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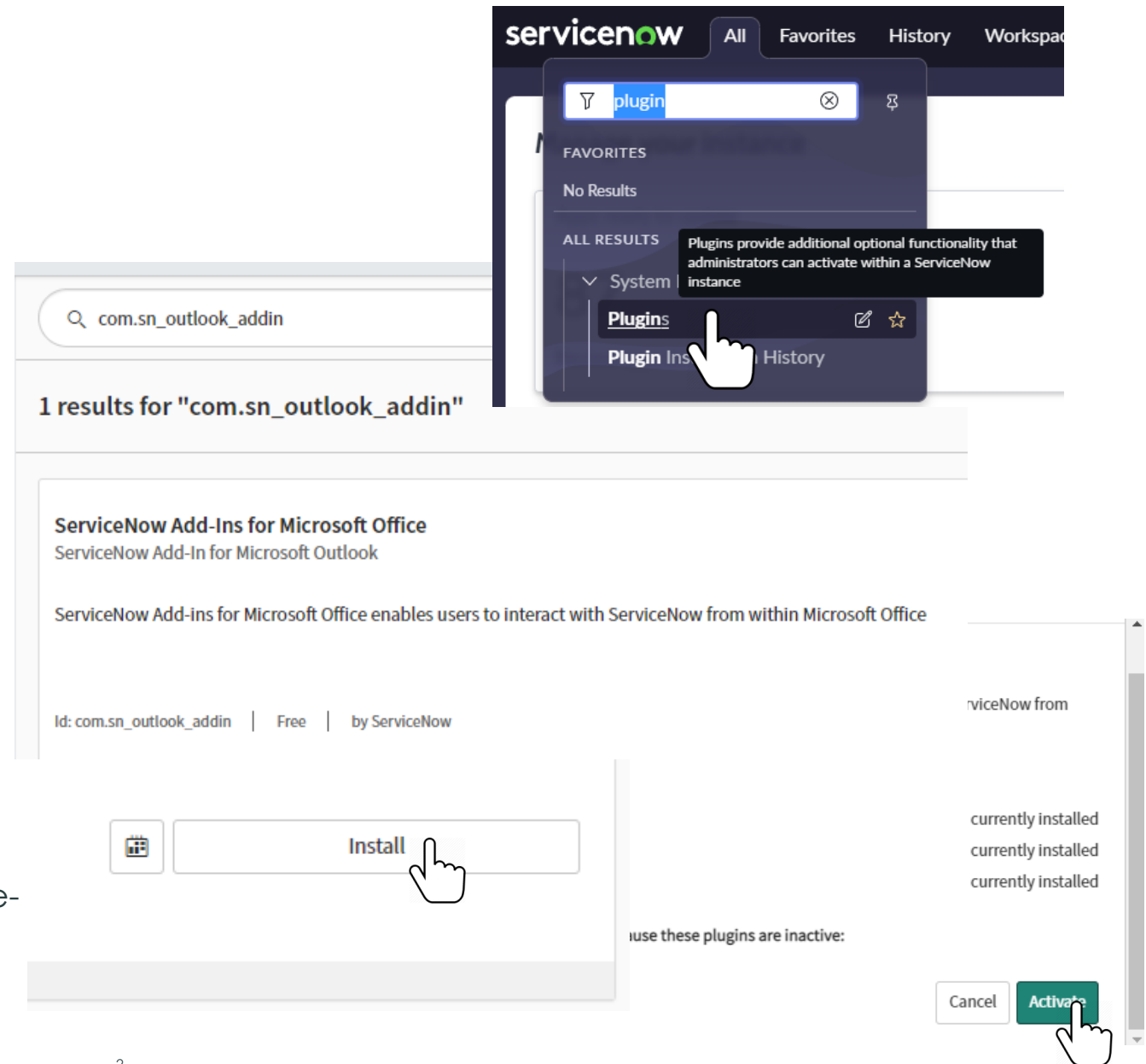
# 1 Getting started – setting up new app



