# Project Executable Files

**Date**

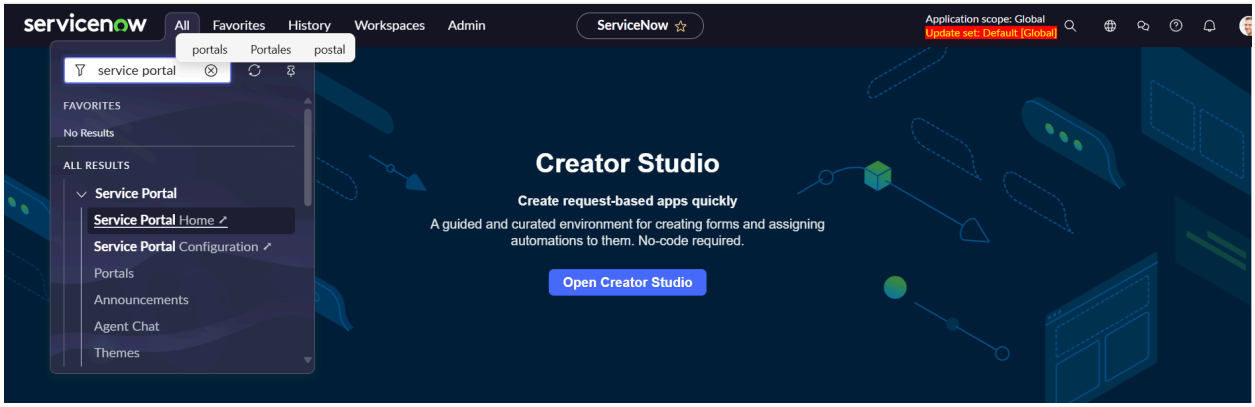
**Project Name**
Automated Network Request Management in ServiceNow

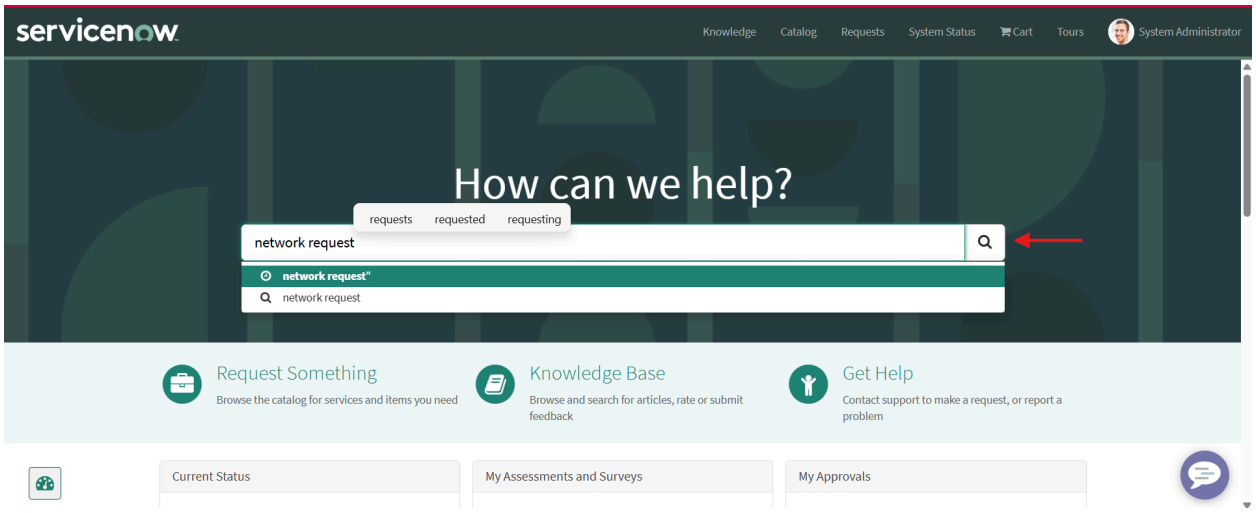
**College Name**
Ideal Institute Of Technology

