Project Title: Educational Organisation using

ServiceNow

Team Id: NM2025TMID18089

Team Size:4

Team Leader: PRASAD RAJ.R

Team Member: DHARANI THARAN.V

Team Member: JASHWANTH.L

Team Member: JEFARSON.A

Problem Statement:

Objective:

Skills:

Task initiation:

MILESTONE 1: Setting up ServiceNow Instance:

1. **Sign up for a developer account on the ServiceNow Developer site "https://developer.servicenow.com".**
2. **Once logged in, navigate to the "Personal Developer Instance" section.**

3. **Click on "Request Instance" to create a new ServiceNow instance.**

4. **Fill out the required information and submit the request.**

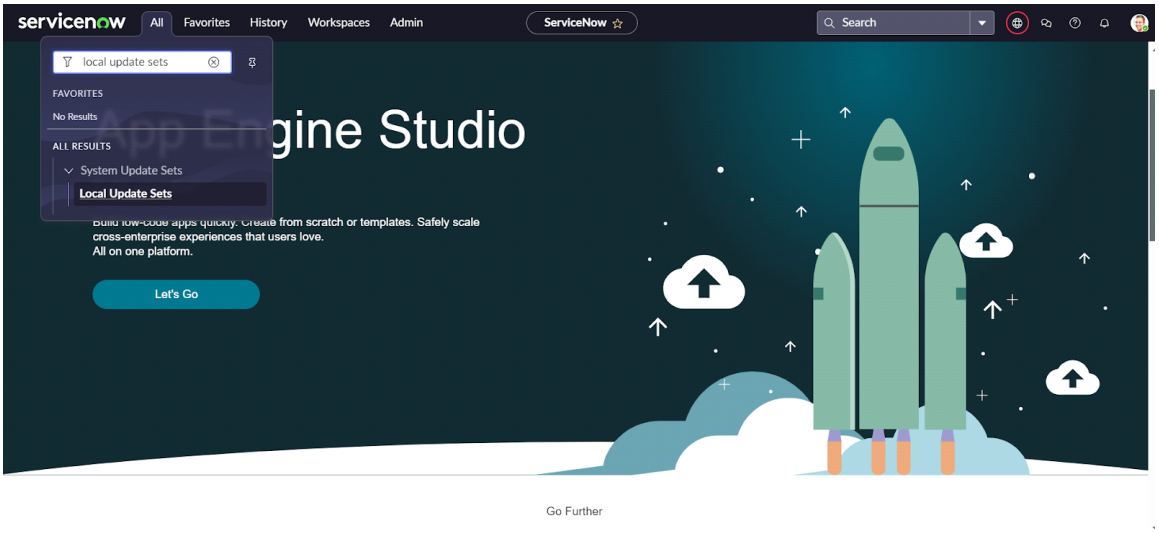
5. **You'll receive an email with the instance details once it's ready.**

6. **Log in to your ServiceNow instance using the provided credentials.**

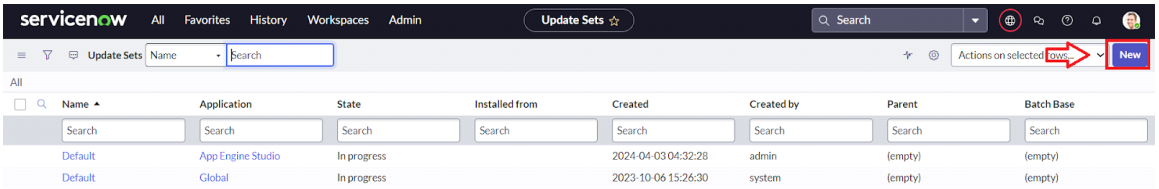
7. **Now you will navigate to the ServiceNow.**

MILESTONE 2: Creating a Update Set

1. **Click on All >> Local update sets .**

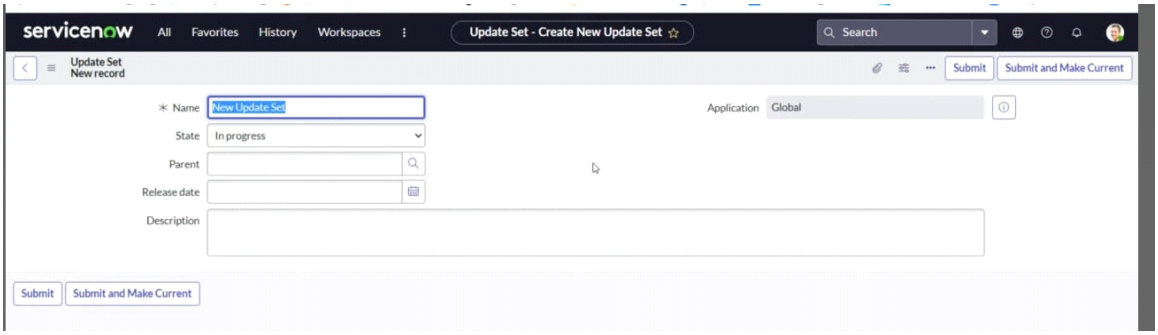


2. Click on new



3. Enter the Details Name: Educational Organisation >> Click on Submit and

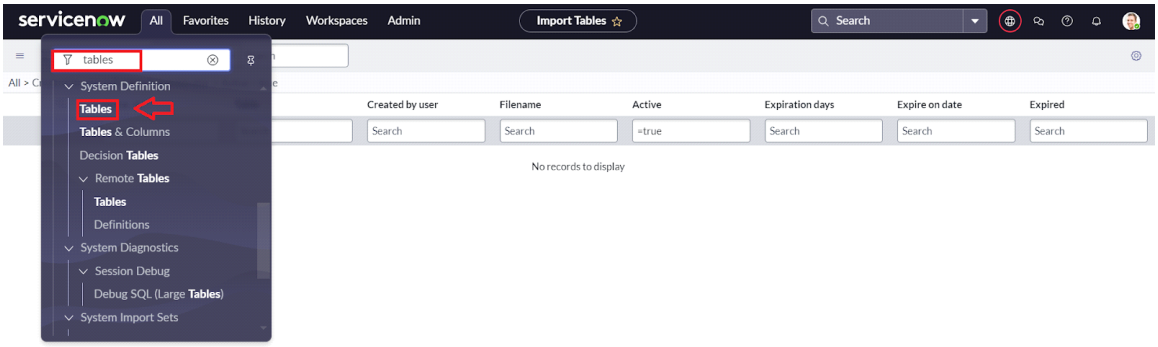
make Current.



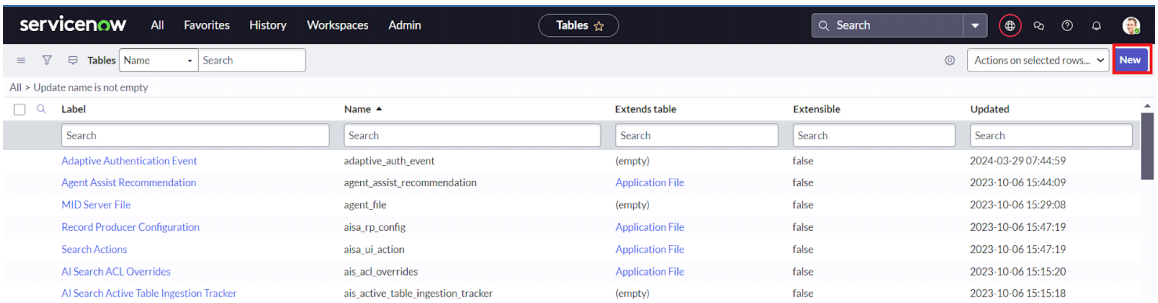
MILESTONE 3: Creating a Table

Activity 1:Creating Salesforce Table.