# Getting started ( 1/3 )

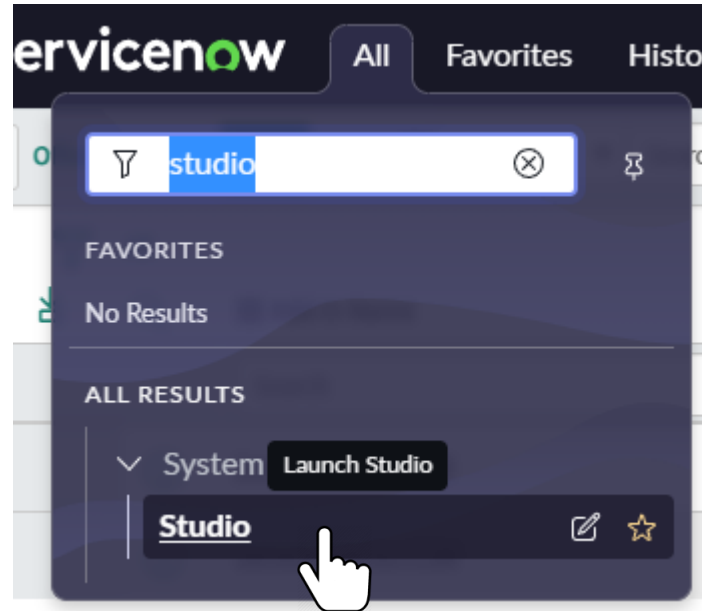
- Open plugins
- Look for com.sn\_outlook\_addin
- Select install
- Select Activate

Docs: <https://docs.servicenow.com/bundle/utah-it-service-management/page/product/incident-management/task/activate-outlook-add-in.html>



# Getting started ( 2/3 )

- launch studio
- Create Application
- Lets get started
- Enter name:
  - Name: Approval plugin for outlook
  - Direct approval page access from outlook
  - Scoped
  - Scope <what ever is generated automatically>
- Create



