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Service Catalog User Interface

Lab 9.1a   25-30 minutes

Lab objectives

You will achieve the following objectives:

- Create a Record Producer to serve as the Loaner Request application user interface instead of a form.

A. Creating a Record Producer

1. Examine the Record Producer you will create.

2. In the main ServiceNow browser, make sure the **Application scope** is set to **Loaner Request.**

3. In Studio, open the **Loaner Request** if it is not already open.

4. Add a Record Producer to the Loaner Request application:

   a) In Studio, use the Application Explorer to open **Data Model > Tables > Loaner Request**.

b) Select the **Add to Service Catalog** Related Link.

c) Configure the Record Producer:

> Name: **Loaner Request**
> Short description: **Submit a New Loaner Request**
> Category: **Can We Help You?**

d) Add these fields to the Selected list:

> **|- container start -|**
> **Requested for**
> **Item type**
> **Start date**
> **End date**
> **Depot**
> **Other**
> **Location to be used**
> **|- container end -|**
> **Description**

e) Select the **Save and Open** button.

5. See what the Record Producer form looks like by selecting the **Try It** button near the Related Links.
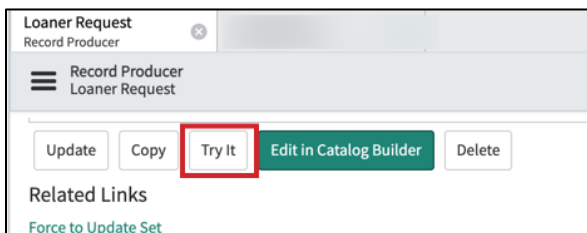
Does the form layout make sense? Note in particular the location of the Start/End date fields and the Depot/Other fields.

6. After examining the Record Producer form, use the back arrow to **close the preview window**.

Next, improve the form by making it a two-column layout with alternating sides.

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7. On the **Loaner Request Record Producer** in Studio: (Service Catalog > Record Producers > Loaner Request)

a) Scroll down to the **Variables** section.

b) Open the variable with the Question value **(empty)** and the Type value **Container Start**.

c) Switch to the **Type Specifications** tab section.

d) Modify the Variable configuration.

   Layout: **2 Columns Wide, alternating sides**

e) Select **Update**.

Next, improve the form by making the items questions instead of statements.

8. In Studio, edit the Question value for the Requested for variable.

   a) Scroll down to the **Variables** tab section.

   b) **Double-click on the empty space** (not on the Requested for link) in the Question field for **Requested for.**

   c) Change the Question field value.

   Who is this reservation for?

   d) Select the **Save** (✓) button.

		Question	Field	Type	Order ▲
		Catalog item = Loaner Request			
☐	ⓘ	(empty)		Container Start	100
☐	ⓘ	Requested for	requested_for	Reference	200
☐	ⓘ	Who is this reservation for ✓ ✕		Select Box	300
☐	ⓘ	Start date	start_date	Date/Time	400

9. Change the **Question** field values for each of the variables.

Variable	Question
Item type	What would you like to reserve?
Start date	When will you start using the equipment?
End date	When will you return the equipment?

Depot	Where would you like to pick up this item?
Other	Specify other location.
Location to be used	Where will you use this equipment (country)?
Description	Please provide any special needs or comments here:

10. Select **Save**.

Here is what it will look like:

11. Select the **Try It** button to examine its appearance.

   a) Notice the changes to the field questions.

   b) **Close** the preview window.

   c) Return to the **Loaner Request Record Producer** in Studio. (Service Catalog > Record Producers > Loaner Request)

Next, add a helpful annotation to the Start Date.

12. Add Help to the Start date field:

   a) Scroll down to the Variables tab section. Open the **Start date** variable for editing by selecting the **When will you start using the equipment?** text.

   b) Open the **Annotation** tab section.

   c) Select the **Show help** option.

   d) Configure Help:

   > Help tag: **Start date guidelines**
   > Help text: **The start date for the request must be after today.**

   e) Select **Update**.

13. Back on the **Loaner Request Record Producer**, select the **Try It** button to examine its appearance.

   a) Select **Start date guidelines**.

   The help text should appear. If not, debug and try again.

   b) Close the preview window.

Next, add a description for this item in the Service Catalog.

14. Modify the **Description** field:

   a) On the **Loaner Request Record Producer** record, open the **What it will contain** tab section.

   b) Add text to the Description field:

   > **Please enter your reservation request. When your item has been requested, someone from the Service Desk will contact you to discuss special requirements, options or conflicts, and to schedule a pick up time and location.**

   c) Apply the formatting of your choice to the Description including font family, font size, font color, bullets, etc.

What it will contain | Accessibility | Generated Record Data | Portal Settings

Add a short description and a full description

Short description | Submit a New Loaner Request

Description

Please enter your reservation request. When your item has been requested, someone from the Service Desk will contact you to discuss special requirements, options or conflicts, and to schedule a pick-up time and location.

d) **Save**.

B. Testing

1. Select the **Try It** link on the Loaner Request Record Producer record.

2. **Fill in the fields** on the Loaner Request form Record Producer using the values of your choice.

