# servicenow.

# Enhancing the Service Catalog User Interface

## Lab 9.1b                                    5 minutes

## Lab objectives

You will achieve the following objectives:

- Enhance the Loaner Request Record Producer User Interface with a Catalog UI Policy to make the 'Other' field visible and mandatory only when needed.

## A. Creating a Catalog UI Policy

1. Add a Catalog UI Policy to the Loaner Request application:

   a) In Studio, select the **Create Application File** button.

   b) In the **Filter...** field enter the text **Catalog** OR Select **Service Catalog** from the categories in the left-hand pane.

   c) Select **Catalog UI Policy** in the middle pane as the file type then select **Create**.

   d) Configure the Catalog UI Policy trigger:

      Applies to: **A Catalog Item**
      Catalog item: **Loaner Request**
      Active: **Selected [checked]**
      Short description: **Only show 'Other' field if Depot value is 'Other'**
      Catalog Conditions: **depot      is          Other**

2. Select **Submit**.

3. Create a new Catalog UI Policy Action:

   a) Scroll down to the **Catalog UI Policy Actions** list and select **New**.

   b) Configure the UI Policy Action:

      Variable name: **other**
      Mandatory: **True**
      Visible: **True**
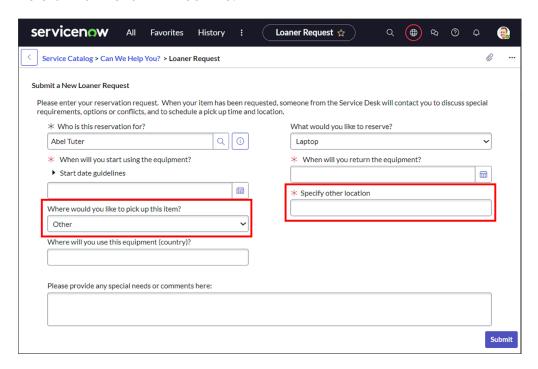      Read only: **Leave alone**

   c) Select **Submit**.

# B. Testing the Catalog UI Policy

1. In the main ServiceNow browser window, navigate to **Self-Service > Service Catalog**.

2. Select **Can We Help You?**

3. Scroll down and select the **Loaner Request** option.

4. Create a **new** Loaner Request record.

5. Set the **depot variable** value to **Other**. (The depot variable field is called: Where would you like to pick up this item?)

*Does the 'other' variable (Specify other location) appear on the form?*
*Is it mandatory? If not, debug and re-test.*

Here is what the form will look like:



**Congratulations! You have completed this lab.**