## Select Application

### New

Create Application

Import From

### Recent (14)

Let's get started

Name ⓘ

Approval plugin for outlook

Description ⓘ

Direct approval page access from outlook

Advanced settings ▾

☒ Scoped ⓘ ☐ Global ⓘ

Scope

x\_cenb2\_approval\_p

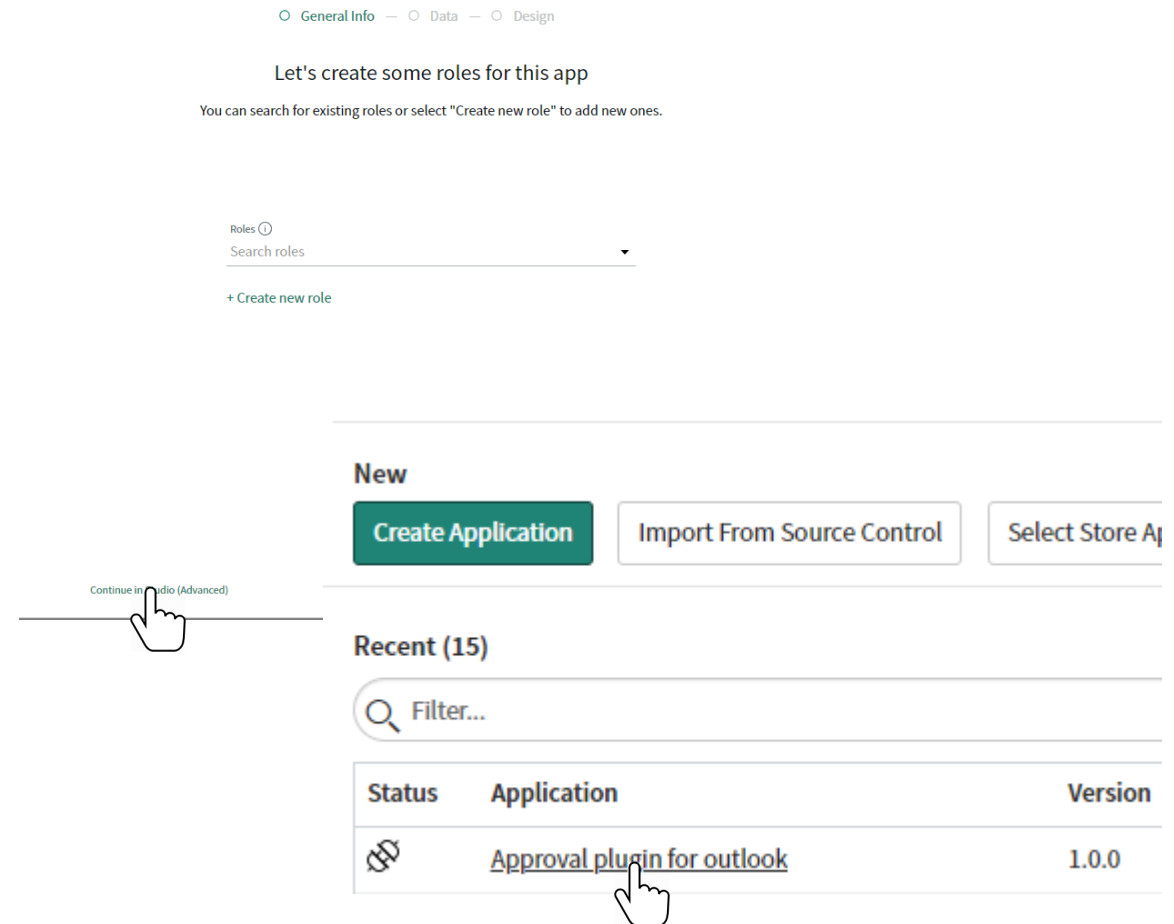
Cancel

Create

# Getting started ( 3/3 )

At this point we skip the remaining guided setup and directly continue to studio

- Select Continue in Studio (Advanced)
- Then select the application we just created
- Select Approval plugin for outlook



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## 2 Create Widget to Read outlook



# Create Widget ( 1/2 )

We need an widget (service portal widget) to read the email content. And redirect to the correct approval record.

Please follow these instructions 2 times.

Create page:

- Select file and then create file
- Select widget
- Select create a new Widget
- Enter:
  - Widget name: outlook approval redirect
  - Widget ID: <auto created>
- Select Submit

The screenshot illustrates the process of creating a new widget in ServiceNow Studio. It is divided into three main sections:

- Top Section (Menu):** Shows the 'File' menu with the 'Create File' option highlighted by a hand cursor. The keyboard shortcut 'Ctrl+Shift+C' is also visible.
- Middle Section (Filter Results):** Displays a search for 'widget'. A list of filter results is shown on the left, including 'Data Model (4)', 'Forms & UI (17)', and 'Server Development (10)'. On the right, the 'Widget' filter is selected, and a hand cursor points to the 'Widget' item in the 'Filter Results' list.
- Bottom Section (Widget Editor):** Shows the 'Widget Editor' interface. It includes a description: 'Widget Editor is a development tool that allows you to view and edit the s widgets, create new widgets, and update a widget's option schema'. Below this, there are three bullet points: 'Check out the Hello World Example', 'Create a new widget' (highlighted with a hand cursor), and 'Edit an ex widget'. A dropdown menu labeled 'Select a widget' is also present.

On the right side of the interface, there is a 'Create' button with a hand cursor pointing to it. Below this, there is a modal window titled 'Add a Widget' with a close button (X). The modal contains two text input fields: 'outlook approval redirect' and 'outlook\_approval\_redirect'. Below these fields, there is a note: 'Use only lowercase letters, numbers, underscores, and hyphens'. There is also a checkbox labeled 'Create test page' which is unchecked. A 'Submit' button is at the bottom right of the modal, with a hand cursor pointing to it.

# Create page ( 2/2 )

- Add client and server script from files
- See file: client script for the client script
- See file: server script for the server script
- Add options for testing add the options like stated to the right.