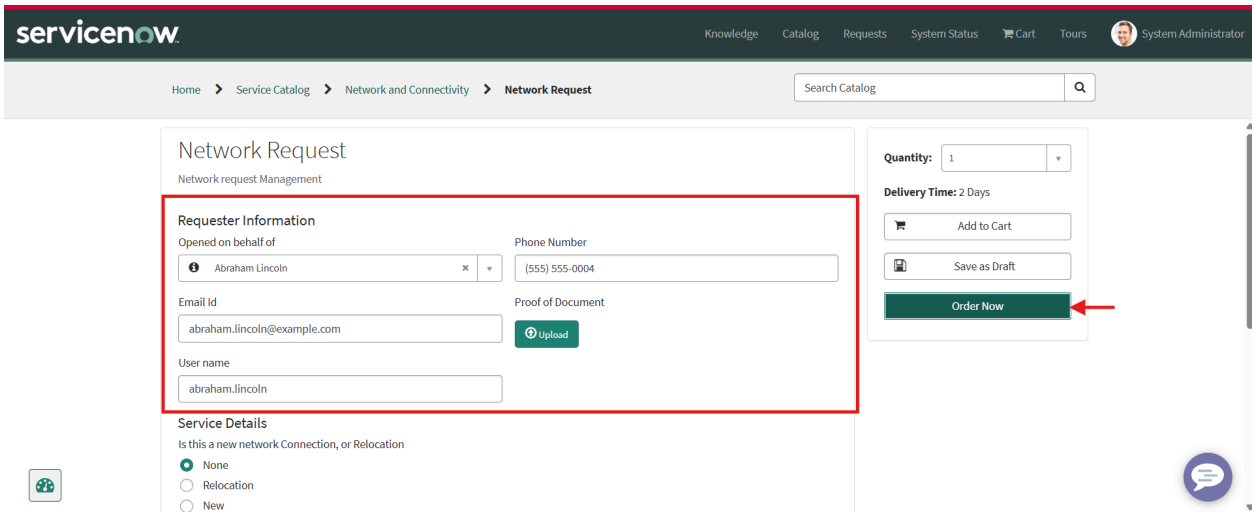
## Service Portal

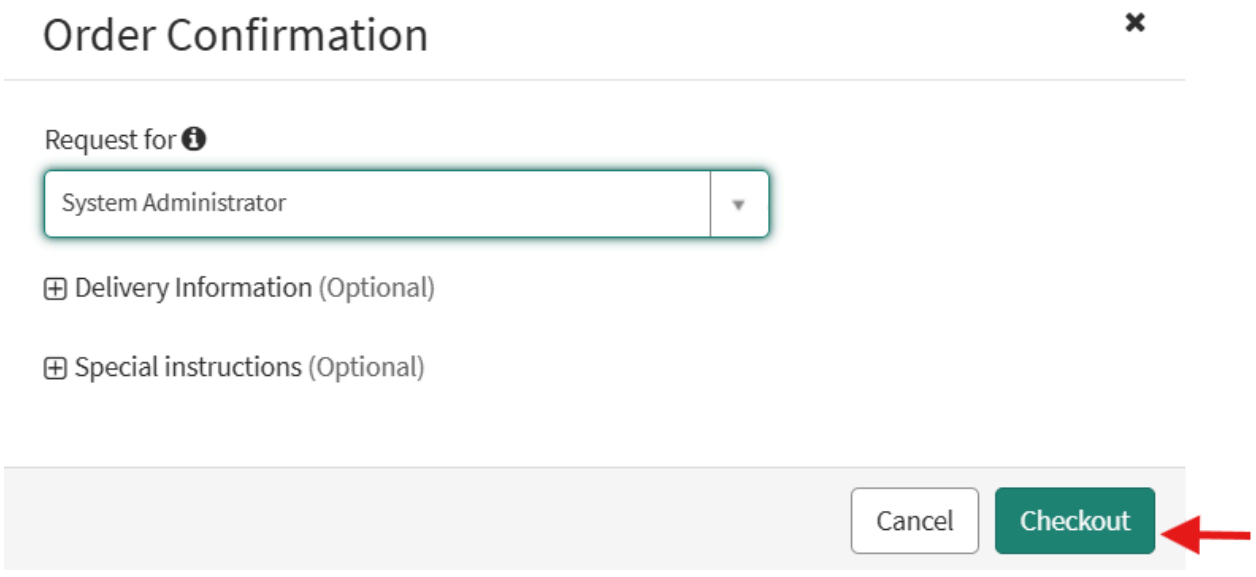
To Execute our project first we should go to service portal and order one Item.

