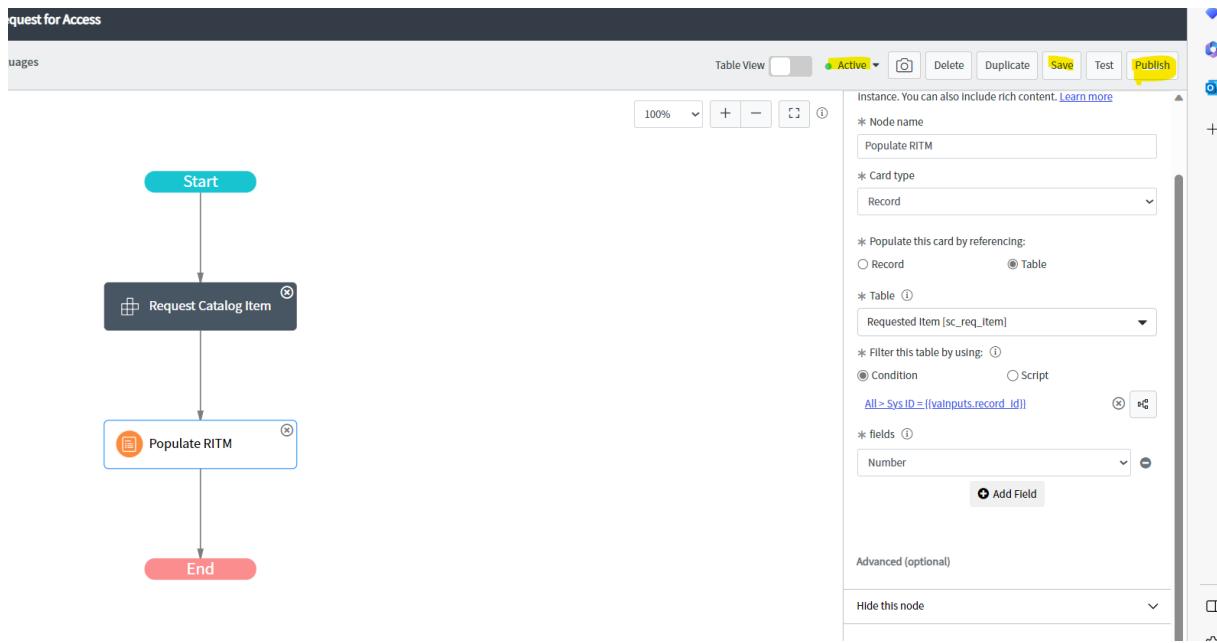


Click on Save.

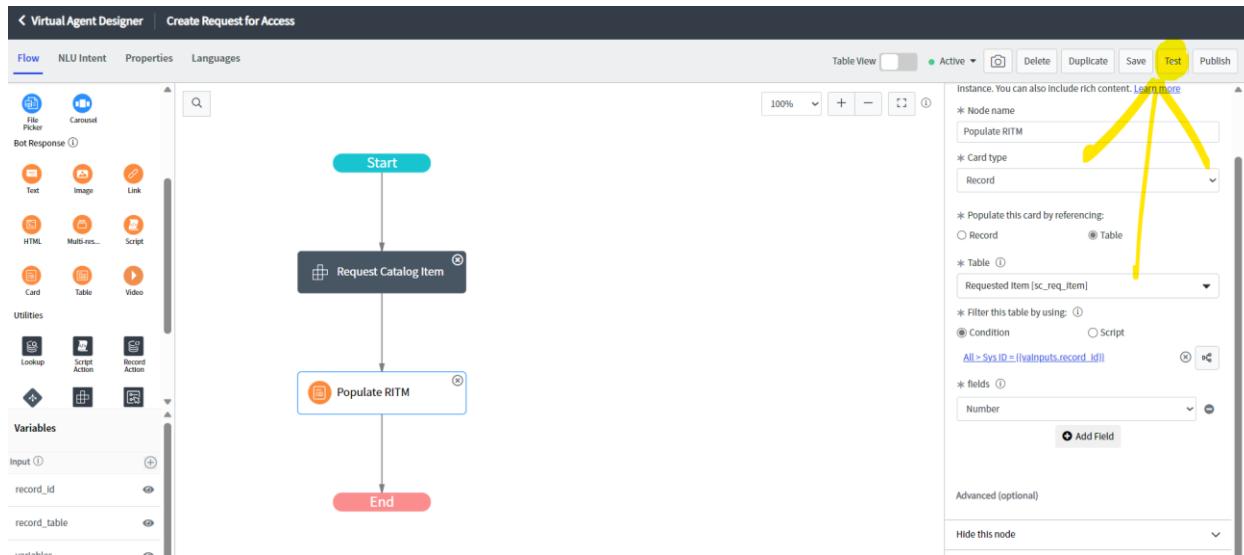
Fields: We can add fields which needs to be populated to the user in virtual agent chat.



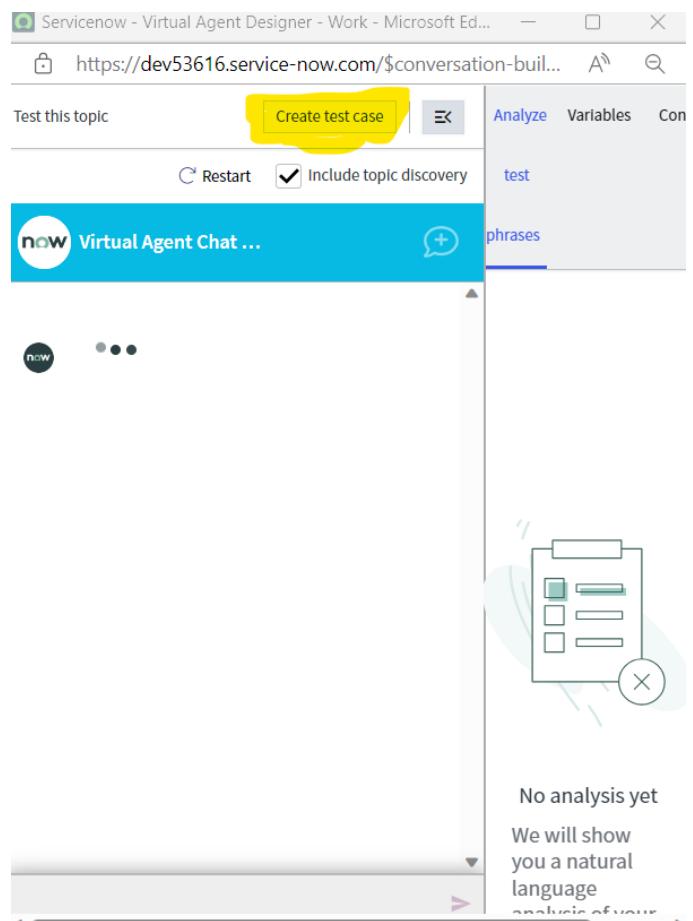
Then, click on Save, Activate the Topic and Publish.