* Label	* Label
Test user	Test subject
* Name (field name syntax)	* Name (field name syntax)
userid	subject
* Type	* Type
string	string
Hint	Hint
Hint	Hint
Default value	Default value
Default value	Default value
* Form section	* Form section
Data	Data

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## 3 Create portal pages





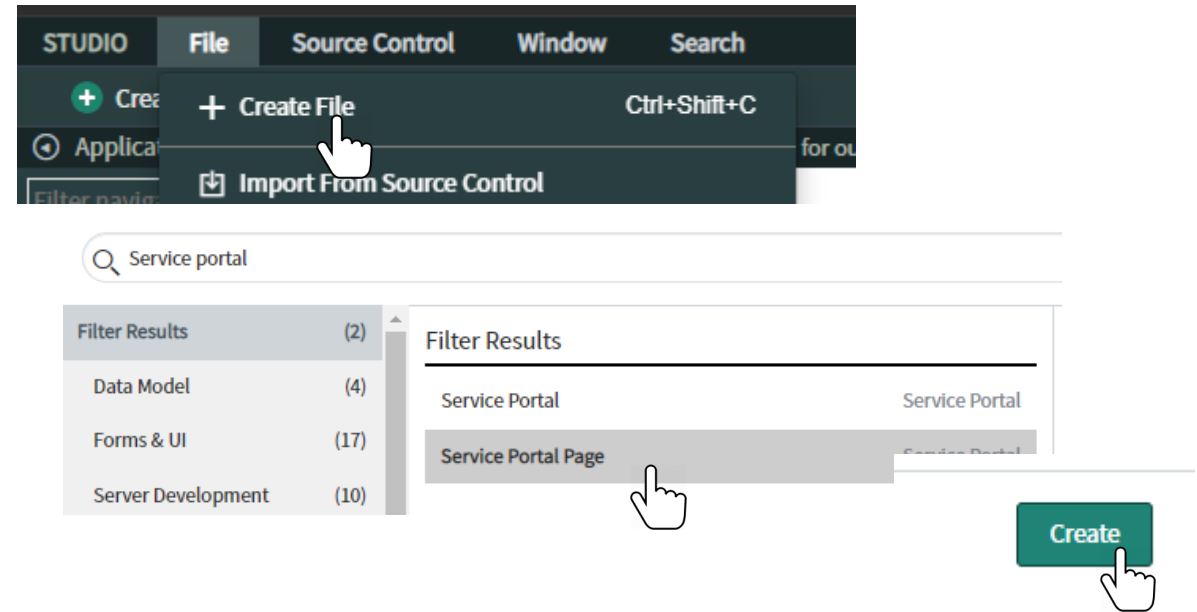
# Create page ( 1/5 )

The plugin loads Service portal pages in outlook. We first need to create those pages. For this plugin we need 2 pages.

Please follow these instructions 2 times.

Create page:

- Select file and then create file
- Select Service Portal Page
- Select create



# Create page( 2/5 )

First page:

- Page title Outlook approval
- Page ID outlook\_approval

Second page:

- Page title Outlook approvals
- Page ID outlook\_approvals

- And submit


Page title

Outlook approval

Page ID

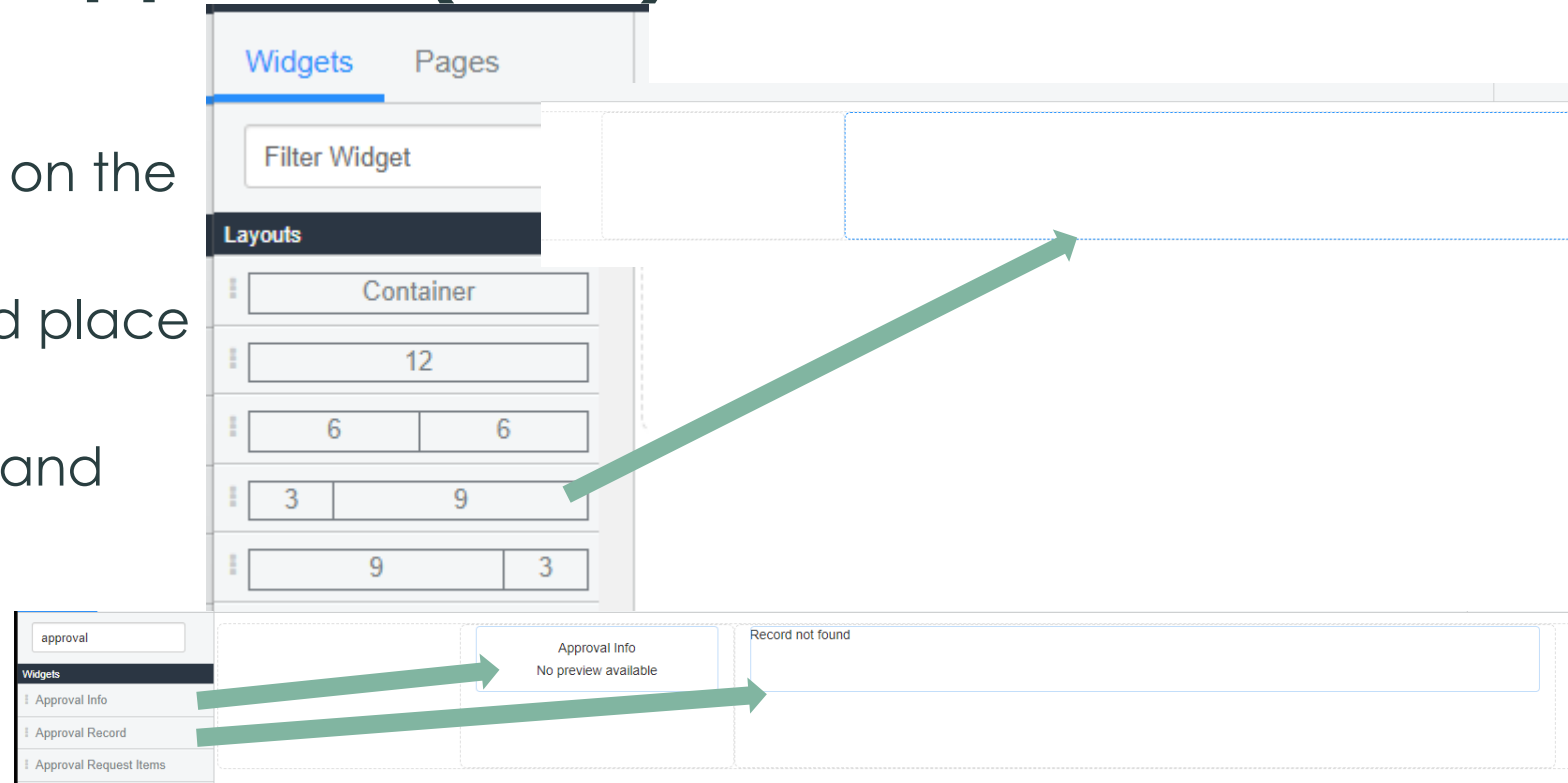
outlook\_approval

Submit



# Create Page Outlook Approval ( 3/5 )

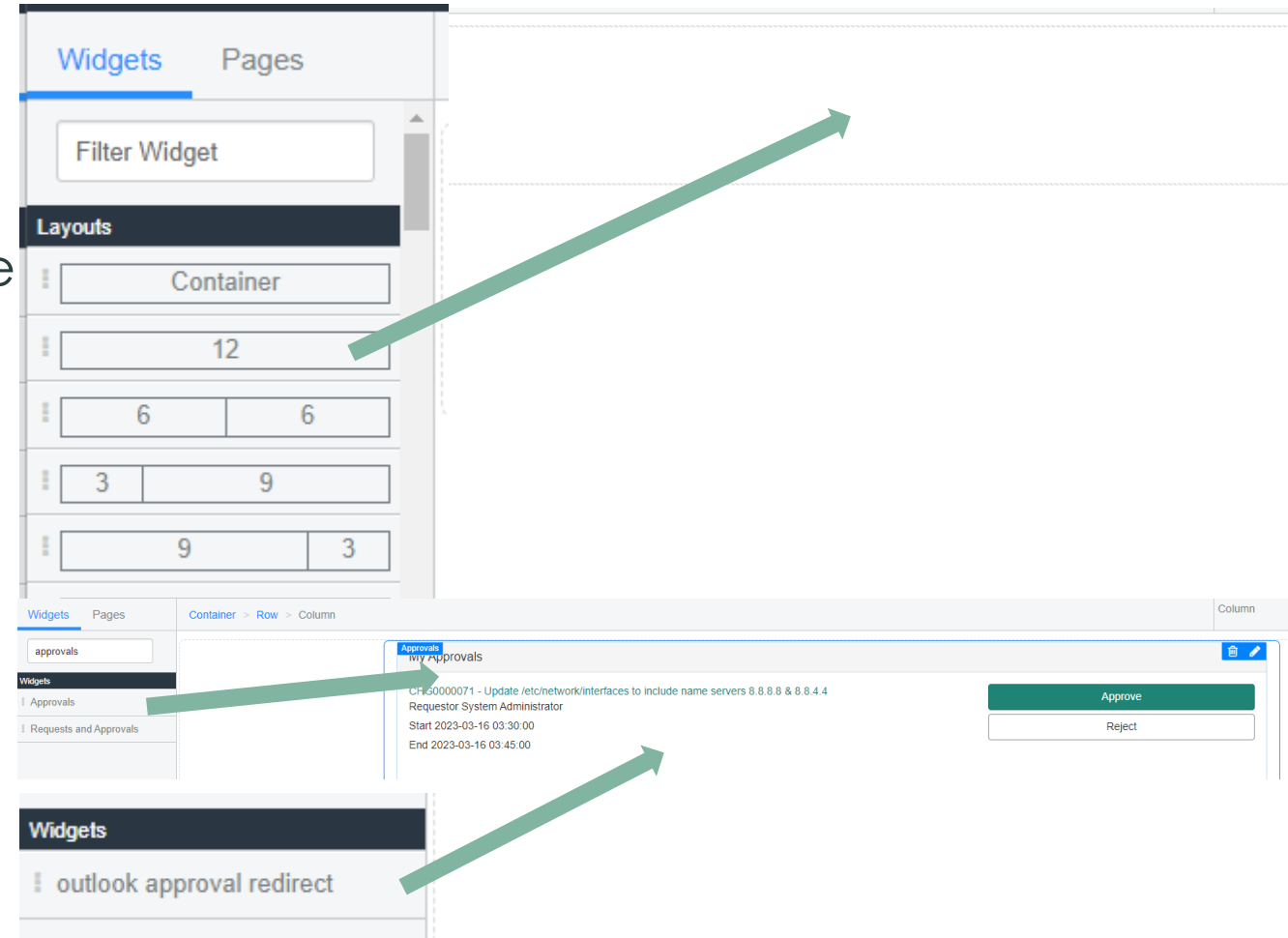
- Select the 3-9 layout and drop it on the middle screen
- Search widget approval info and place it on the left
- Search widget Approval record and place it on the right.