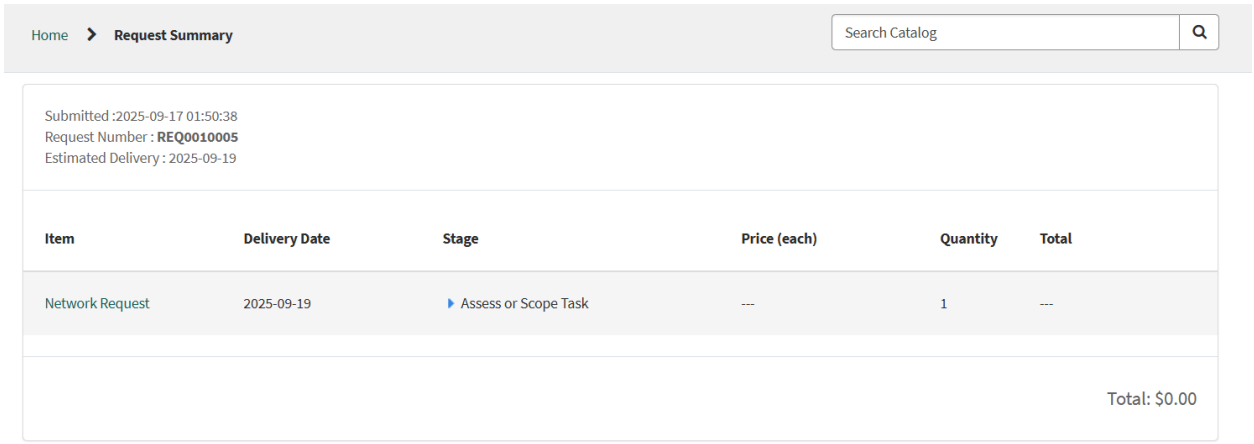
1. Login to ServiceNow PDI
2. Copy the Instance domain ex: https://dev190678.service-now.com.
3. Paste the URL in the Next tab and add Prefix SP to the URL.
   ex: https://dev190678.service-now.com/sp.
4. Search for **Network Requests**.
5. Fill the required details and click on submit
6. New Requests will be generated with request numbers and users will get particular emails on the same.



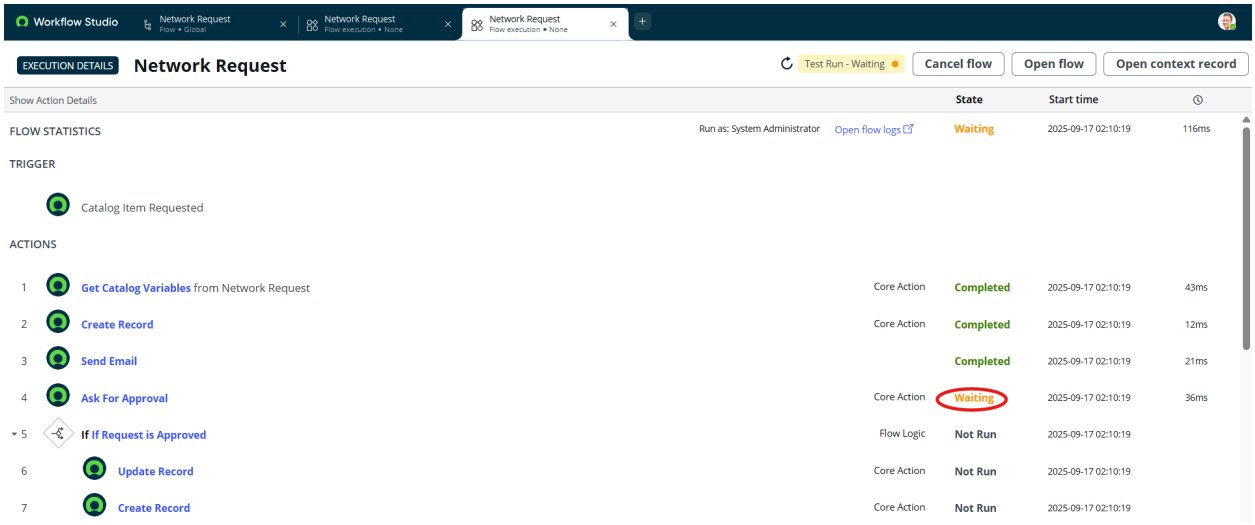

servicenow
Knowledge
Catalog
Requests
System Status
Cart
Tours
System Administrator
How can we help?
requests
requested
requesting
network request
network request"
network request
Request Something
Browse the catalog for services and items you need
Knowledge Base
Browse and search for articles, rate or submit feedback
Get Help
Contact support to make a request, or report a problem
Current Status
My Assessments and Surveys
My Approvals


servicenow
Knowledge
Catalog
Requests
System Status
Cart
Tours
System Administrator
Home
Service Catalog
Network and Connectivity
Network Request
Search Catalog
Network Request
Network request Management
Requester Information
Opened on behalf of
Abraham Lincoln
Phone Number
(555) 555-0004
Email Id
abraham.lincoln@example.com
Proof of Document
Upload
User name
abraham.lincoln
Service Details
Is this a new network Connection, or Relocation
None
Relocation
New
Quantity:
1
Delivery Time: 2 Days
Add to Cart
Save as Draft
Order Now


Order Confirmation
Request for
System Administrator
Delivery Information (Optional)
Special instructions (Optional)
Cancel
Checkout