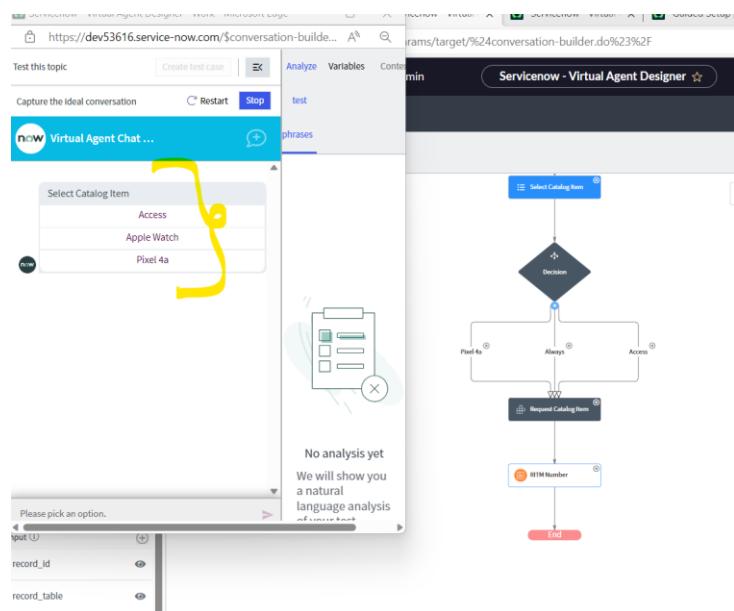
You can test the Topic by clicking on Test button in the Topic itself:



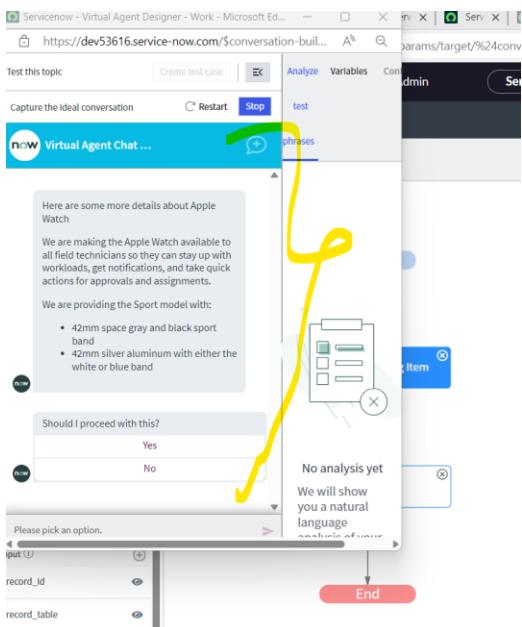
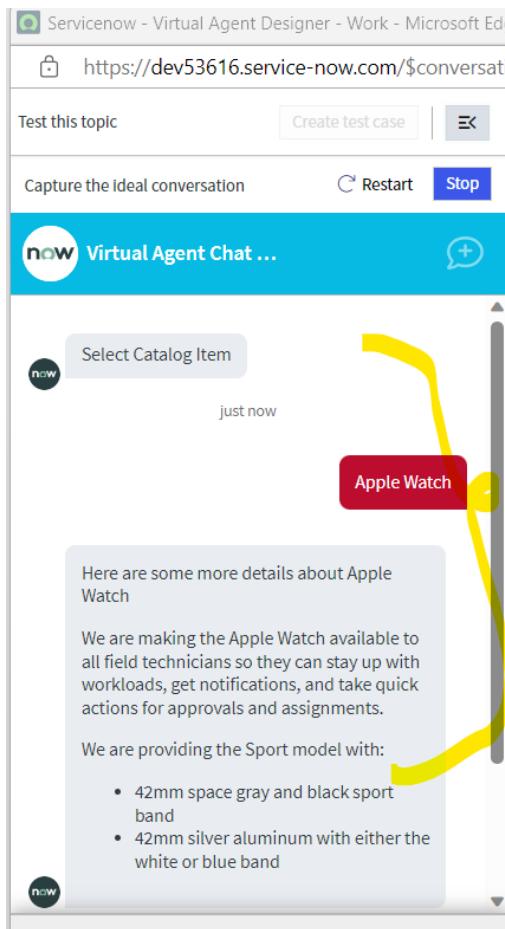
Click on: **Create test case**.



