

Travel Booking

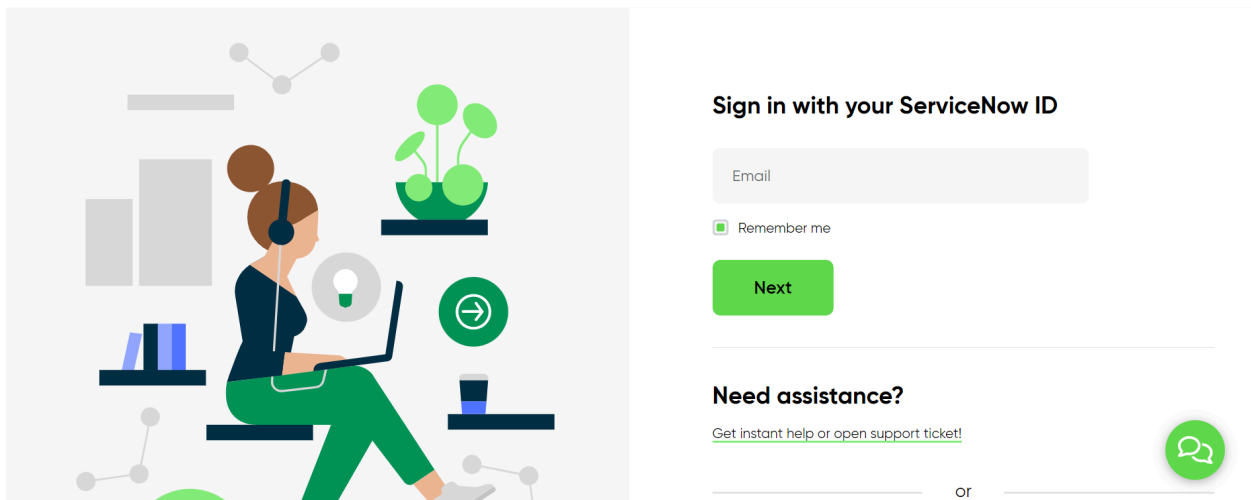
User Story : As a travel agency system administrator wants the workflow to automatically move data from the Travel Booking table to the Itinerary table when a booking status is marked as Booked, So that the itinerary details are managed separately and efficiently for further processing and communication with customers.

Objective : The objective of this workflow is to automate the transfer of data from the Travel Booking table to the Itinerary table whenever a booking status is updated to "Booked."

Solution:

Step 1 : Sign in to ServiceNow.

servicenow | Developer Program



Step 2 : Sign up for a developer account on the ServiceNow Developer site
“<https://developer.servicenow.com>”.

Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.

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

Hello, Sai Prasad

Welcome to ServiceNow!

Build apps in minutes using ServiceNow's App Engine Studio with no-code/low code capabilities.