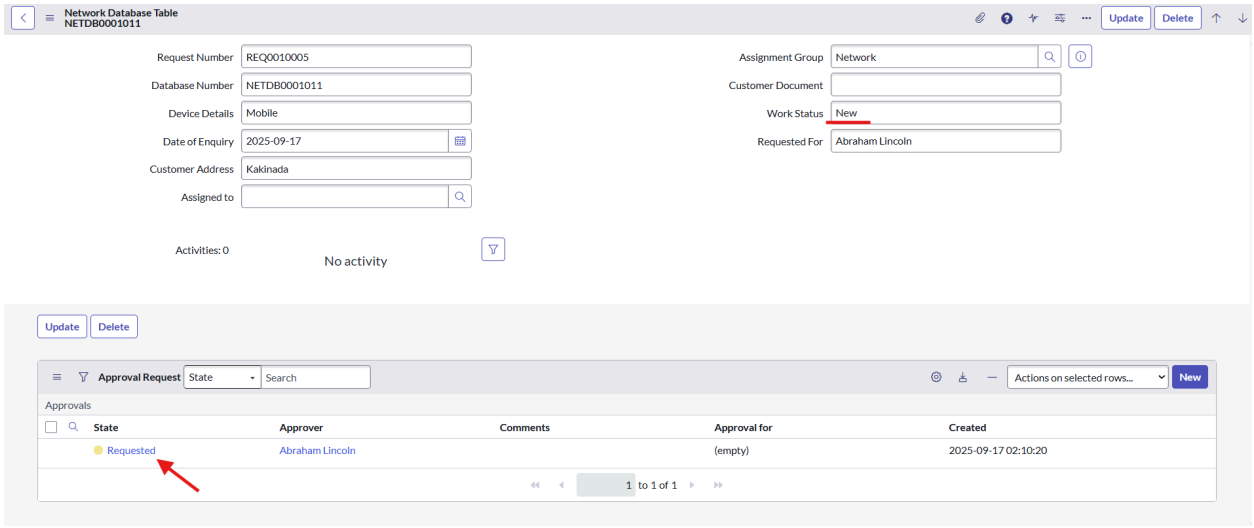


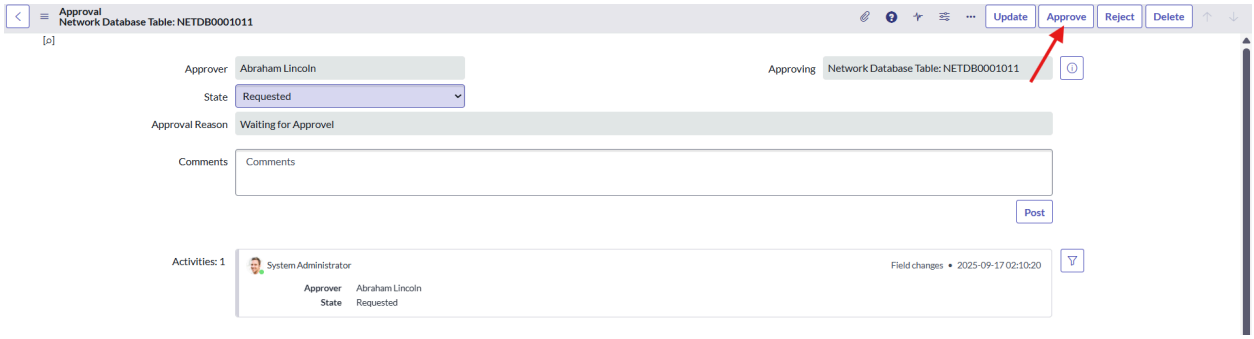

Now check the Workflow.
Click Test >> select one Requested Item Record >> Run.