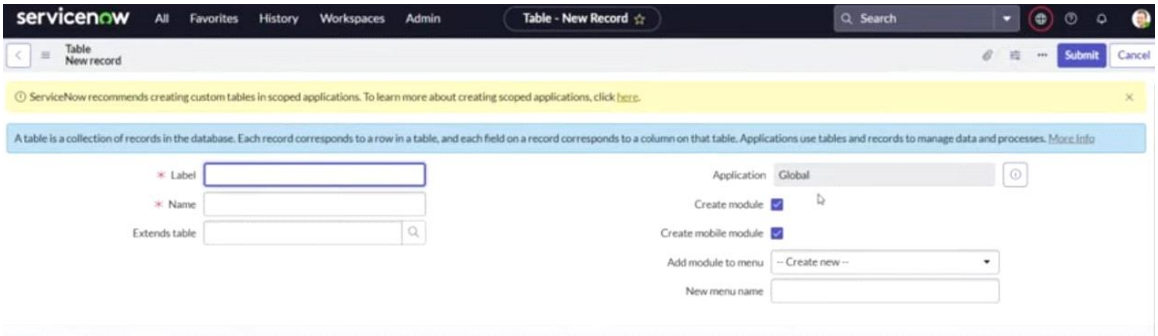
- **All >> Tables.**



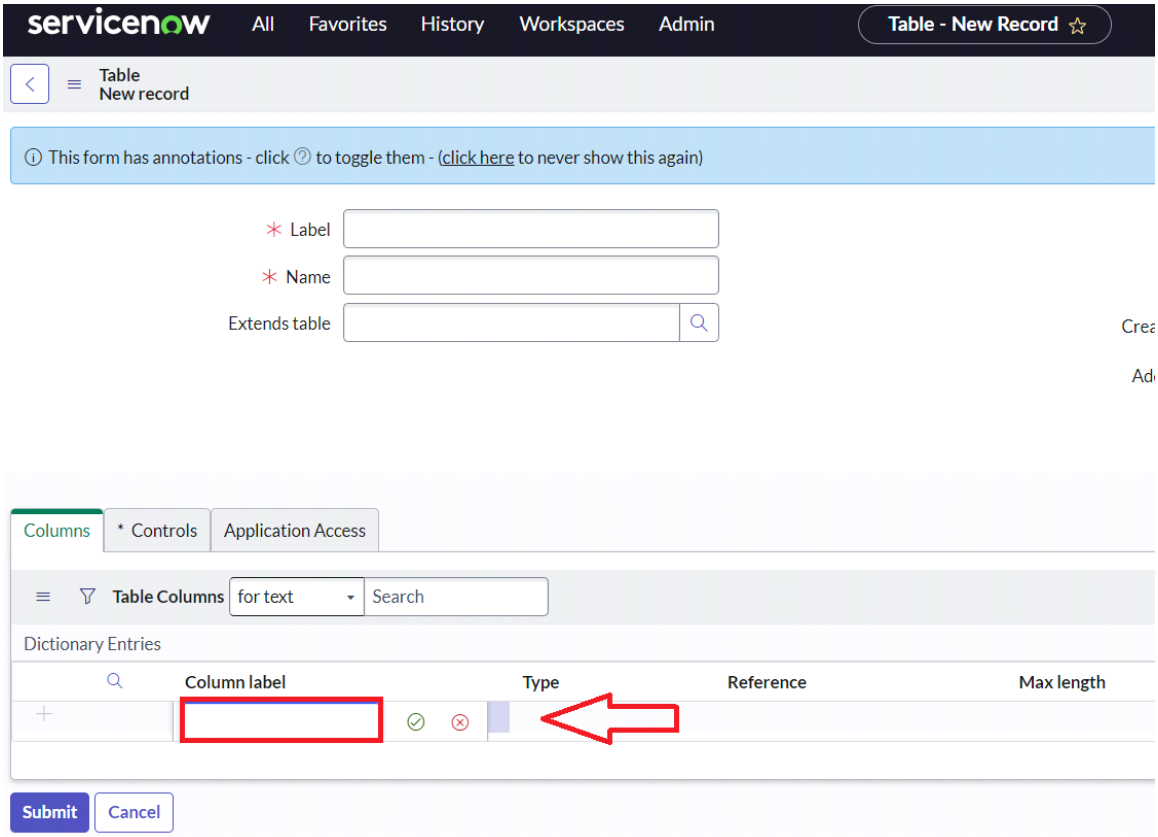
- **Click on new**



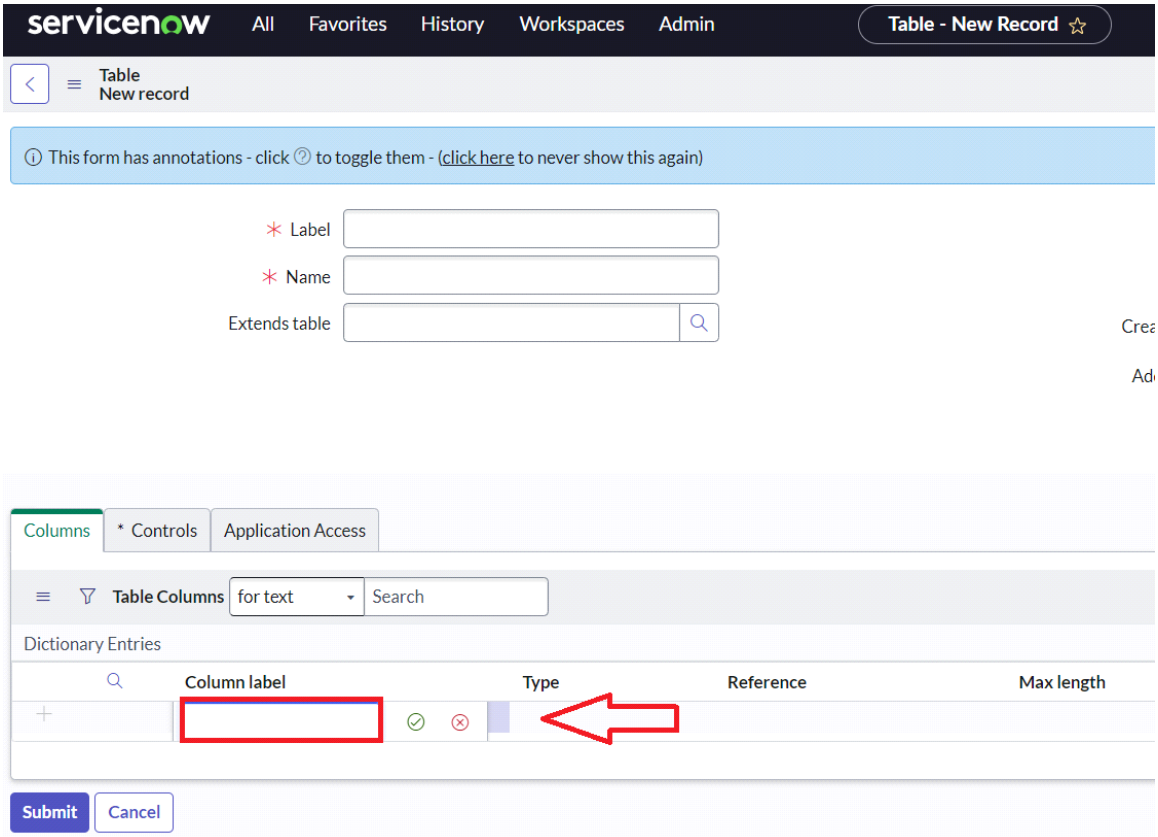
- **Enter the Label(Anything you want): Salesforce >> Click on Name it will Automatically generate Api name.**



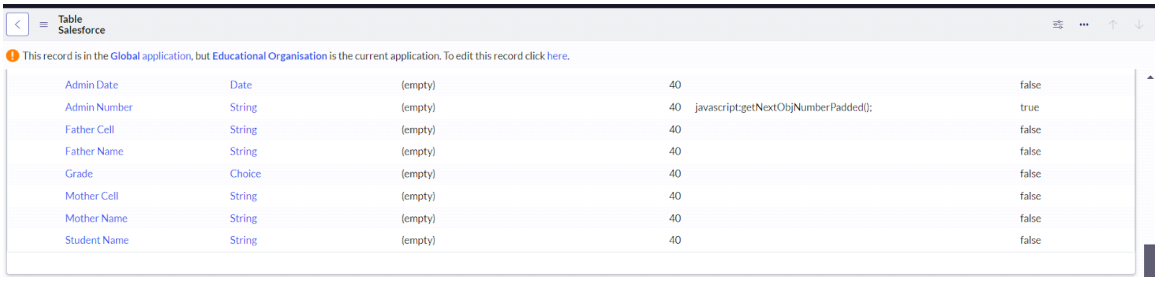
- **Create columns as given below,Double Click on Column label and Enter the Column labels and click on the tick mark >> Give Type as given .**



- **For "Admin Number" Give Display as True and right click on the toggle bar on top >> save.**