- Close window and create next page

# Create Page Outlook Approval ( 4/5 )

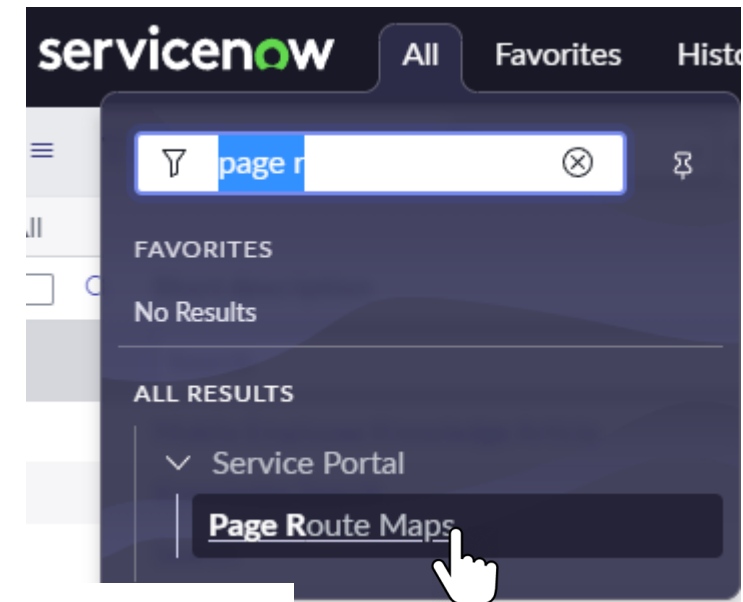
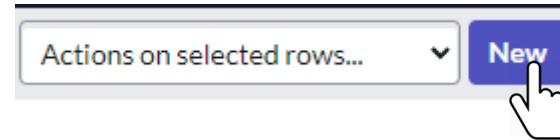
- Select the 12 layout and drop it on the middle screen
- Search widget approvals info and place it on the 12 container
- Search the outlook approval redirect and place it below the my approvals widget. Note it does not show any changes