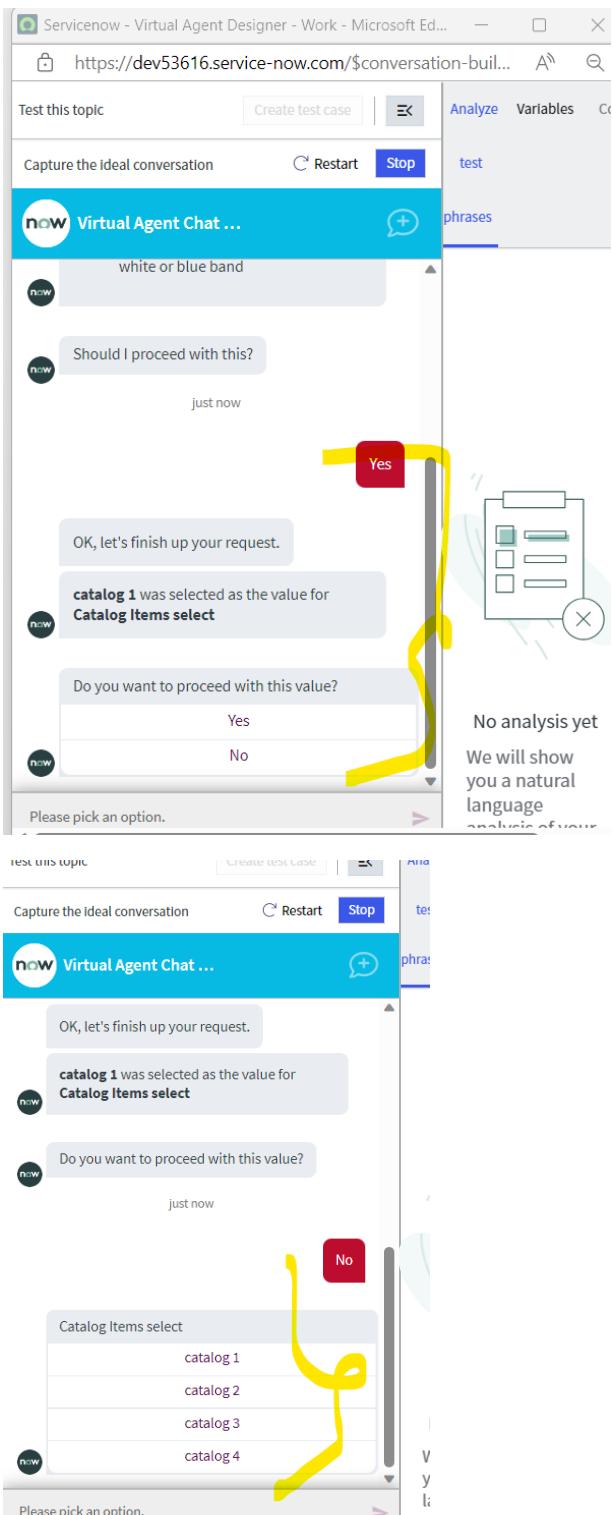
Then, it will show the catalog Item Names as per the choices configured for the catalog Item names.



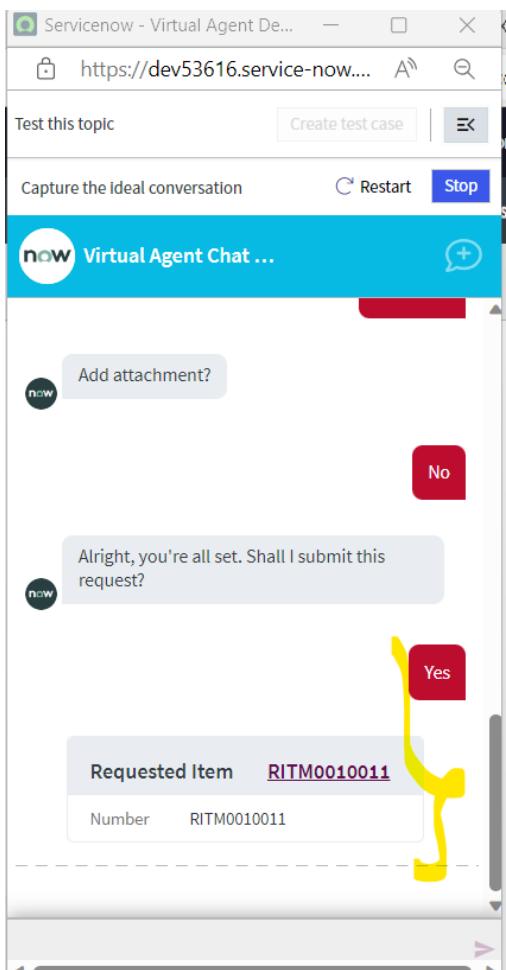
As per User input, catalog item will trigger.



Once we clicked on the **Yes**, it will start giving variables details and user should answer with the answers.



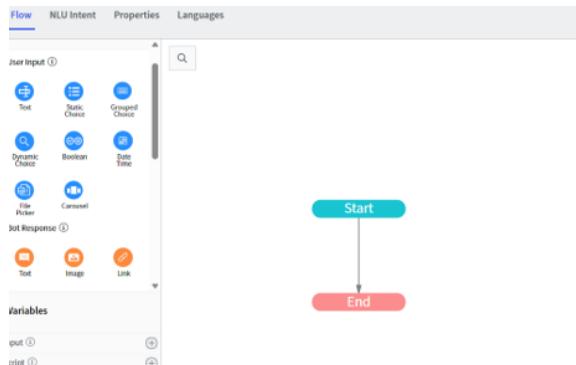
Answer the queries till RITM is generated.



Use case 3) Directly providing URL of a specified catalog Item in Virtual agent chat.

Follow the steps 1 to 4 as it is from Use case 1.

- 5) Once you clicked on **create**, a topic will be created with Start and End Nodes in the Virtual agent designer.



- 6) Drag and drop **Link** which is placed under **Bot Response** in between start and end nodes.
 - a) **Node Name:** Can be given as per your choice. (I have given as “**Link for catalog Item**”).
 - b) **Link list:** We should select single link since we are only providing link for catalog item.
 - c) **Header:** Can be given as per your choice, this will populate in user virtual agent chat view. (I have given as “**Request for access catalog Item**”).
 - d) **Label:** Can be given as per your choice, this will contain URL. (I have given as “**Click here**”).
 - e) **Link:** URL for catalog Item from Portal. (If Esc portal copy URL from ESC portal from /esc).

The screenshot shows the Flow tab of the Virtual Agent Designer after adding a Link component. The sidebar remains the same. The main area now features a teal Start node, a blue Link component labeled "Link for catalog item", and a red End node. A vertical arrow connects the Start node to the Link component, and another vertical arrow connects the Link component to the End node. The Link component has a yellow icon with a circular arrow and a question mark.