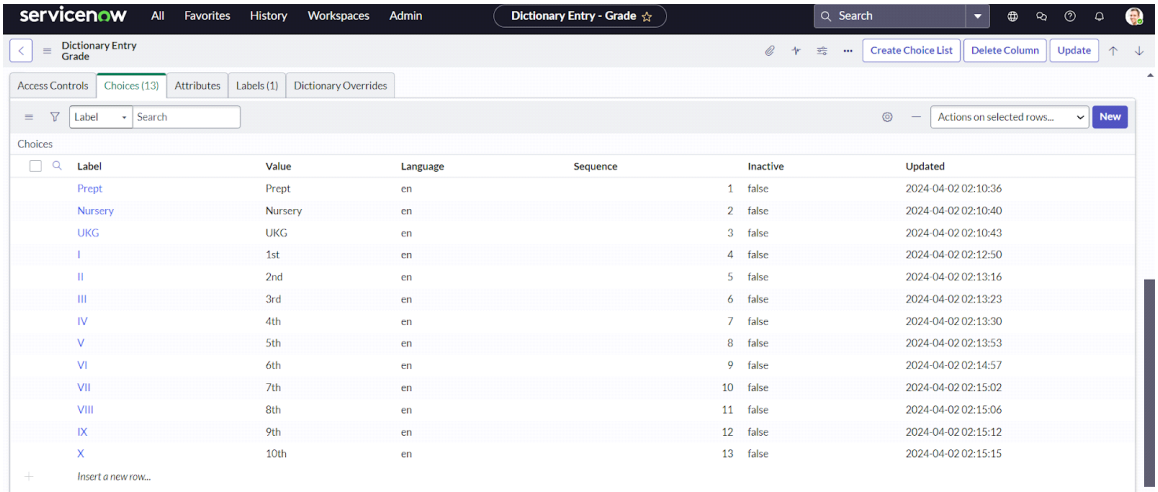
- **Click on controls >> Enable Extensible.**



- **Click on "Admin Number" column, In Related Links Click on Advanced View >> Default View (Enable Use dynamic default) >> select Get Next Padded Number in Dynamic**

default value >> Update .

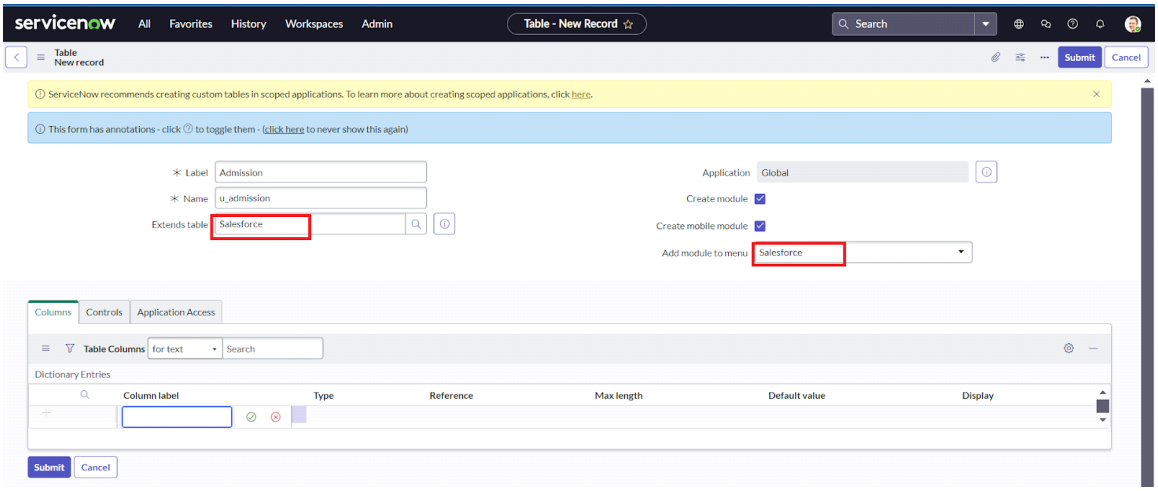
- **Click on "Grade" Column >> Click on Choices and give Label,Value and Sequence as given below.**



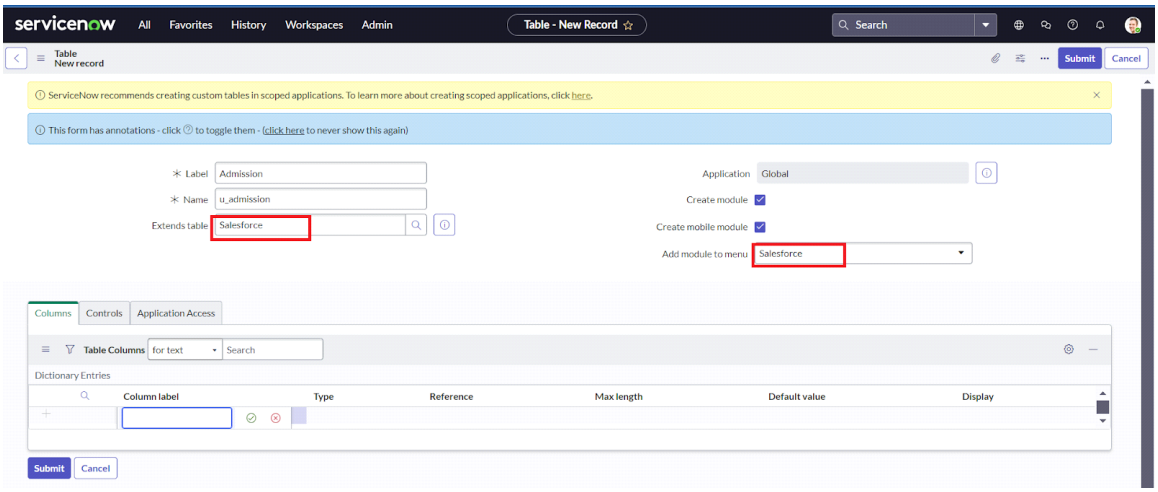
Label	Value	Language	Sequence	Inactive	Updated
Prept	Prept	en	1	false	2024-04-02 02:10:36
Nursery	Nursery	en	2	false	2024-04-02 02:10:40
UKG	UKG	en	3	false	2024-04-02 02:10:43
I	1st	en	4	false	2024-04-02 02:12:50
II	2nd	en	5	false	2024-04-02 02:13:16
III	3rd	en	6	false	2024-04-02 02:13:23
IV	4th	en	7	false	2024-04-02 02:13:30
V	5th	en	8	false	2024-04-02 02:13:53
VI	6th	en	9	false	2024-04-02 02:14:57
VII	7th	en	10	false	2024-04-02 02:15:02
VIII	8th	en	11	false	2024-04-02 02:15:06
IX	9th	en	12	false	2024-04-02 02:15:12
X	10th	en	13	false	2024-04-02 02:15:15

Activity 2:Creating Admission Table

- **Create an Admission Table with Columns given.**



- **Select Extends Table >> Salesforce and also Select Add module to menu >> Salesforce.**



- **Create Fields as shown**

Table
Admission

Update | Delete | Delete All Records

Columns | Controls | Application Access

Table Columns for text Search 1 to 29 of 29 New

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Admin Status	Choice	(empty)	40		false
Admission Number	Reference	Salesforce	32		false
Area	String	(empty)	40		false
City	String	(empty)	40		false
Comments	String (Full UTF-8)	(empty)	255		false
District	String	(empty)	40		false
Fee	Price	(empty)	20		false
House No	String	(empty)	40		false
Mandal	String	(empty)	40		false
Pincode	Choice	(empty)	40		false
Purpose of join	Choice	(empty)	40		false
School	Choice	(empty)	40		false
School Area	Choice	(empty)	40		false
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false

- **Create choice for Admin Status as:**

Dictionary Entry
Admin Status

Create Choice List | Delete Column | Update

Create Choice List | Delete Column | Update

Related Links

Show Table
Run Point Scan
Advanced view

Access Controls | Choices (7) | Attributes | Labels (1) | Dictionary Overrides

Label Search Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
New	New	en	1	false	2024-04-02 21:10:25
Join in progress	In progress	en	2	false	2024-04-02 21:11:03
Joined	Joined	en	3	false	2024-04-02 21:11:26
Rejected	Rejected	en	4	false	2024-04-02 21:12:00
Closed	Closed	en	5	false	2024-04-02 21:13:05
Rejoined	Rejoined	en	6	false	2024-04-02 21:13:08
Cancelled	Cancelled	en	7	false	2024-04-02 21:13:27

Insert a new row...

- **Create choice for Pincode as:**

Access Controls | Choices (3) | Attributes | Labels (1) | Dictionary Overrides

Label Search Actions on selected rows... New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Tution	Tution	en	1	false	2024-04-02 21:17:09
Coaching	Coaching	en	2	false	2024-04-02 21:17:31
Teacher	Teacher	en	3	false	2024-04-02 21:17:53

Insert a new row...