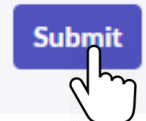
- Close window

# Create page redirect ( 5/5 )

- Go to Page route map
- Select New
- Fill:
  - Short description: Approval redirect for outlook approval plugin
  - Service Portal(s) select: ServiceNow add-in for Outlook
  - Route from: approval
  - Route to: outlook\_approval
  - Active: true
  - Order: 10
- Submit



Short description	Approval redirect for outlook approval plugin
Service Portal(s)	ServiceNow Add-In for Outlook
* Route from	approval
* Route to	outlook_approval
Active	<input checked="" type="checkbox"/>
Application	Approval plugin for outlook
Order	



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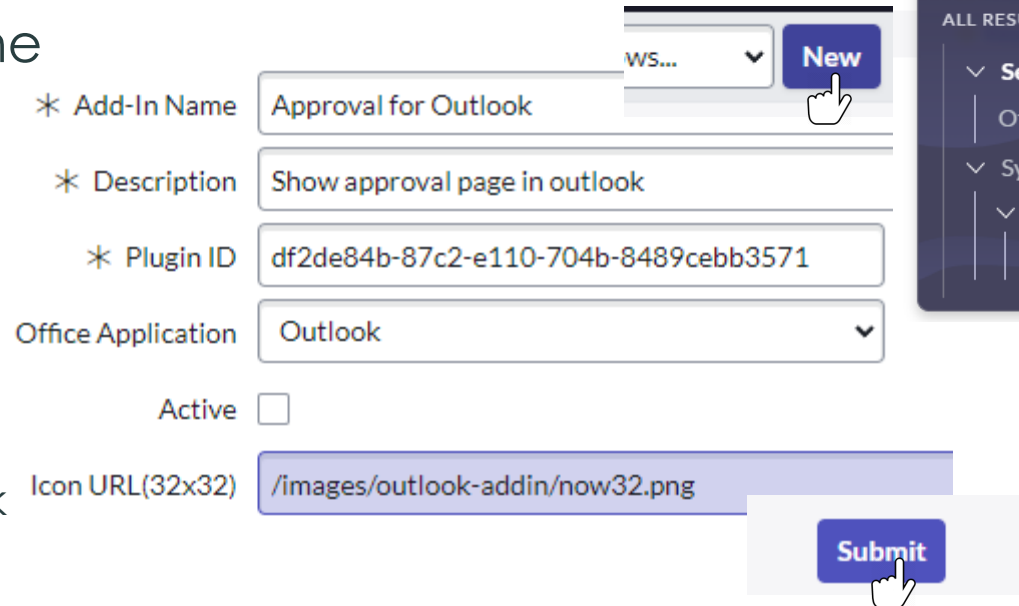
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# 4 Creating outlook manifest