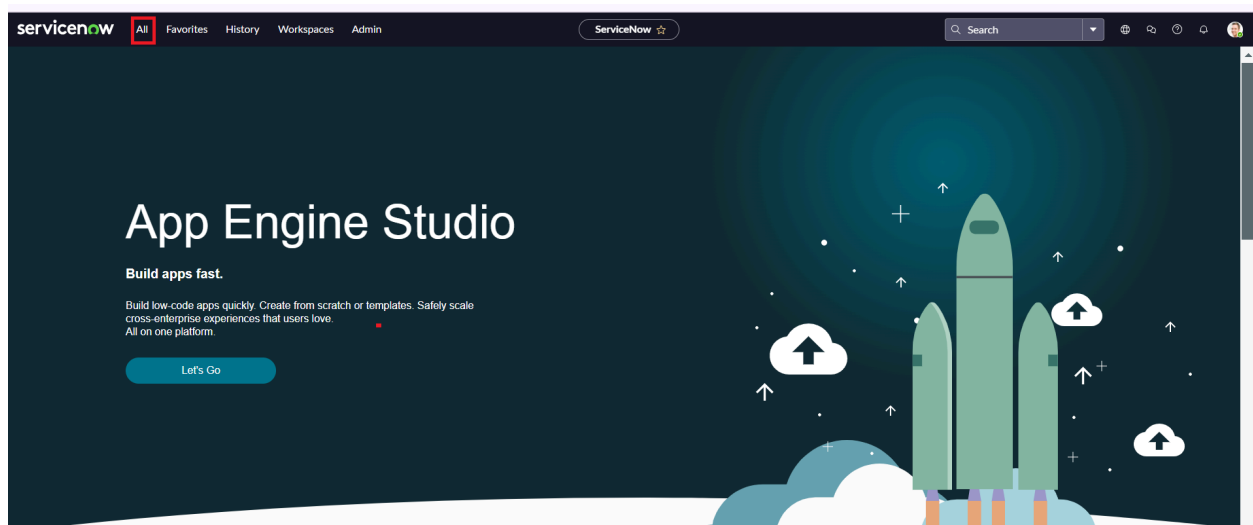
[Start Building](#) ➔



Step 4 : Fill out the required information and submit the request.

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

Step 6 : Log in to your ServiceNow instance using the provided credentials.
Now you will navigate to the ServiceNow.



Step 7 : Open “Tables Under System Definition” >> New.

servicenow All

Favorites History Workspaces Admin

Tables ☆ Search

Actions on selected rows... New

All > Update name is not empty

<input type="checkbox"/>	Label	Name	Extends table	Extensible	Updated
<input type="checkbox"/>	Search	Search	Search	Search	Search
	Account Address	account_address_relationship	(empty)	false	2024-07-08 17:47:00 2mo ago
	Account Relationship	account_relationship	(empty)	false	2024-07-08 17:46:59 2mo ago
	Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2024-05-17 04:07:26 3mo ago
	Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2024-05-17 04:08:36 3mo ago
	Agent Daily Schedule	agent_daily_schedule	(empty)	false	2024-07-08 17:46:52 2mo ago
	Agent Personal Schedule	agent_events	(empty)	false	2024-07-08 17:46:49 2mo ago
	MID Server File	agent_file	(empty)	false	2024-05-17 03:55:46 3mo ago
	Agent Schedule Definition Theme	agent_schedule_definition_theme	(empty)	false	2024-07-08 17:46:50 2mo ago
	Event Configuration	agent_schedule_task_config	(empty)	false	2024-07-08 17:46:52 2mo ago
	Agent Schedule Relationship	agent_schedule_task_config_rel_user_pref	(empty)	false	2024-07-08 17:46:51 2mo ago
	Agent Schedule User Config	agent_schedule_user_pref	(empty)	false	2024-07-08 17:46:50 2mo ago

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Step 8 : Fill the details as below, and configure the status and add the choices as booked and itinerary.

servicenow All

Favorites History Workspaces Admin

Table - New Record ☆

Search

Submit Cancel

ServiceNow recommends creating custom tables in scoped applications. To learn more about creating scoped applications, click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More info](#)

* Label

* Name

Extends table

Application

Create module ☒

Create mobile module ☒

Add module to menu

New menu name

Auto number

Columns Controls Application Access users

Table Columns Column label Search

Column label	Type	Reference	Max length	Default value	Display
customer name	String				false
status	Choice				false

Insert a new row...

No templates are available. [Create A New One?](#)

servicenow All

Travel booking - New record

Customer Name

status

Submit

Configure

Form Builder

Form Design

Form Layout

Related Lists

All

Table

Security Rules

Business Rules

Client Scripts

UI Policies

Data Policies

UI Actions

Notifications

Dictionary

No templates are available. [Create A New One!](#)

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Dictionary Entry - status

Dictionary Entry status

Type String

Column label status

Column name u_status

Max length 40

Active ☒

Function field ☐

Read only ☐

Mandatory ☐

Display ☐

Choice List Specification

Default Value

Displays a list of suggested values in a Choice list. In the Advanced view you can select the Choice table and the Choice field to take choice values from, plus a Dependent field.