- **Create choice for Purpose of Join as:**

Access Controls | Choices (2) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Stanley	Stanley	en	1	false	2024-04-02 21:19:14
Naresh It	Naresh It	en	2	false	2024-04-02 21:19:35

Insert a new row...

- **Create choice for School as:**

Access Controls | Choices (2) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Near Market	Near Market	en	1	false	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24

Insert a new row...

- **Create choice for School area as:**

Access Controls | Choices (2) | Attributes | Labels (1) | Dictionary Overrides

Label | Search | Actions on selected rows... | New

Choices

Label	Value	Language	Sequence	Inactive	Updated
Near Market	Near Market	en	1	false	2024-04-02 21:20:53
Near Bus Stand	Near Bus Stand	en	2	false	2024-04-02 21:21:24

Insert a new row...

Activity 3:Creating Student Progress Table

- **Create a Student Progress Table with Columns given.**
- **Select Add module to menu >> Salesforce.**
- **Create Fields as shown:**

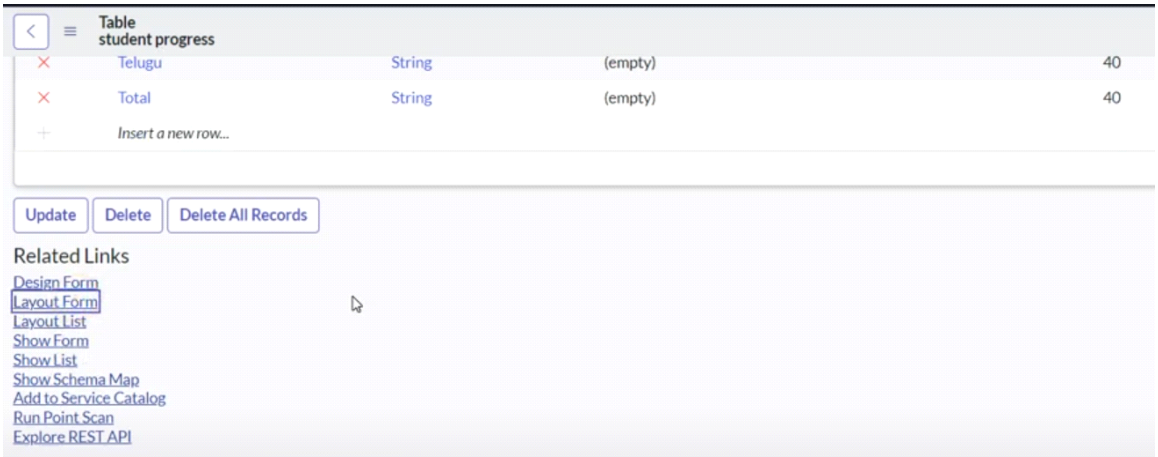
Admission Number	Reference	Salesforce	32	false
English	String	(empty)	40	false
Hindi	String	(empty)	40	false
Maths	String	(empty)	40	false
Percentage	String	(empty)	40	false
Result	String	(empty)	40	false
Science	String	(empty)	40	false
Social	String	(empty)	40	false
Telugu	String	(empty)	40	false
Total	String	(empty)	40	false

Insert a new row...

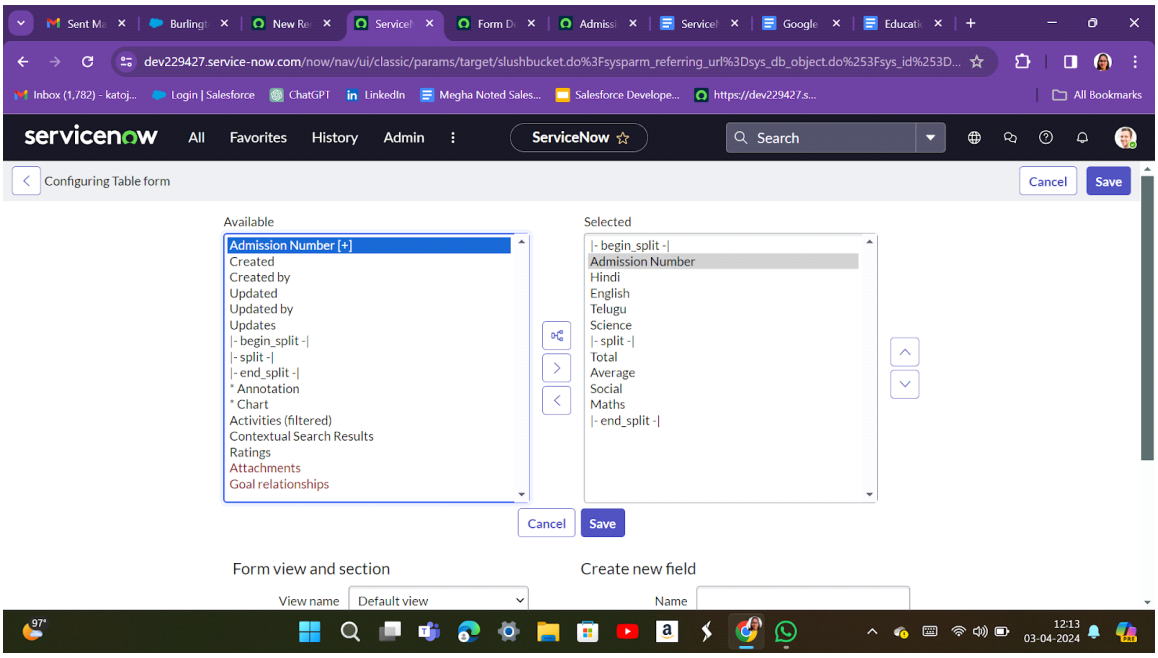
MILESTONE 4 : Form Layout

Activity 1:Configuring Table form for Student Progress Table

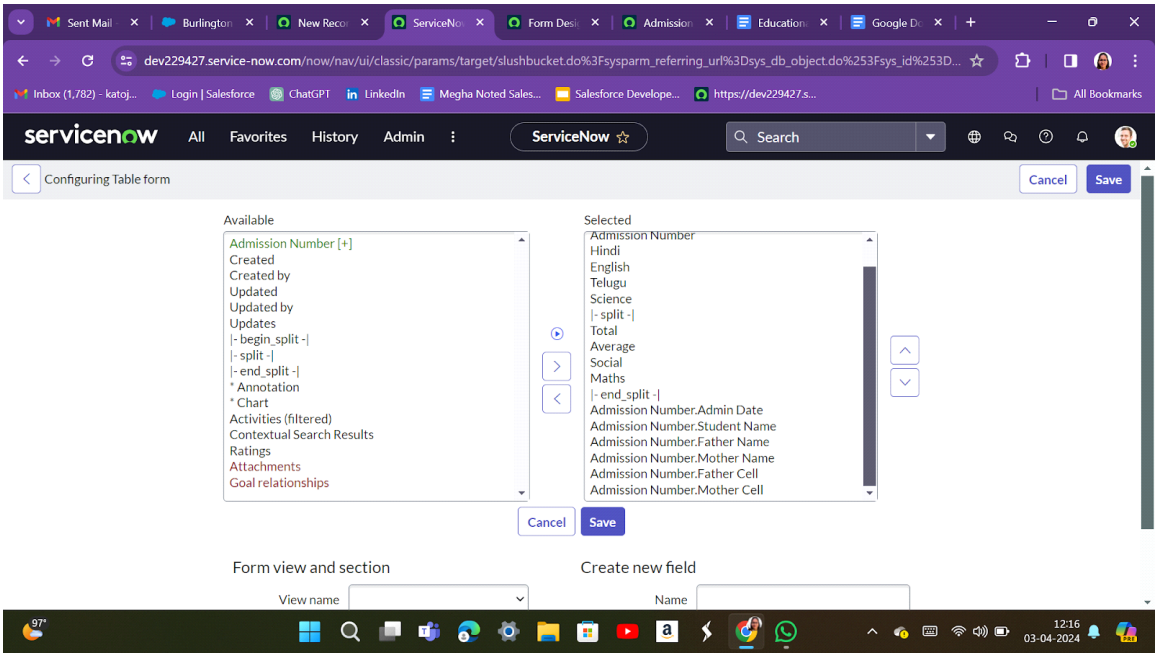
- **In the Student Progress Table Page , Click on Layout form .**



- **Click on Admission Number [+] .**



- **Select below Admission Number fields in Available side and send it to selected side as below >> save.**