Link response

Include a header prompt with either a single URL link to an item or multiple URL links for up to three items. [Learn more](#)

* Node name
Link for catalog item

* Link list
Single link

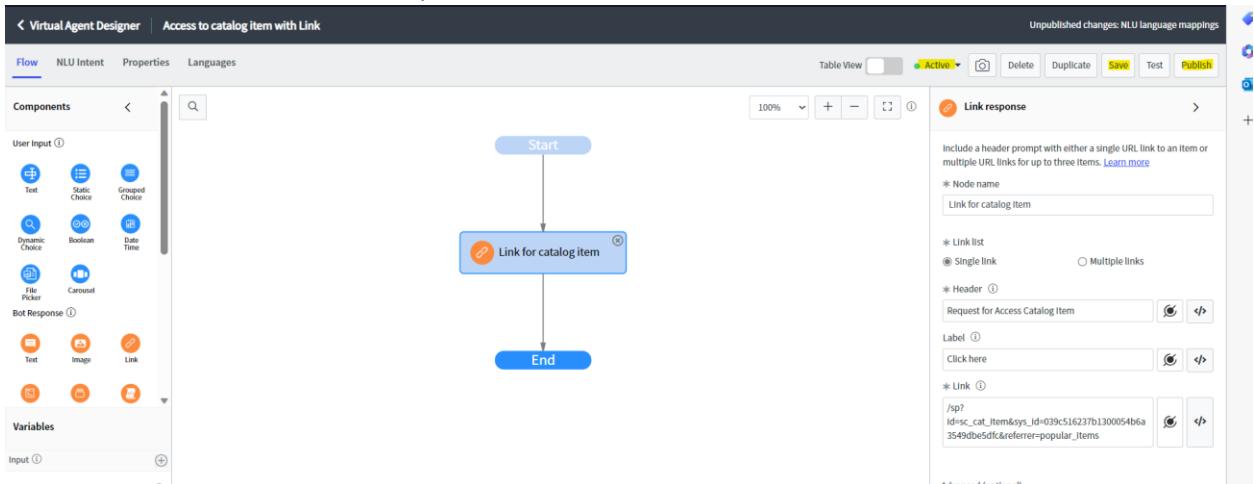
* Header
Request for Access Catalog Item

Label
Click here

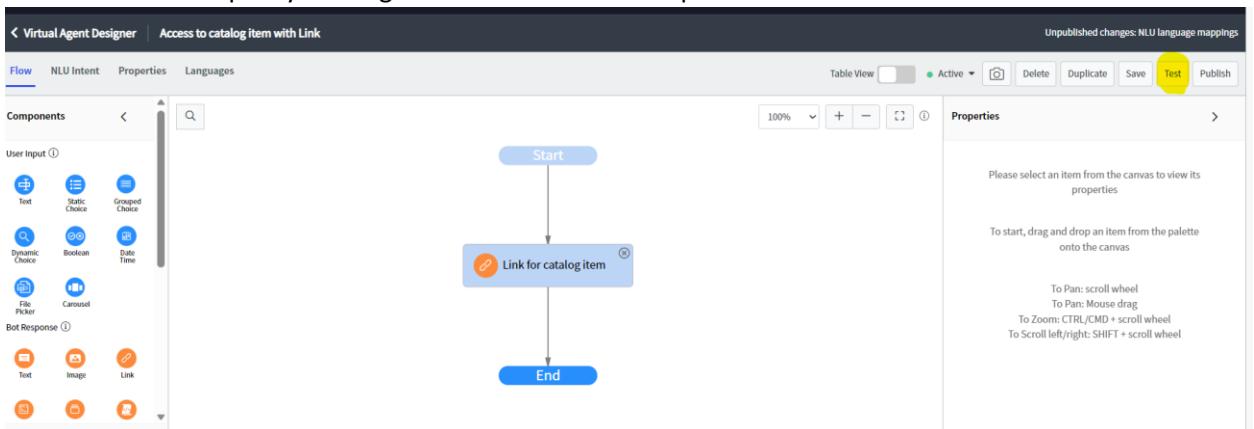
Link
/sp? id=esc_cat_item&sys_id=039c516237b1300054b6a3549dbe5dfc&referrer=popular_items

Advanced (optional)

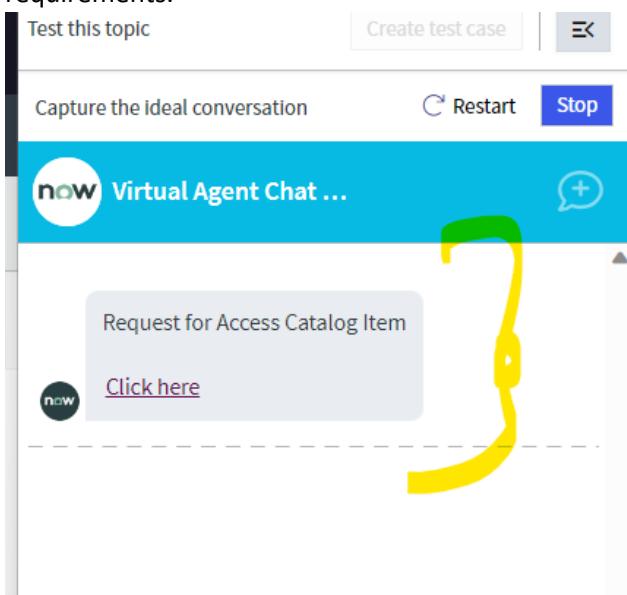
- 7) Then, click on Save, Activate the Topic and Publish.



- 8) You can test the Topic by clicking on **Test** button in the Topic itself:



You click on **Click here** link for opening catalog item in portal/esc depending on our requirements.



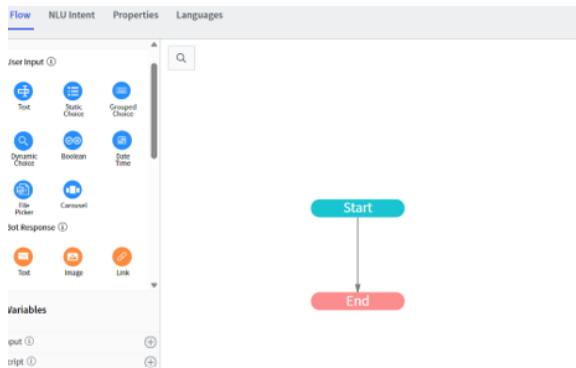
Redirected to Catalog Item:

The screenshot shows a ServiceNow catalog item page for 'Access'. The left pane displays the product details for 'Microsoft Access', including its features and a 'TEST Variable' input field. The right pane features a 'Virtual Agent Chat' window with a conversation history. The user has selected the 'Static choice' input type for the catalog item.

Use case 4) Directly providing URL of a specified catalog Item in Virtual agent chat depends on choice (catalog item) selected by user:

Follow the steps 1 to 4 as it is from Use case 1.