Choice Dropdown with -- None --

Create Choice List Delete Column Update

Related Links

Show Table

Run Point Scan

Advanced view

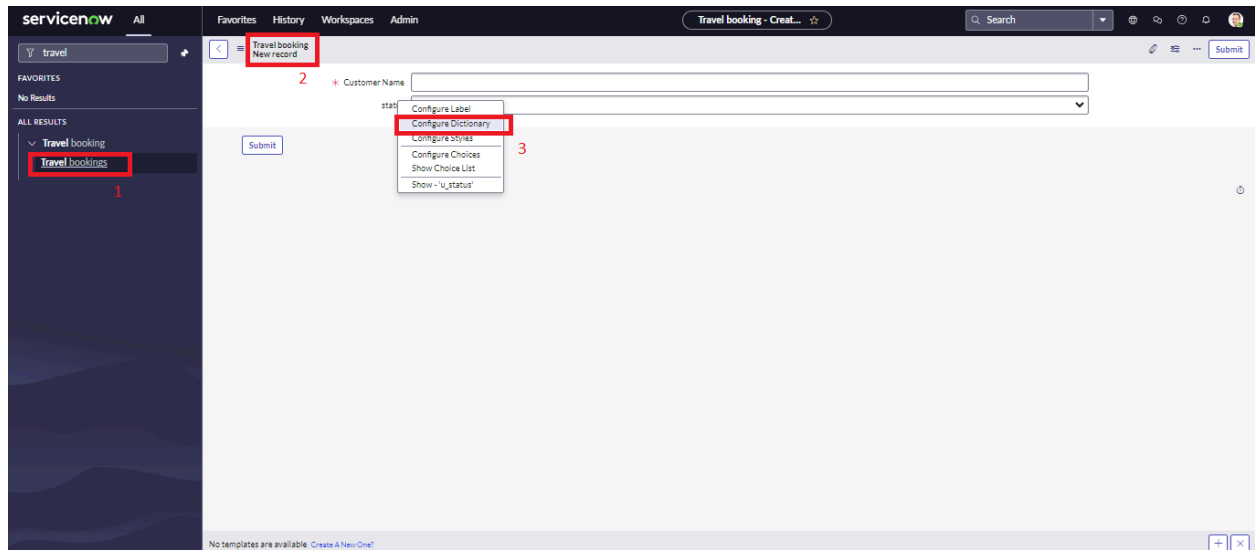
Access Controls Choices (2) Attributes (1) Labels (1) Dictionary Overrides

Label Search

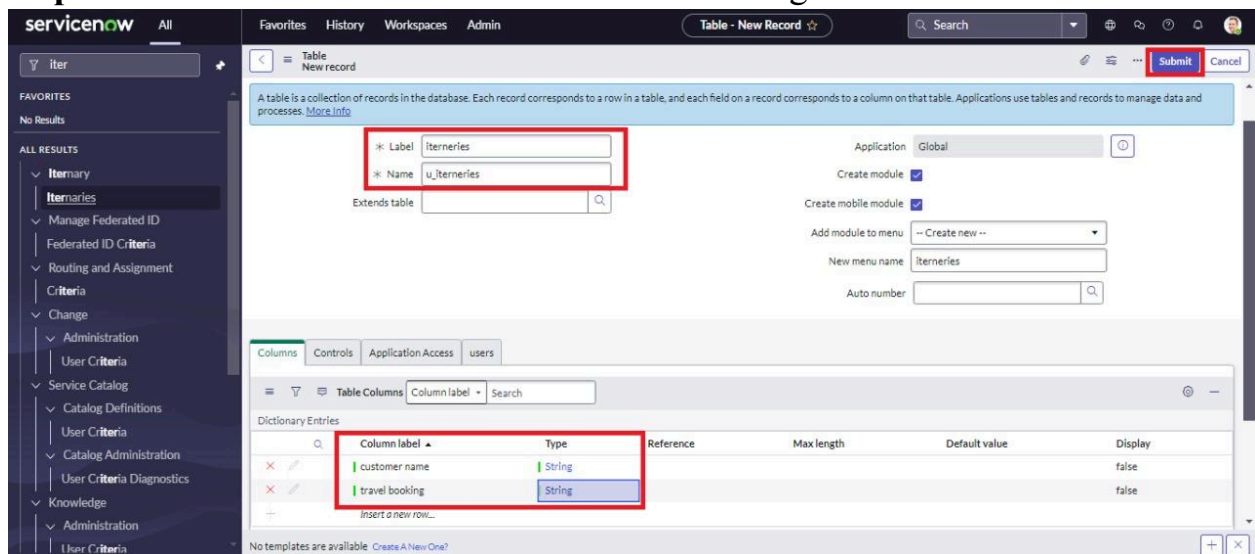
Choices

Label	Value	Language	Sequence	Inactive	Updated
Booked	booked	en	0	false	2024-08-28 16:15:55 20 ago
Itemary	Itemary	en	1	false	2024-08-28 16:15:55 20 ago