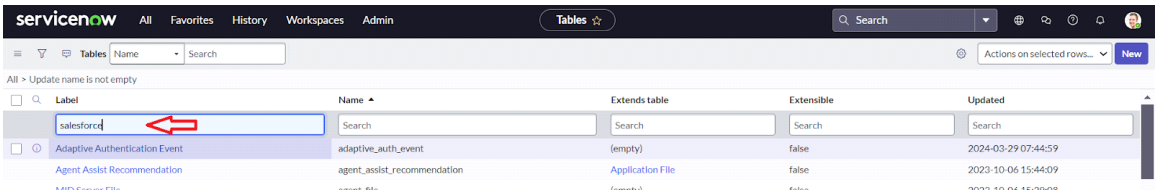


MILESTONE 5 :Form Design

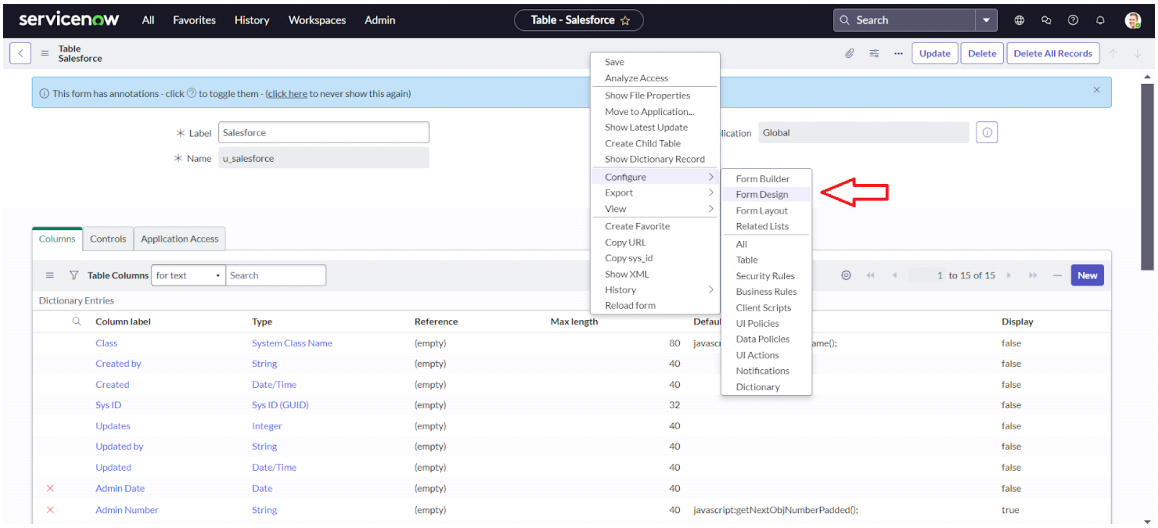
Activity 1:Creating Form Design for Salesforce Table

1. All >> System Definition >> Tables .

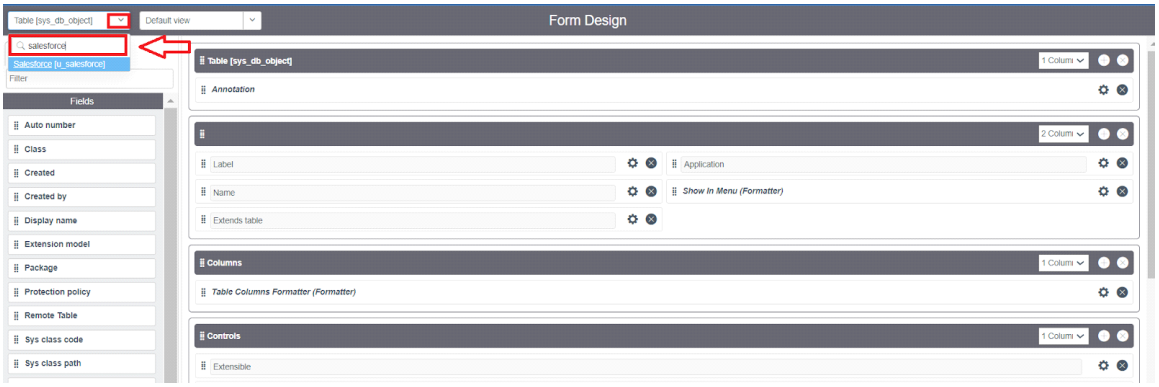
2. In Label Search for Salesforce and open .



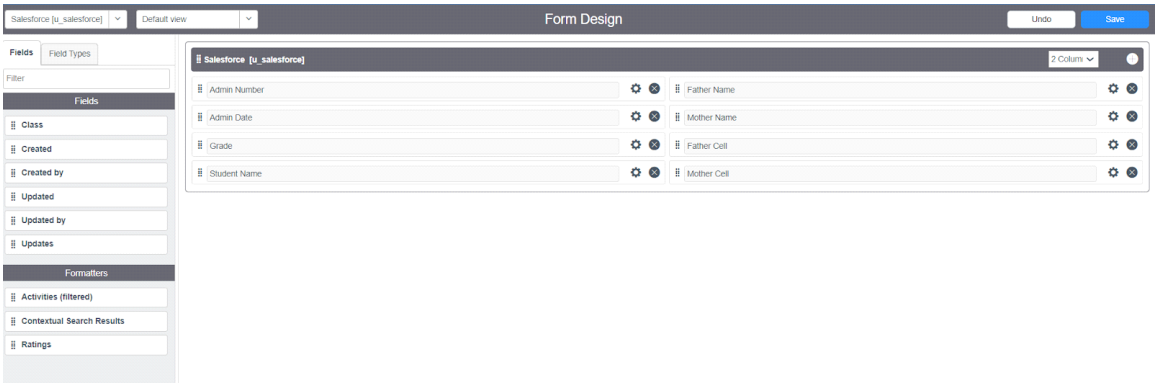
3. Right Click on top Toggle >> Configure >> Form Design.



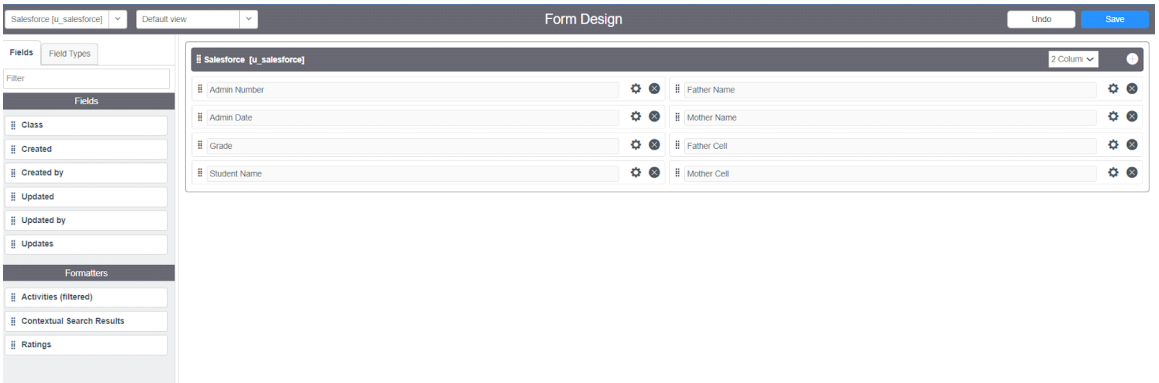
4. In drop down select Salesforce(u_salesforce)