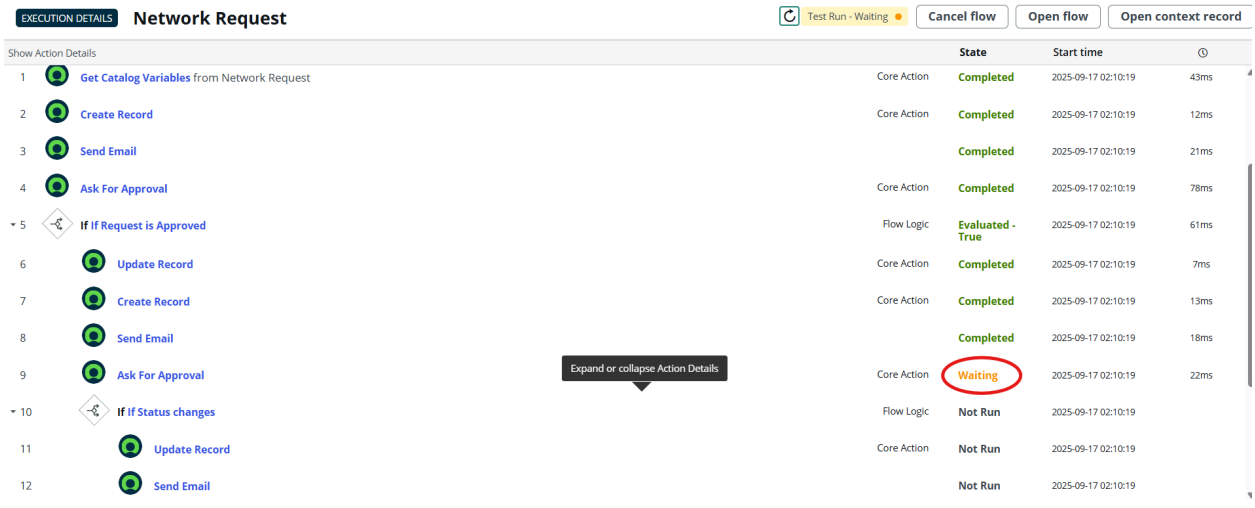

Now Ask for Approval is in Waiting state -> Condition(Ask for Approval is Approve).

Now check on Network Database table give the Approvel >> update.