# Creating outlook manifest ( 1/3 )

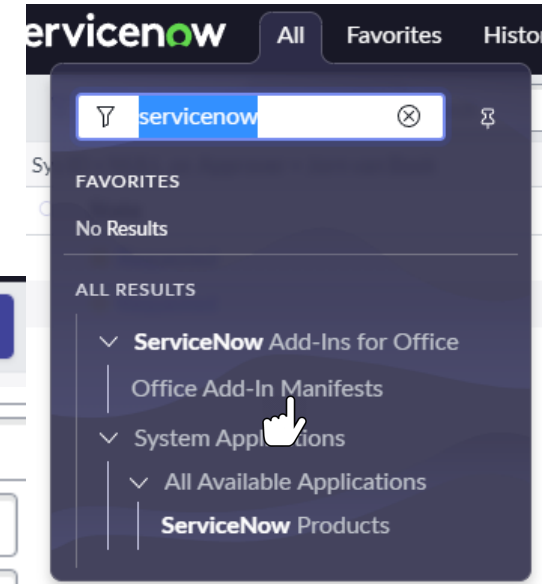
- Close studio, this part cannot be done with studio.
- Open office Add-In Manifests
- Select New
- Fill:
  - Add-in Name: Approval for Outlook
  - Description: Show approval page in outlook
  - Plugin ID: <keep what is generated>
  - Office application: Outlook
  - Active: false (we return on this later)
  - Icon: /images/outlook-addin/now32.png
- And submit



The screenshot shows the 'New' form for creating an Office Add-In Manifest in ServiceNow. The form fields are as follows:

- Add-In Name:** Approval for Outlook
- Description:** Show approval page in outlook
- Plugin ID:** df2de84b-87c2-e110-704b-8489cebb3571
- Office Application:** Outlook
- Active:** ☐
- Icon URL(32x32):** /images/outlook-addin/now32.png

The 'New' button is highlighted with a hand cursor, and the 'Submit' button is also highlighted with a hand cursor.



# Creating outlook manifest( 2/3 )

- Open the just created manifest
- On the Office control (related list) select New
- Fill:
  - Label: Show approval
  - Description: Show approval in ServiceNow
  - Type: Button
  - Relative URL: /sncoutlook?id=outlook\_approvals
  - Active: true
  - Icon 16: /images/outlook-addin/now16.png
  - Icon 32: /images/outlook-addin/now32.png
  - Icon 80: /images/outlook-addin/now80.png
- Submit

The screenshot shows the 'New' button in the top right corner of the Office Control list, with a hand cursor clicking it. Below the list, the configuration form for a new Office Control is displayed. The form includes the following fields:

- \* Label:** Show approval
- \* Description:** Shows approval in ServiceNow
- \* Type:** Button (selected from a dropdown menu)
- \* Relative URL:** /sncoutlook?id=outlook\_approvals
- Active:** ☒

Below the main form, there are three fields for icon URLs:

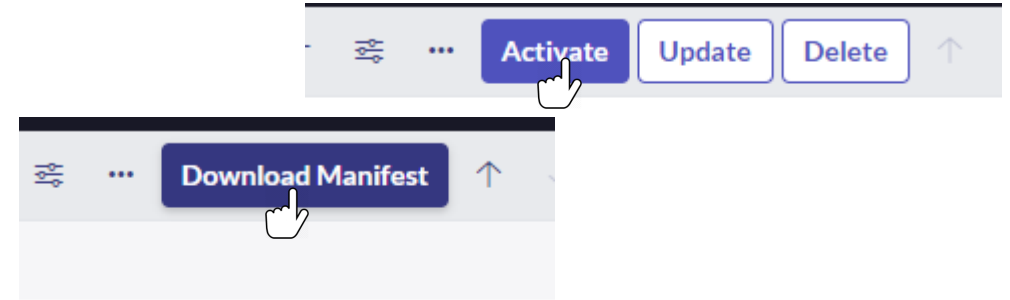
- Icon URL(16x16):** /images/outlook-addin/now16.png
- Icon URL(32x32):** /images/outlook-addin/now32.png
- Icon URL(80x80):** /images/outlook-addin/now80.png

A 'Submit' button is located at the bottom right of the form, with a hand cursor clicking it.



# Creating outlook manifest( 3/3 )

- Now we can activate the plugin
- Select Activate on the manifest record
- Select download Manifest, save it on your computer



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## 4 Add manifest to outlook



# Test The Pages ( 1/1 )

- Open outlook.
  - Select get Addins
  - Select My add-ins
  - Scroll down and select Add a custom add-in, add from file
  - Select the downloaded manifest.xml file
  - Select install
- 
- Now open outlook client and use test the plugin.