5. Drag and drop the fields to the left side as below.

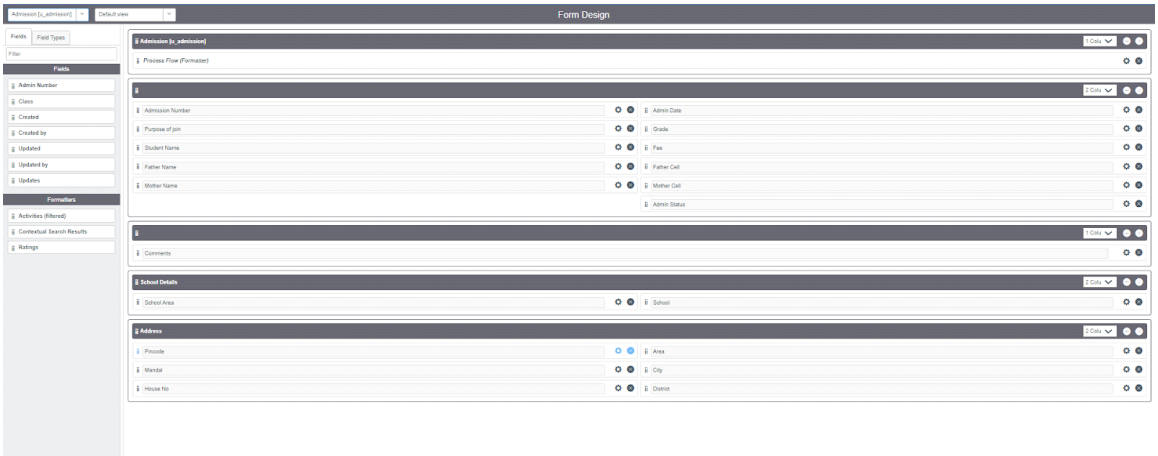


6. Save.



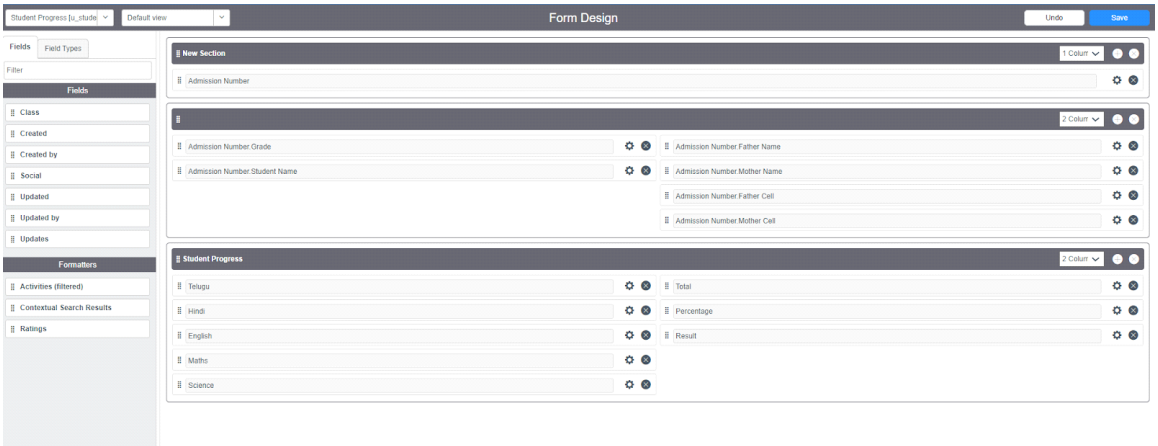
Activity 2:Creating Form Design for Admission Table

Follow the same steps as Activity1,Configure the fields as below and Save.



Activity 3:Creating Form Design for Student progress Table

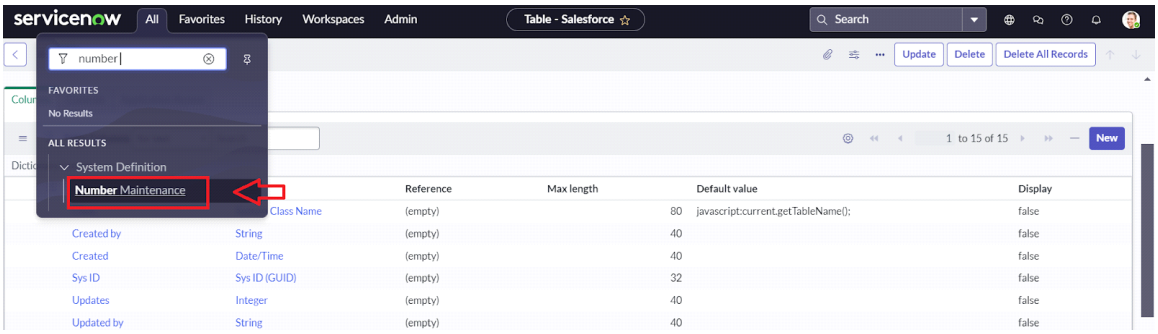
Follow the same steps as Activity1,Configure the fields as below and Save.



Milestone 6:Number Maintenance

Activity 1:Creating Number Maintenance for Admin Number

- **All >> Number Maintenance >> New**



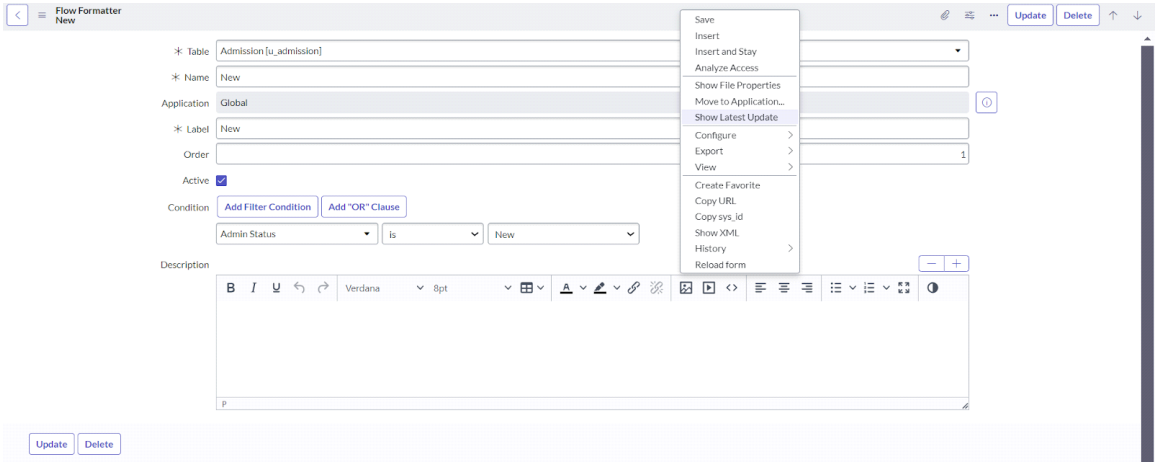
- **Fill the details >> Submit.**

Milestone 7:Process Flow

Activity 1:Creating Process Flow for Admission Table

- **All >> Process Flow>> New.**

- **Fill the Details as given Below**



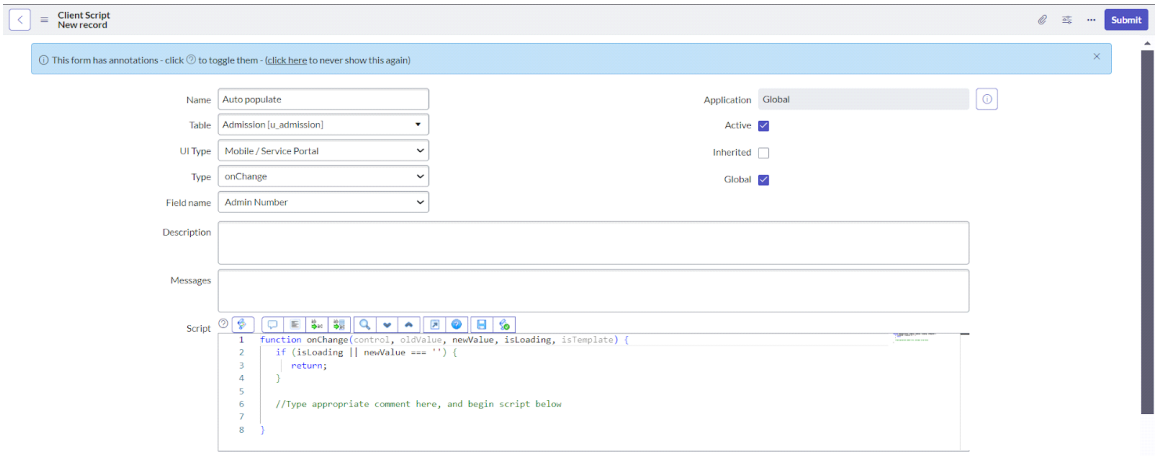
- **Right Click on toggle and click on the save .**
- **Replace the Name and Label as below and click on Insert on stay.**
- **Replace the Name and Label in order and click on Insert on stay.**
- **Joined >> Rejected >> Rejoined >> Closed >> Cancelled.**
- **Order should be New >> InProgress >> Joined >> Rejected >> Rejoined >> Closed >> Cancelled.**

Milestone 8: Client Script

Activity 1: Creating "Auto populate" Client Scripts for Admission Table

All >> Client Scripts >> New.

Fill the Details as given.



Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    var a = g_form.getReference('u_admission_number');
    g_form.setValue('u_admin_date',a.u_admin_date);
    g_form.setValue('u_grade',a.u_grade);
    g_form.setValue('u_student_name',a.u_student_name);
```

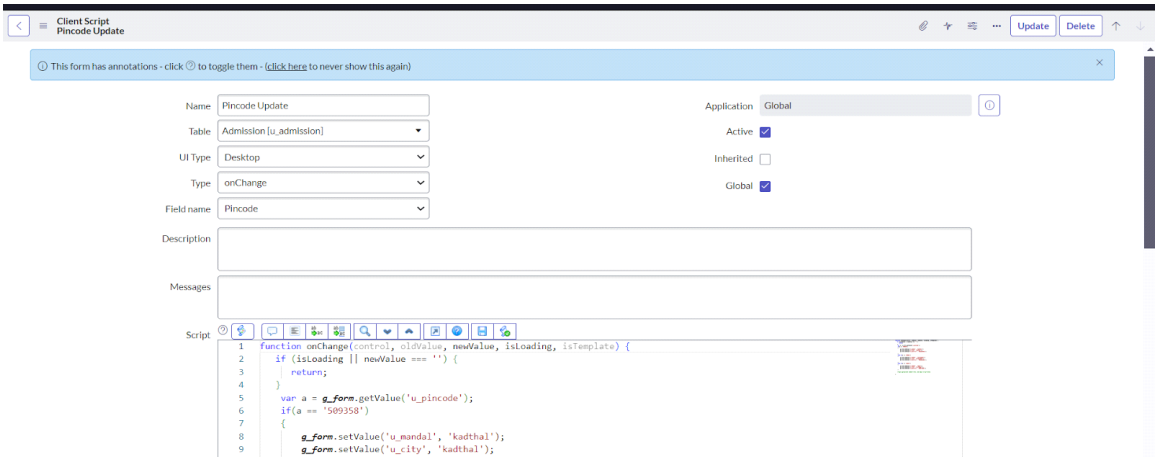
```
    g_form.setValue('u_father_name',a.u_father_name);
    g_form.setValue('u_mother_name',a.u_mother_name);
    g_form.setValue('u_father_cell',a.u_father_cell);
    g_form.setValue('u_mother_cell',a.u_mother_cell);
    g_form.setDisabled('u_admin_date',a.u_admin_date);
    g_form.setDisabled('u_grade',a.u_grade);
    g_form.setDisabled('u_student_name',a.u_student_name);
    g_form.setDisabled('u_father_name',a.u_father_name);
    g_form.setDisabled('u_mother_name',a.u_mother_name);
    g_form.setDisabled('u_father_cell',a.u_father_cell);
    g_form.setDisabled('u_mother_cell',a.u_mother_cell);

}
```

Note: Make sure the Field names should be the same as you created .

Activity 2: Creating “Pincode Update” Client Scripts for Admission

Table

Fill the Details as given.



Write the Code as below, Enable Isolate script and Save.

function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue === '') {

return;

}

var a = g_form.getValue('u_pincode');

if(a == '509358')

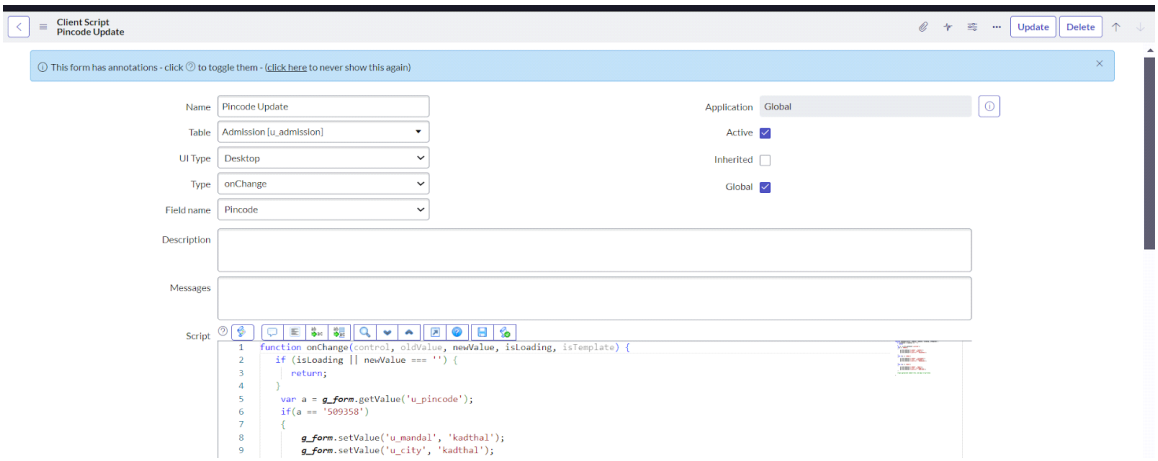
```
{
g_form.setValue('u_mandal', 'kadthal');
g_form.setValue('u_city', 'kadthal');
g_form.setValue('u_district', 'RangaReddy');
}
else if(a == '500081')
{
g_form.setValue('u_mandal', 'karmanghat');
g_form.setValue('u_city', 'karmanghat');
g_form.setValue('u_district', 'RangaReddy')
}
else if(a == '500079')
{
g_form.setValue('u_mandal', 'Abids');
g_form.setValue('u_city', 'AsifNagar');
g_form.setValue('u_district', 'Hyderabad');
}
```

//Type appropriate comment here, and begin script below

}

Activity 3: Creating “Disable Fields” Client Scripts for Student progress Table

Fill the



Details as given.

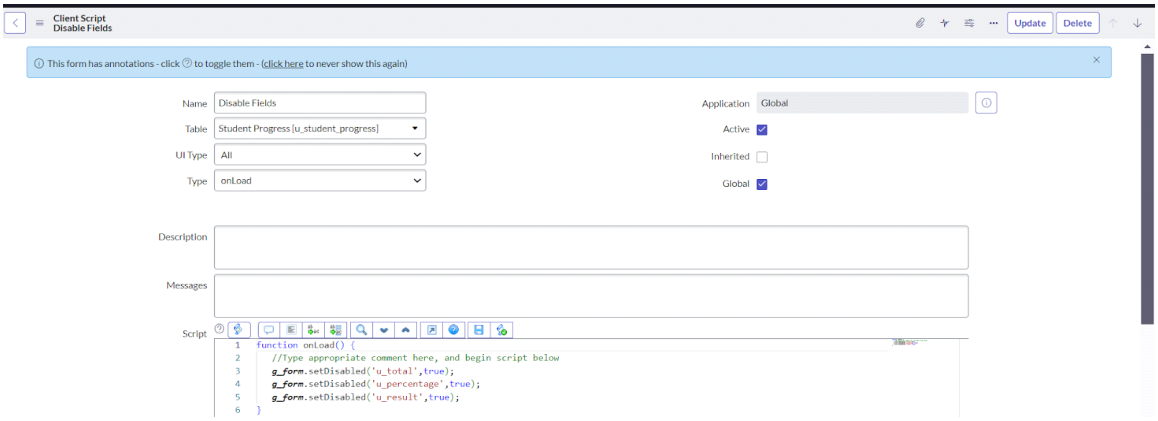
Write the Code as below, Enable Isolate script and Save.

```
function onLoad() {
    //Type appropriate comment here, and begin script below
    g_form.setDisabled('u_total',true);
    g_form.setDisabled('u_percentage,true);
```

```
    g_form.setDisabled('u_result',true);
}
```

Activity 4: Creating “Total Update” Client Scripts for Student progress Table

Fill the Details as given.



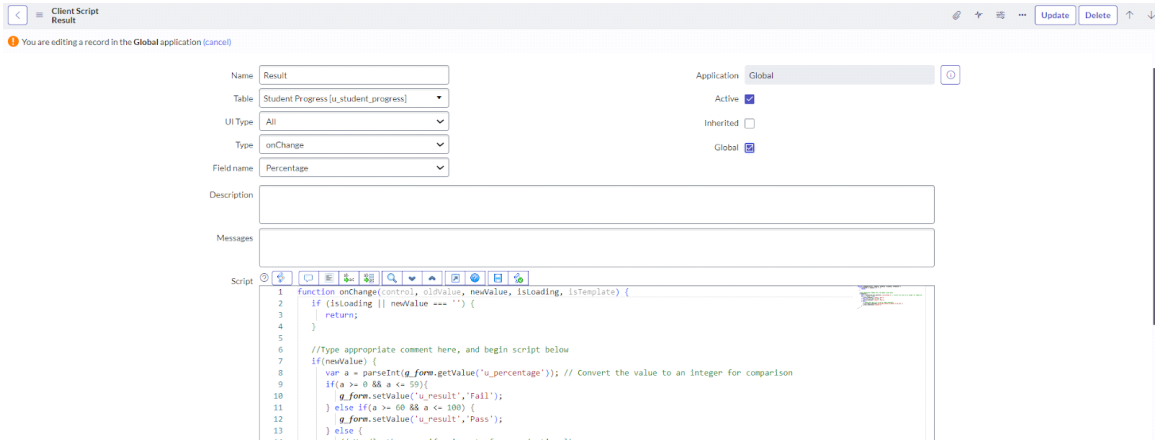
Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
```

```
    //Type appropriate comment here, and begin script below
if (newValue){
var a = parseInt(g_form.getValue('u_telugu'));
var b = parseInt(g_form.getValue('u_hindi'));
var c = parseInt(g_form.getValue('u_english'));
var d = parseInt(g_form.getValue('u_maths'));
var e = parseInt(g_form.getValue('u_science'));
var f = parseInt(g_form.getValue('u_social'));
var Total = parseInt(a+b+c+d+e+f);
g_form.setValue('u_total', Total);

}

}
```

Activity 5: Creating “Result” Client Scripts for Student progress Table

Fill the Details as given.