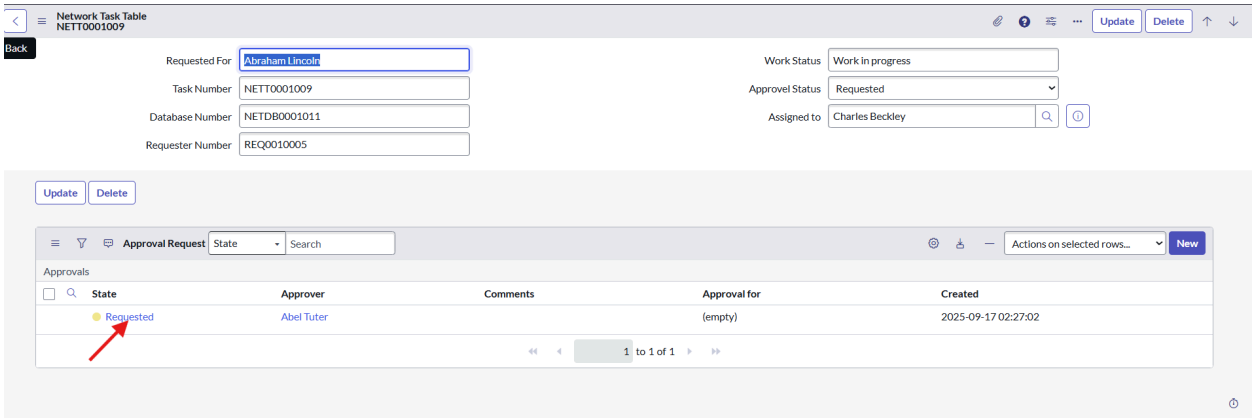


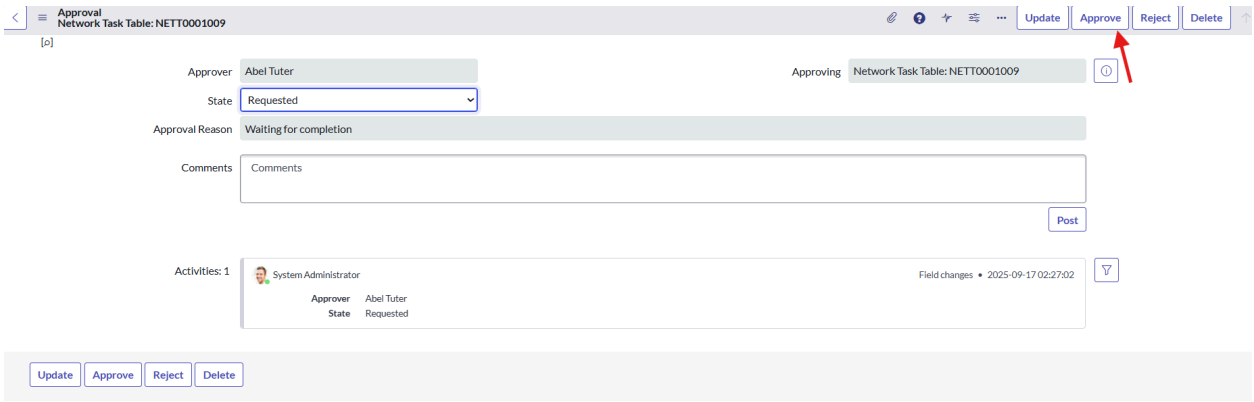




## Now check on Flow

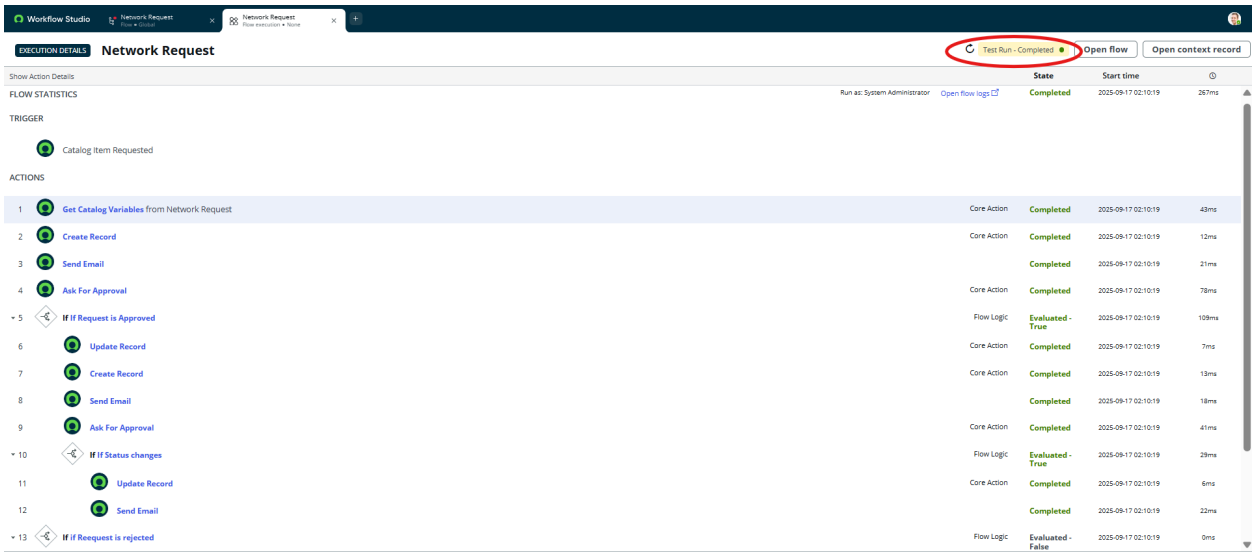



## Give the Approval in Network task Table



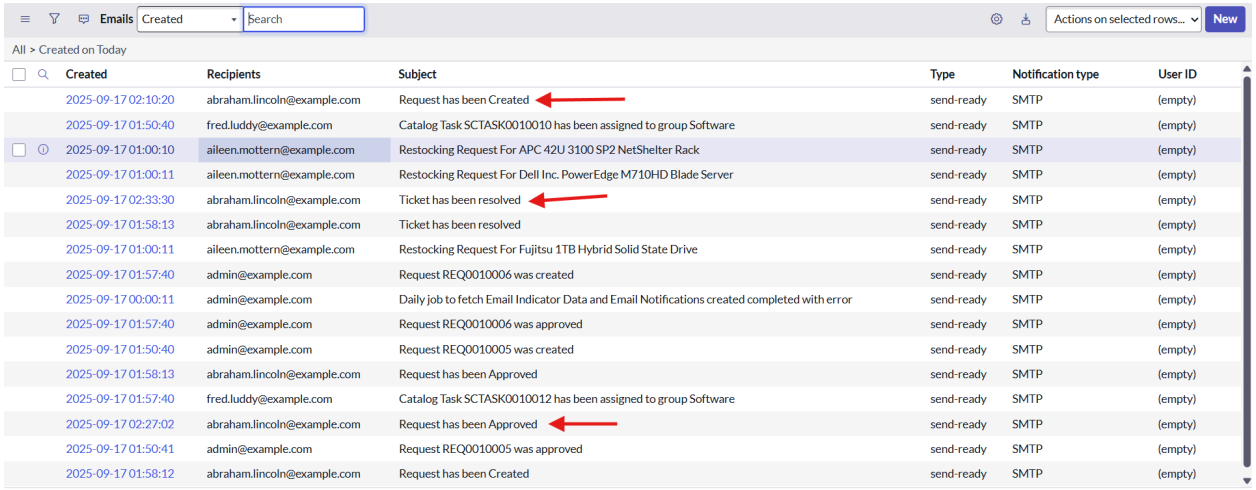

Flow Ran Completedly