No templates are available. [Create A New One!](#)

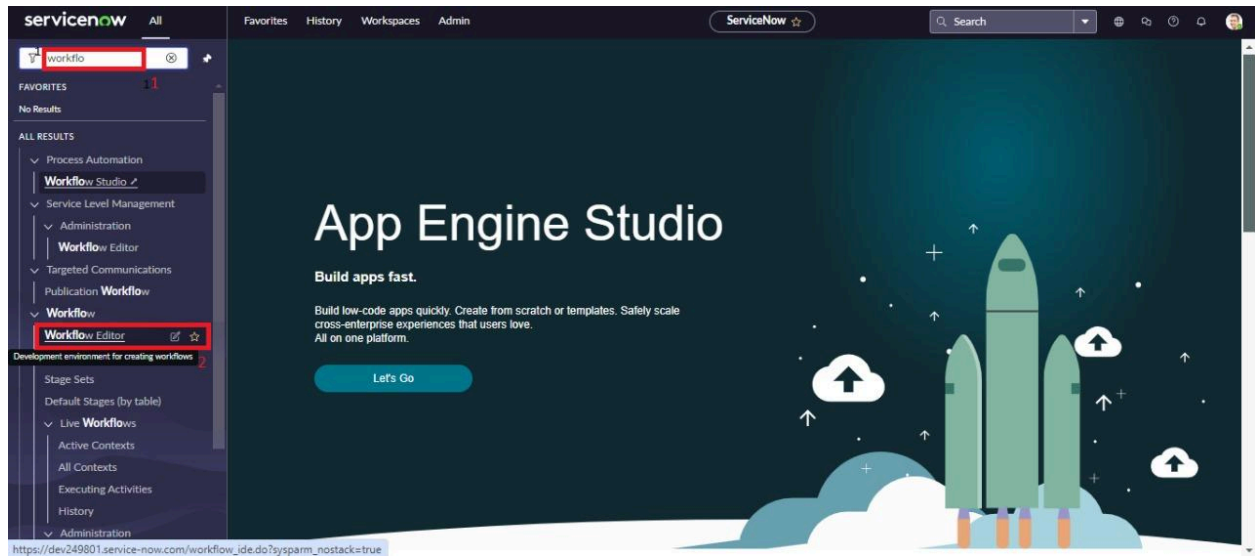


Step 9 : Create one more table and fill the details as given below.