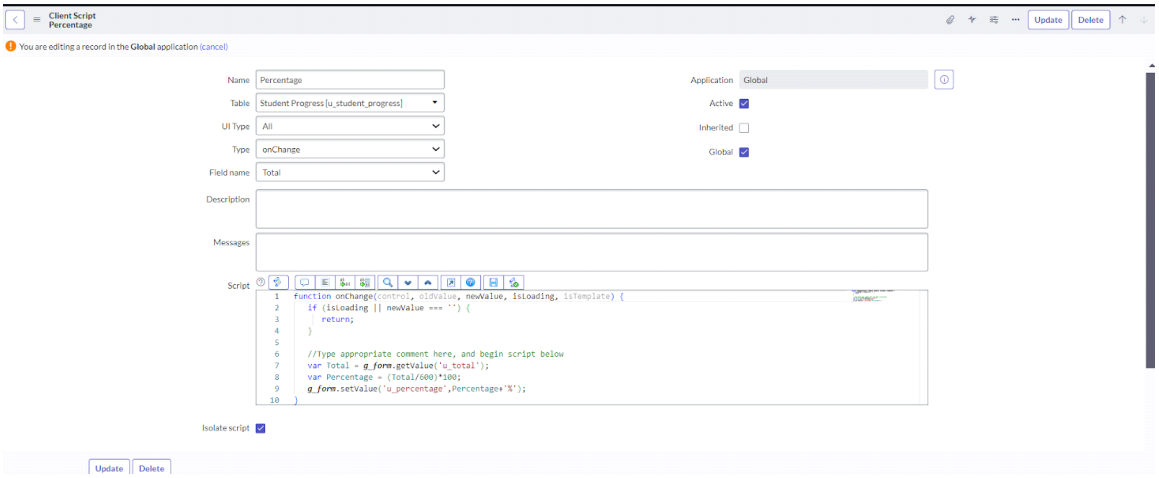
Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    if(newValue) {
        var a = parseInt(g_form.getValue('u_percentage')); // Convert the value to an integer for comparison
        if(a >= 0 && a <= 59){
```

```
            g_form.setValue('u_result','Fail');
        } else if(a >= 60 && a <= 100) {
            g_form.setValue('u_result','Pass');
        } else {
            // Handle the case if a is out of range (optional)
            g_form.addErrorMessage('Percentage should be between
0 and 100.');
            g_form.clearValue('u_result');
        }
    }
}
```

Activity 6: Creating “Percentage” Client Scripts for Student progress Table

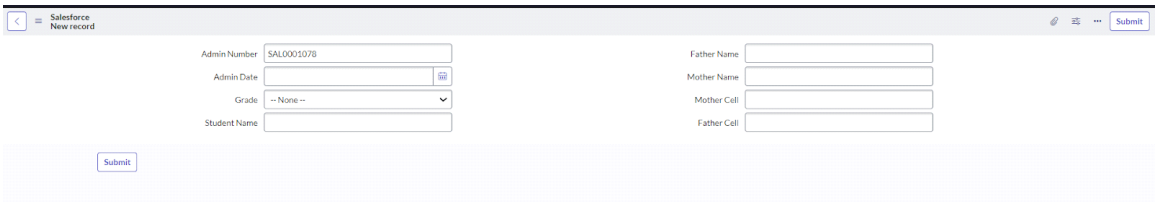
Fill the Details as given.

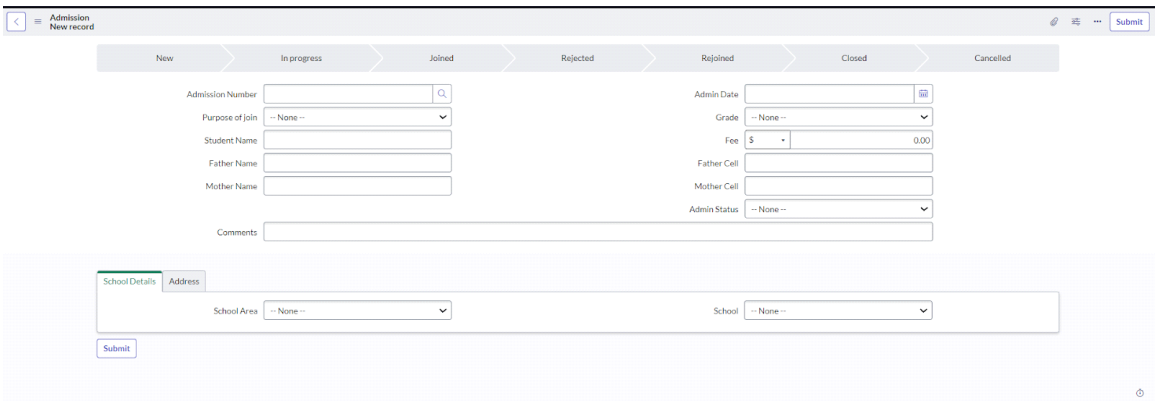


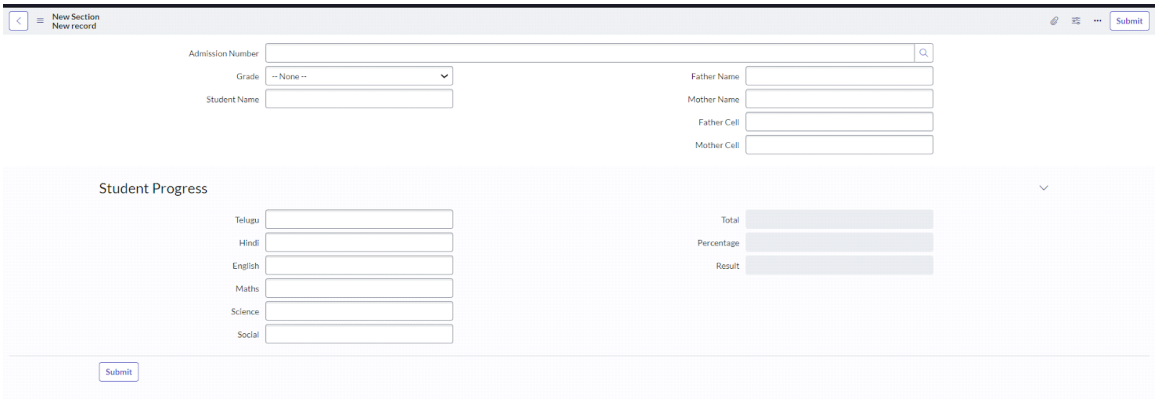
Write the Code as below, Enable Isolate script and Save.

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {
    if (isLoading || newValue === '') {
        return;
    }
    //Type appropriate comment here, and begin script below
    var Total = g_form.getValue('u_total');
    var Percentage = (Total/600)*100;
    g_form.setValue('u_percentage',Percentage+'%');
}
```

Result:


Salesforce
New record
Submit
Admin Number
SAL0001078
Admin Date
Grade
-- None --
Student Name
Father Name
Mother Name
Mother Cell
Father Cell
Submit


Admission
New record
Submit
New
In progress
Joined
Rejected
Rejoined
Closed
Cancelled
Admission Number
Purpose of Join
-- None --
Student Name
Father Name
Mother Name
Comments
Admin Date
Grade
-- None --
Fee
$
0.00
Father Cell
Mother Cell
Admin Status
-- None --
School Details
Address
School Area
-- None --
School
-- None --
Submit


New Section
New record
Submit
Admission Number
Grade
-- None --
Student Name
Father Name
Mother Name
Father Cell
Mother Cell
Student Progress
Telugu
Hindi
English
Maths
Science
Social
Total
Percentage
Result
Submit