# Testing Emails

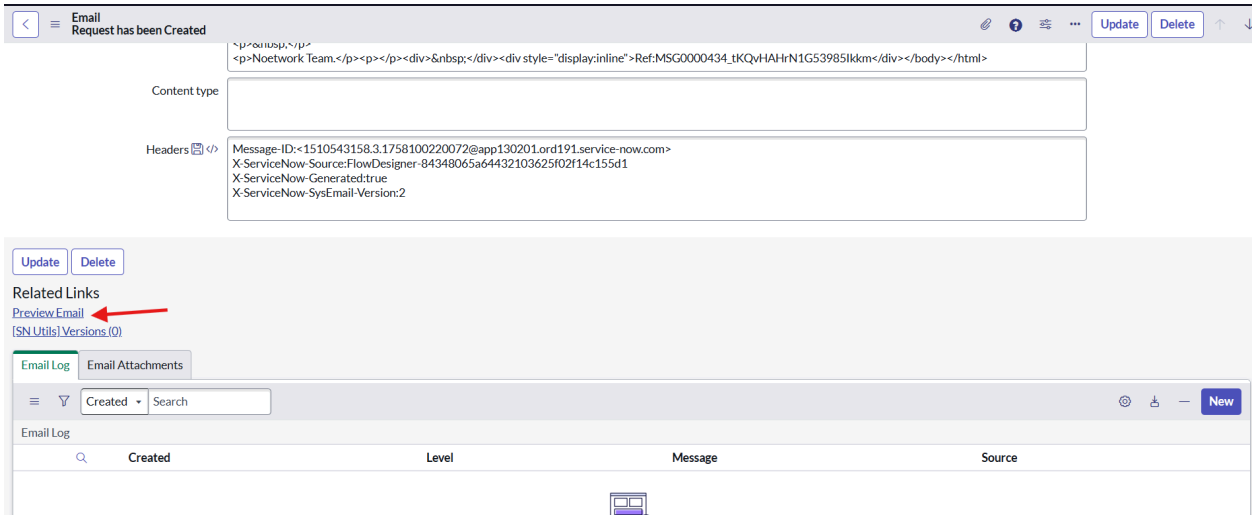
**Procedure**:

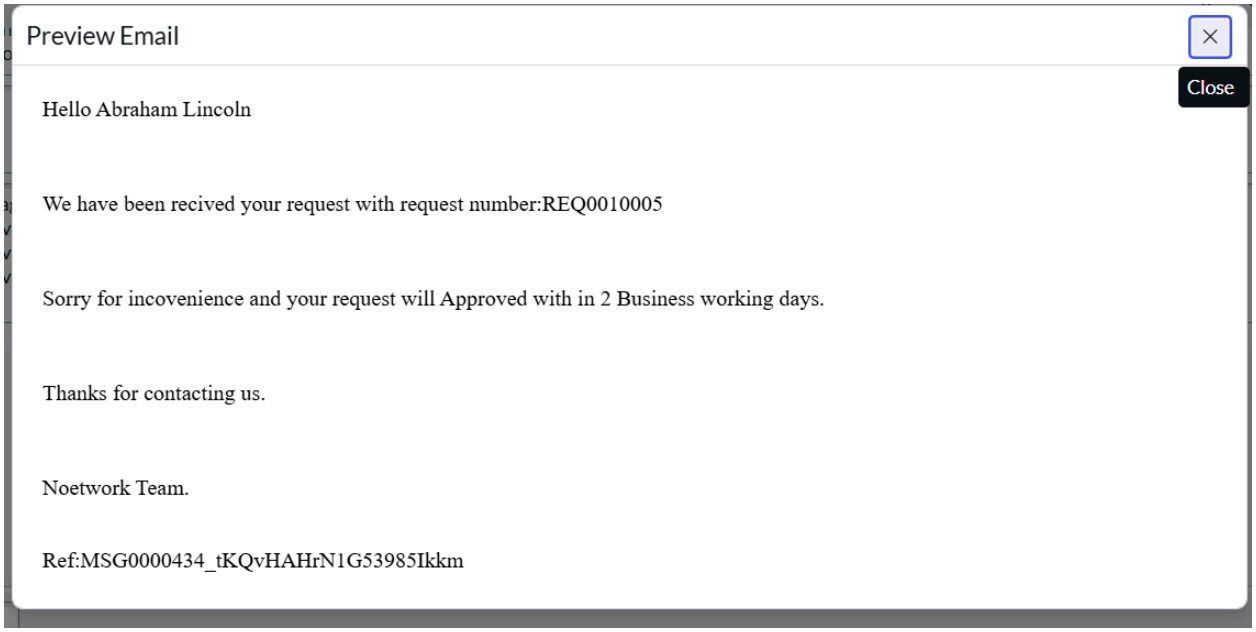
1. Login to ServiceNow PDI
2. System logs>> emails
3. Apply filter>> created on today
4. Search with To, BCC, CC, Subject to get to know what are the emails triggered on the particular request.