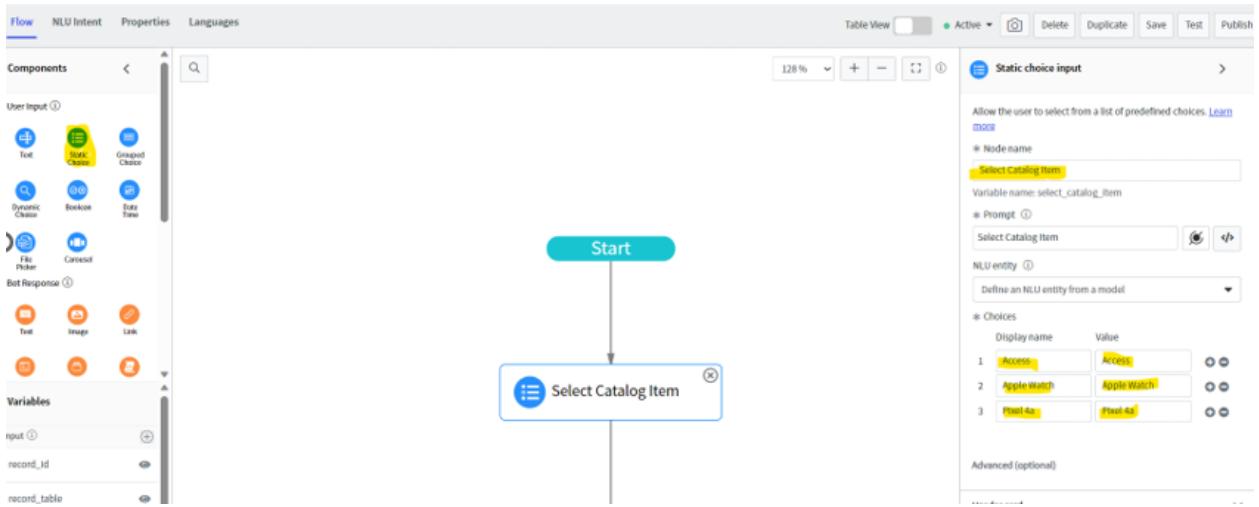
- 5) Once you clicked on **create**, a topic will be created with Start and End Nodes in the Virtual agent designer.



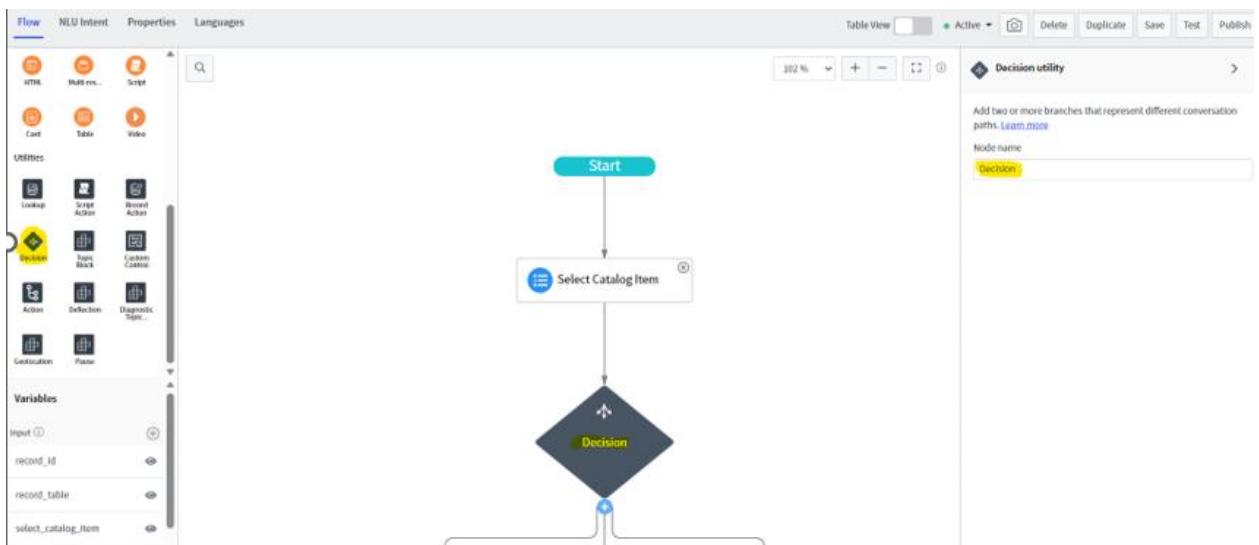
- 6) For choice fields in virtual agent designer, we have to drag and drop **Static choice** User input from left side of designer tab.

Node name & Prompt: as per your choice (In my case I have given “**Select Catalog Item**”)

Choices: We have to add choices as catalog item names, in my case I have taken 3 OOTB catalog items as shown in below image.