3. Select the **Submit** button and then **close** the tab.

4. In the main ServiceNow browser window, open **Loaner Request > All**.

5. Locate and **open the Loaner Request** you just created through the Service Catalog.
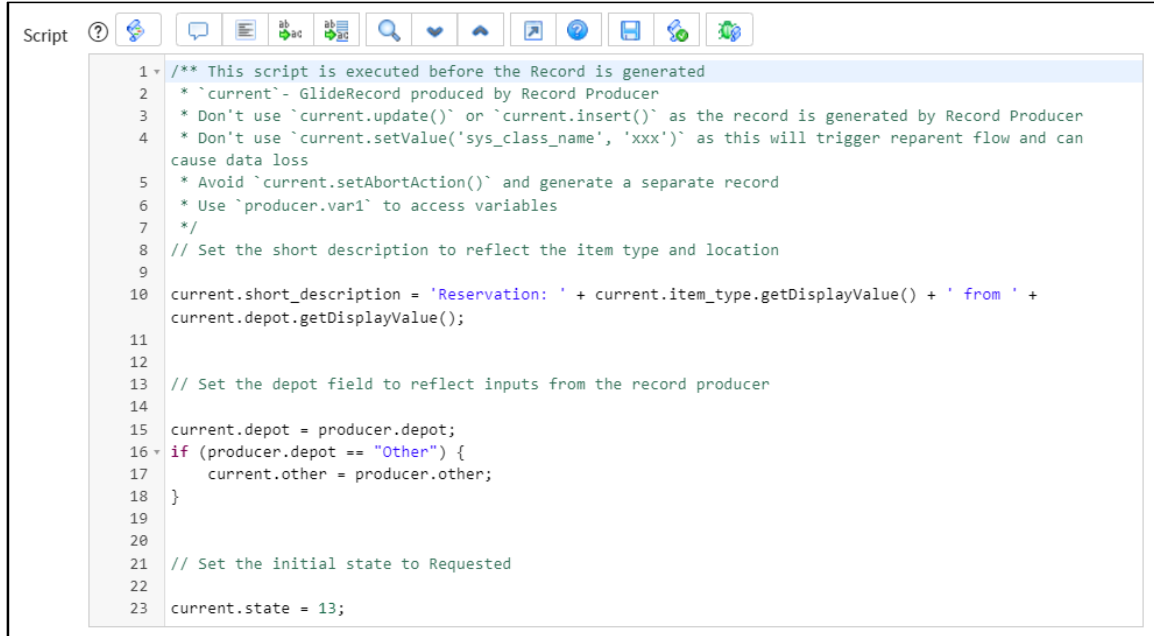
Did the fields from the Service Catalog correctly populate the fields on the record? If not, debug and try again.

Notice that the Short description field has no value.

C. Populating Fields from a Record Producer Script

1. In Studio, if it's not open already, open the **Loaner Request Record Producer** for editing. (Service Catalog > Record Producers > Loaner Request)

2. On the **What it will contain** tab, scroll down to the **Script** section. Use the **RecordProducer** macro to automatically fill in the script needed for this lab. Place your cursor *below the default contents* of the Script field, type **RecordProducer,** and then and press the **<tab>** key on your keyboard. The script will automatically populate.

Alternatively, you can copy and paste the script from the **RecordProducer.txt** file that you downloaded from the ADF Knowledge Base.

```
Script  ⑦  ⬤   ▭  ▤  ᵃᵇⱼ  ᵃᵇᵢ   🔍  ⌄  ⌃   ↗  ⑨  💾  ⬤  ⬤

 1 ▾ /** This script is executed before the Record is generated
 2    * `current`- GlideRecord produced by Record Producer
 3    * Don't use `current.update()` or `current.insert()` as the record is generated by Record Producer
 4    * Don't use `current.setValue('sys_class_name', 'xxx')` as this will trigger reparent flow and can
        cause data loss
 5    * Avoid `current.setAbortAction()` and generate a separate record
 6    * Use `producer.var1` to access variables
 7    */
 8   // Set the short description to reflect the item type and location
 9
10   current.short_description = 'Reservation: ' + current.item_type.getDisplayValue() + ' from ' +
        current.depot.getDisplayValue();
11
12
13   // Set the depot field to reflect inputs from the record producer
14
15   current.depot = producer.depot;
16 ▾ if (producer.depot == "Other") {
17       current.other = producer.other;
18   }
19
20
21   // Set the initial state to Requested
22
23   current.state = 13;
```

3. Select **Update**.

D. Testing

1. Select the **Try It** link on the Loaner Request Record Producer record.

2. **Fill in the fields** on the Service Catalog Loaner Request form using the values of your choice and select **Submit**.

3. In the main ServiceNow browser window, open **Loaner Request > Open**.

4. Locate and **open the Loaner Request** you just created through the Service Catalog.

Did the Short description, Location to be used, and State fields populate correctly?
If not, debug and re-test.

E. Modifying the Create New Module

1. Get the sys_id value for the Loaner Request Record Producer record:

   a) In Studio, **right-click on the header** in the Loaner Request Record Producer record and select **Copy sys_id**.

   b) If prompted, copy the value and select the **OK** button.

2. Modify the Create New module:

   a) In Studio, use the Application Explorer to open **Navigation > Modules > Create New**.

   b) Modify the **Create New** module to use the Record producer to enter a new Loaner Request rather than the form.

   On the Link Type tab:
   > Link type: **URL (from Arguments)**
   > Arguments: **com.glideapp.servicecatalog_cat_item_view.do?v=1&**
   > **sysparm_id= <your record producer sys_id**> *(Enter this value on a single line. Do not include the < > characters or spaces in the URL.)*

3. Select **Update**.

4. In the main ServiceNow browser window, open **Loaner Request > Create New**.

Does the Record Producer form open?
If not, debug and re-test. (Note: Make sure to refresh the page first.)

Here is how a successful Create New form will look:

Congratulations! You have completed this lab.