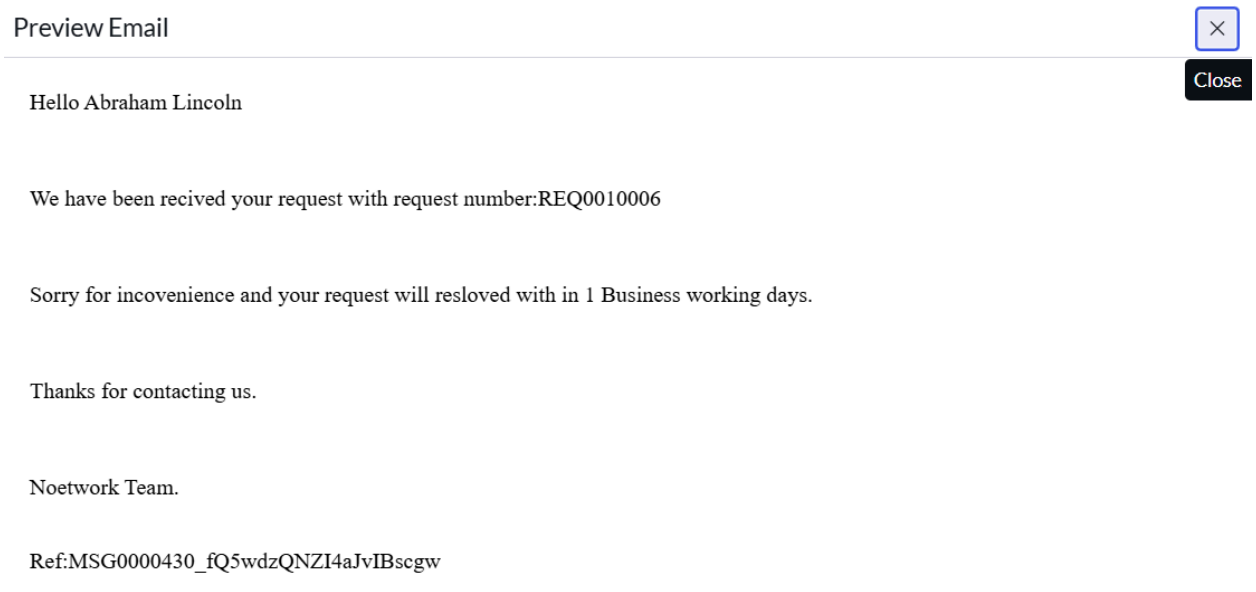

| Created | Recipients | Subject | Type | Notification type | User ID |
|---|---|---|---|---|---|
| 2025-09-17 02:10:20 | abraham.lincoln@example.com | Request has been Created | send-ready | SMTP | (empty) |
| 2025-09-17 01:50:40 | fred.luddy@example.com | Catalog Task SCTASK0010010 has been assigned to group Software | send-ready | SMTP | (empty) |
| 2025-09-17 01:00:10 | aileen.mottern@example.com | Restocking Request For APC 42U 3100 SP2 NetShelter Rack | send-ready | SMTP | (empty) |
| 2025-09-17 01:00:11 | aileen.mottern@example.com | Restocking Request For Dell Inc. PowerEdge M710HD Blade Server | send-ready | SMTP | (empty) |
| 2025-09-17 02:33:30 | abraham.lincoln@example.com | Ticket has been resolved | send-ready | SMTP | (empty) |
| 2025-09-17 01:58:13 | abraham.lincoln@example.com | Ticket has been resolved | send-ready | SMTP | (empty) |
| 2025-09-17 01:00:11 | aileen.mottern@example.com | Restocking Request For Fujitsu 1TB Hybrid Solid State Drive | send-ready | SMTP | (empty) |
| 2025-09-17 01:57:40 | admin@example.com | Request REQ0010006 was created | send-ready | SMTP | (empty) |
| 2025-09-17 00:00:11 | admin@example.com | Daily job to fetch Email Indicator Data and Email Notifications created completed with error | send-ready | SMTP | (empty) |
| 2025-09-17 01:57:40 | admin@example.com | Request REQ0010006 was approved | send-ready | SMTP | (empty) |
| 2025-09-17 01:50:40 | admin@example.com | Request REQ0010005 was created | send-ready | SMTP | (empty) |
| 2025-09-17 01:58:13 | abraham.lincoln@example.com | Request has been Approved | send-ready | SMTP | (empty) |
| 2025-09-17 01:57:40 | fred.luddy@example.com | Catalog Task SCTASK0010012 has been assigned to group Software | send-ready | SMTP | (empty) |
| 2025-09-17 02:27:02 | abraham.lincoln@example.com | Request has been Approved | send-ready | SMTP | (empty) |
| 2025-09-17 01:50:41 | admin@example.com | Request REQ0010005 was approved | send-ready | SMTP | (empty) |
| 2025-09-17 01:58:12 | abraham.lincoln@example.com | Request has been Created | send-ready | SMTP | (empty) |

Subject : Request has been created.






Subject : Request has been Approved.




Subject : Ticket has been resolved.

Preview Email

Close

Hello Abraham Lincoln

Your Ticket has been resolved, thanks for contacting us.

Thanks for contacting us.

Noetwork Team.

Ref:MSG0000436_1BAU4KKBp73i038xofa1