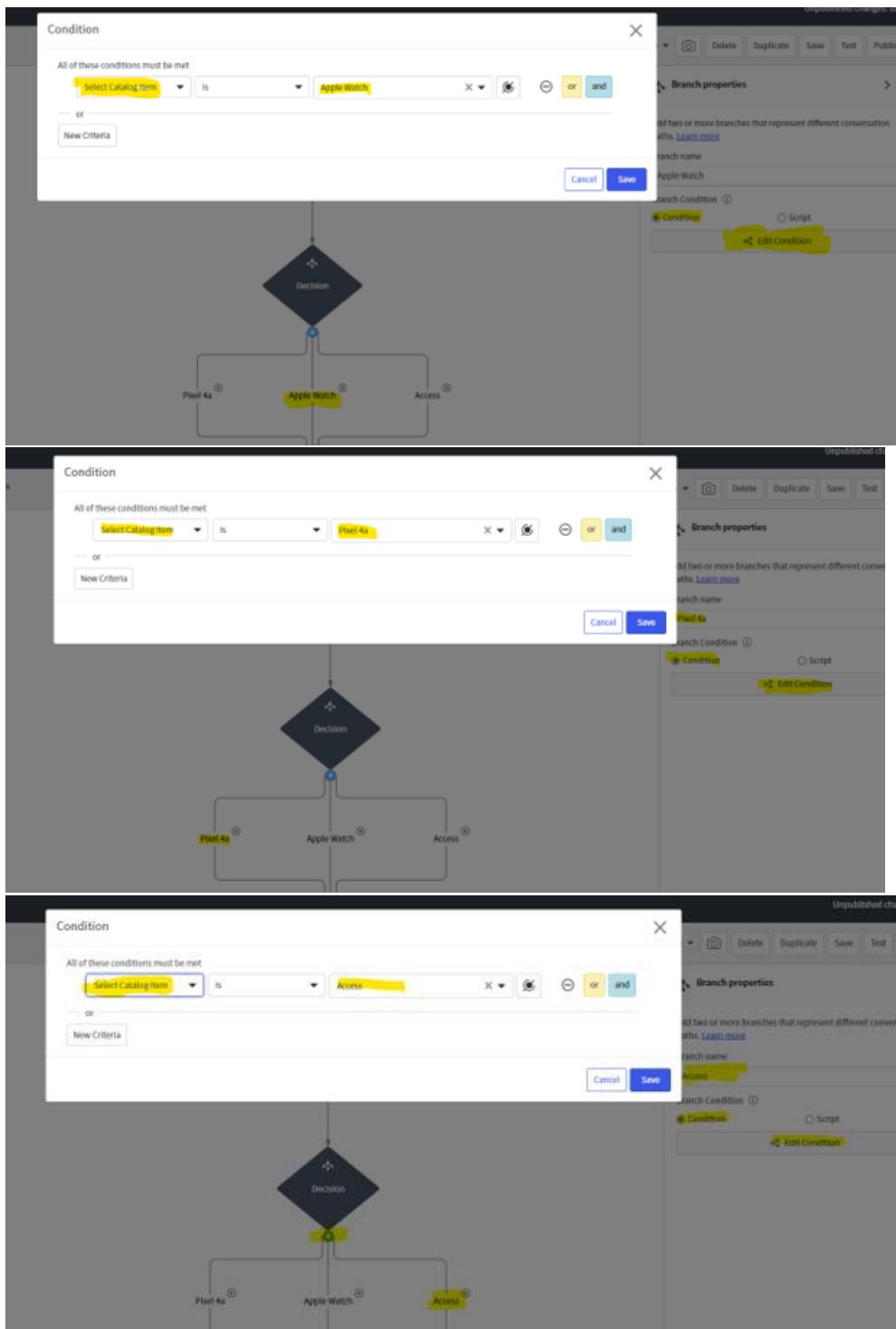


- 7) We Need to Drag and drop **Decision** from **Utilities** as we have to check which choice has been selected in “**Select Catalog Item** User Input.”

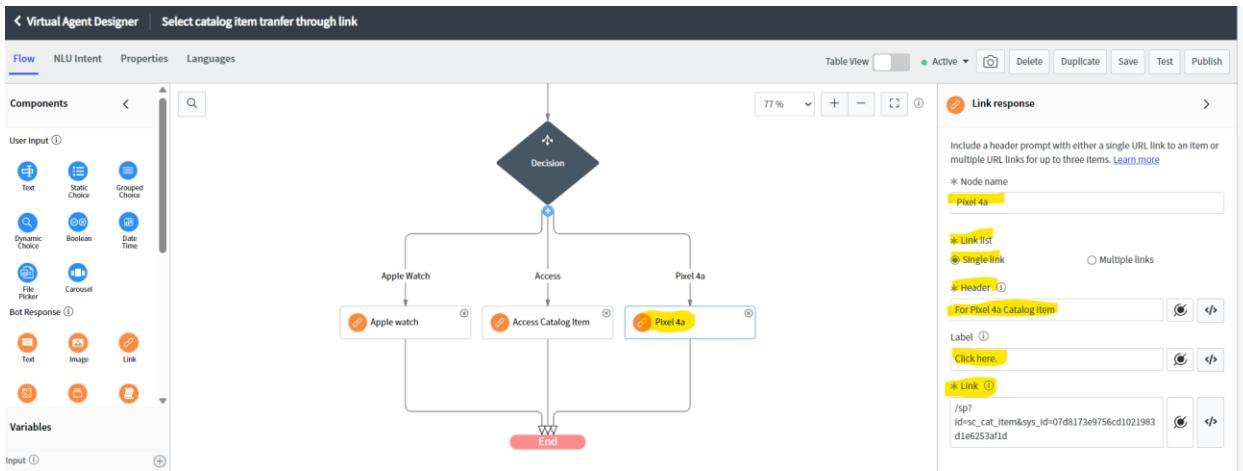
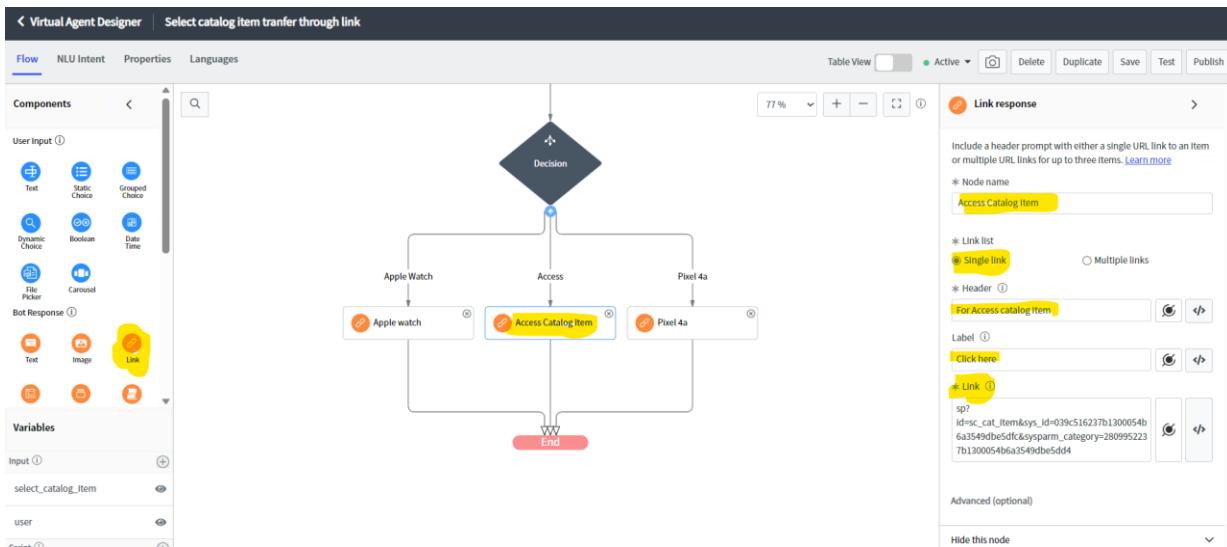
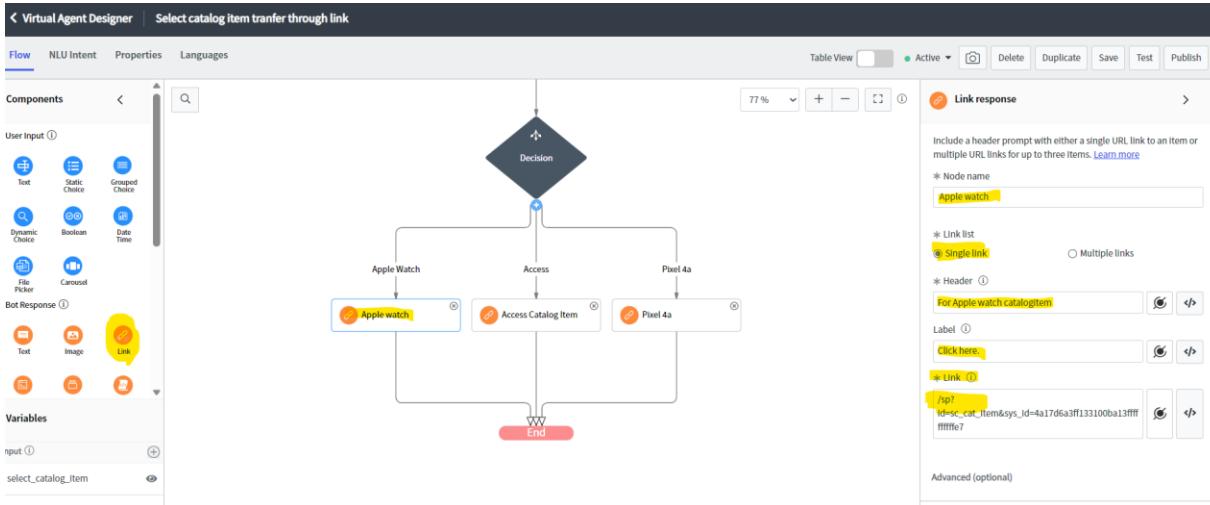


- 8) We need to add 3 routes as we have given 3 choices in **Select Catalog Item** User Input to check value of choices and get information of user Input.
- Click on + in Decision.
 - Add name of catalog item as given in **Select Service Catalog** User Input choices.
 - Add Condition, as Select Catalog Item is choice name (Catalog Item name).

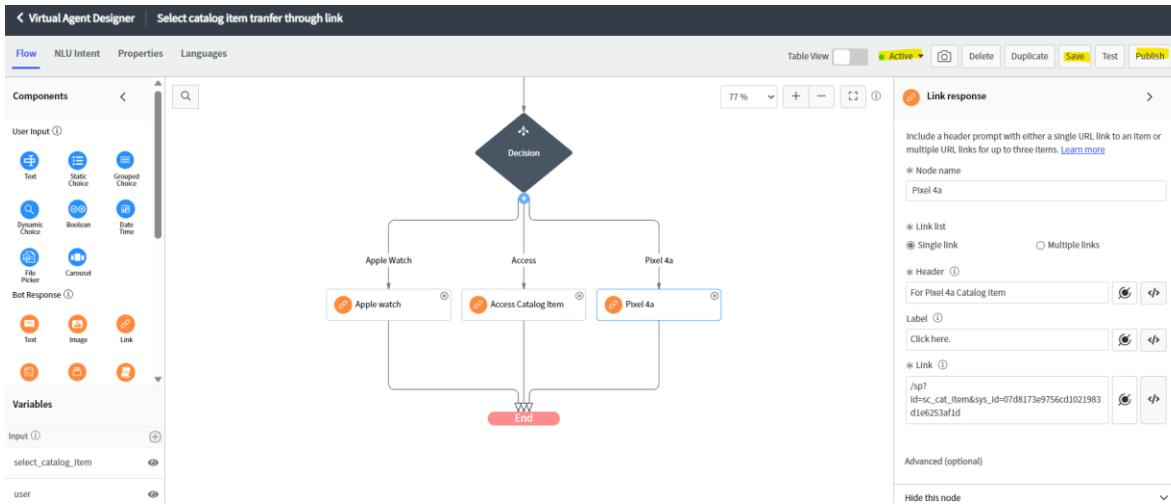
Please follow as mentioned in below Image for 3 routes.



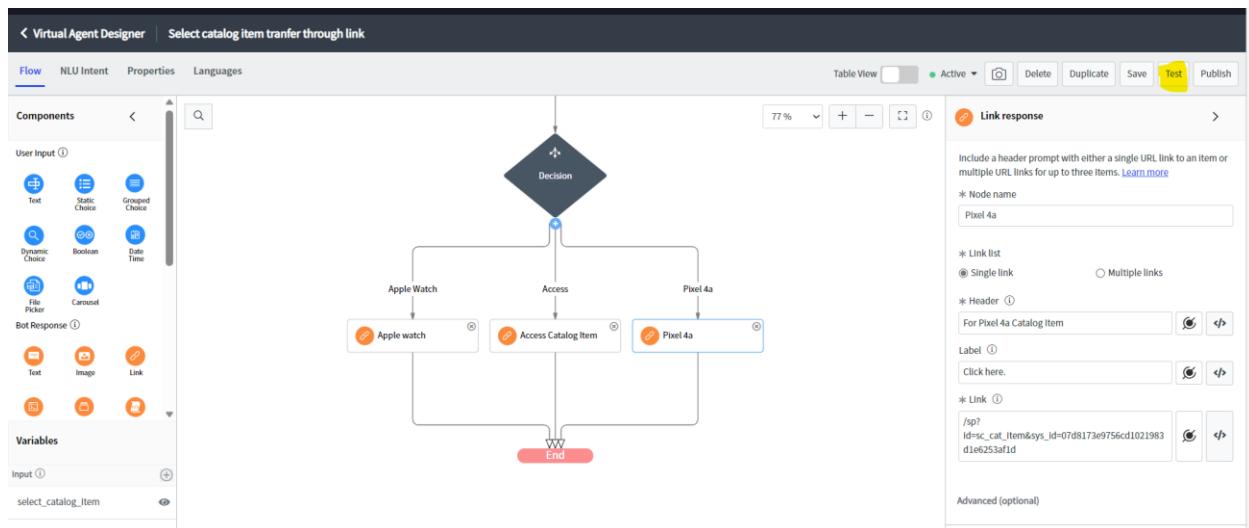
- 9) Add 3 nodes to 3 links as highlighted in below image or we can add single Link Node and add a script in Header, Label, Link depending on above selection. I have chosen script less usage.



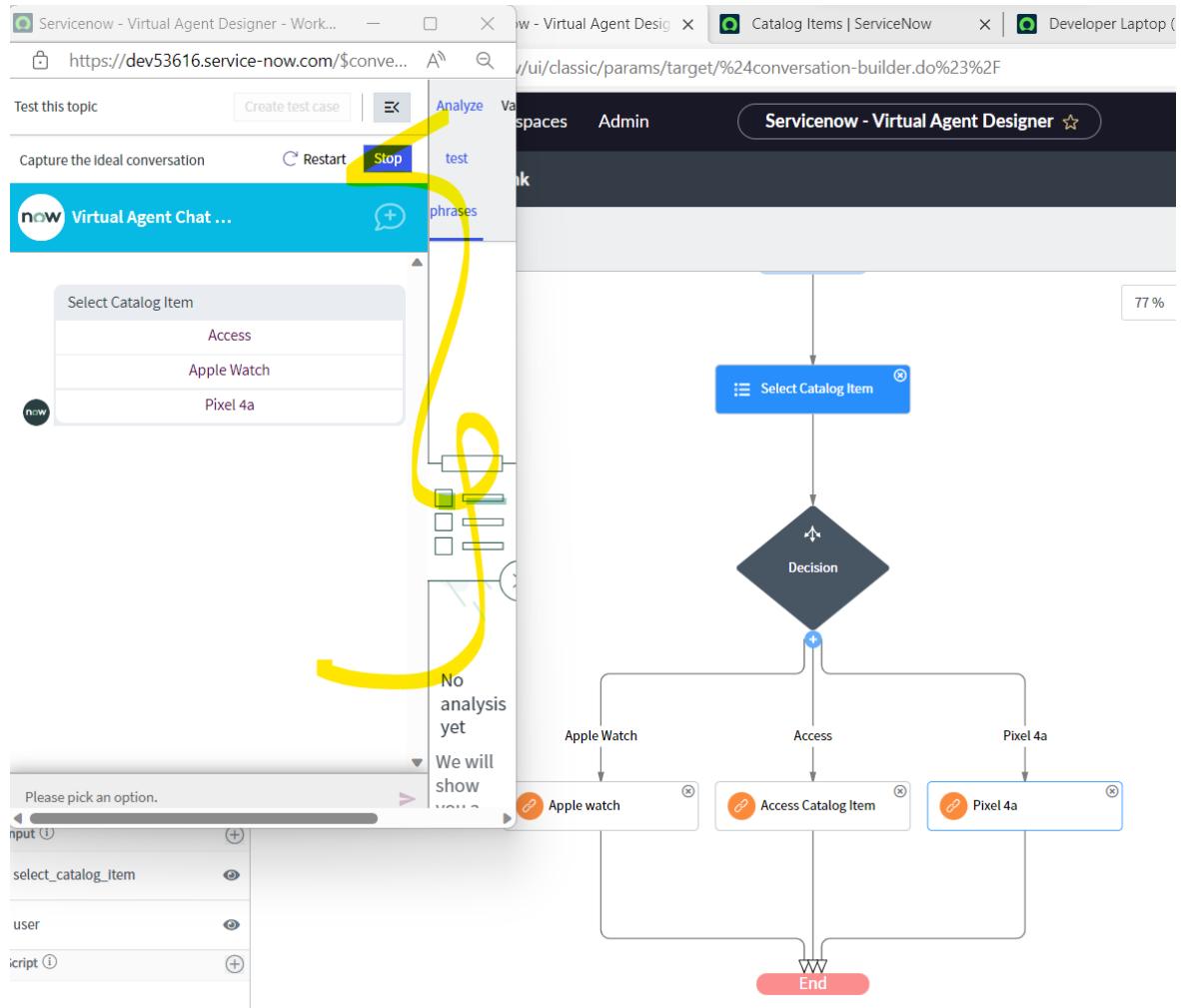
10) Then, Click on Save, activate, and publish.



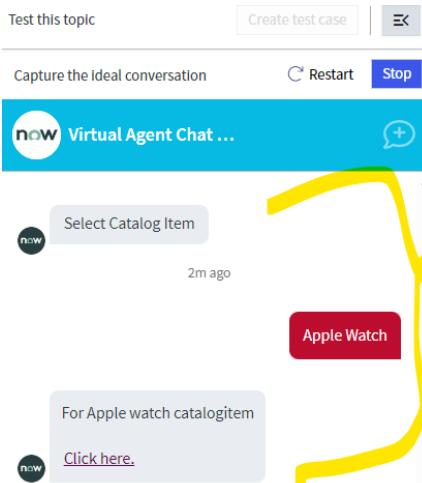
11) You can test the Topic by clicking on **Test** button in the Topic itself:



Need to select a catalog item which required link.



Once I selected apple watch, bot response is populated with the link. Once we are clicking on **Click here** it will redirect to Catalog item and chat will end. User will be able to submit request from portal.



[←](#) [↻](#) [↑](#) https://dev53616.service-now.com/sp?id=sc_cat_item&sys_id=4a17d6a3ff133100ba13fffffffffe7 [A](#) [Q](#)

Employee Center is available to you
Join your peer organizations in creating a better employee experience with Employee Center, ServiceNow's new employee portal.

servicenow. Knowledge Catalog Requests

Home > Service Catalog > Hardware > Apple Watch

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Apple Watch

Apple Watch - Their most personal device ever

We are making the Apple Watch available to all field technicians so they can stay up with workloads, get notifications, and take quick actions for approvals and assignments.

We are providing the Sport model with:

- 42mm space gray and black sport band
- 42mm silver aluminum with either the white or blue band

Quantity:

Price: \$349

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Description

Happy with ServiceNow and Enjoy Now Experience :)

Hope you will find it as helpful.

Document Prepared By:

Dinesh Kumar Raghu

Newrocket