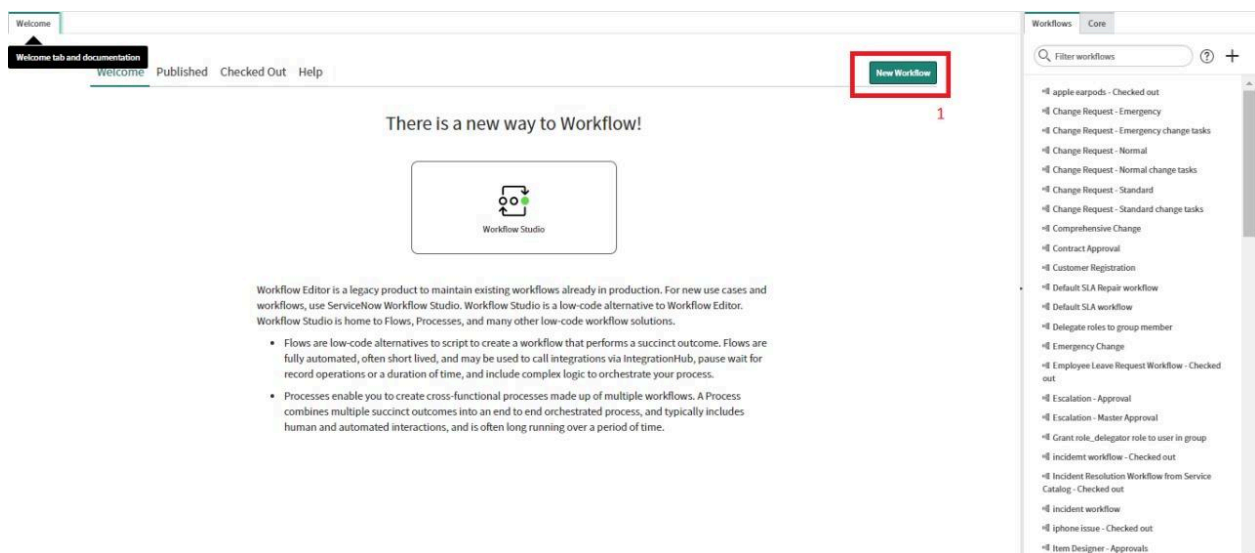


Column label	Type	Reference	Max length	Default value	Display
customer name	String				false
travel booking	String				false

Step 10 : Open workflow editor under workflow.



Step 11: click on New workflow.



Step 12 : Fill the details as below and submit

Welcome | Drawing Canvas

New Workflow

Workflow Version: New record (New Workflow view)

Name: travel booking request

Table: Travel booking [u_travel_booking]

Description:

Conditions

Specify at least one Condition to trigger the workflow. Select one of the following options to determine what happens when a record inserted on the selected table matches the condition:

- Run the workflow: Workflow(s) start in succession according to the Order column each time an inserted record matches the condition.
- Run if no other workflows matched yet: The workflow starts when a record matches the condition, only if no other workflows are running on the record.
- None: The workflow does not start unless it is triggered by a subflow or script.

If condition matches: -- None --

Condition: Add Filter Condition Add "OR" Clause

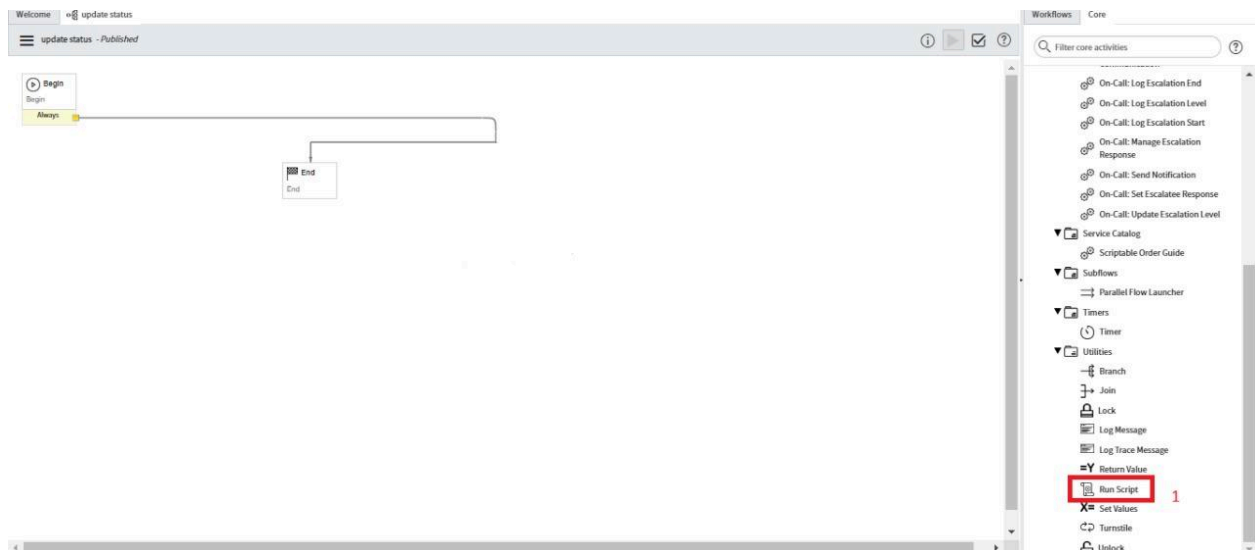
status is Booked AND OR X

Submit

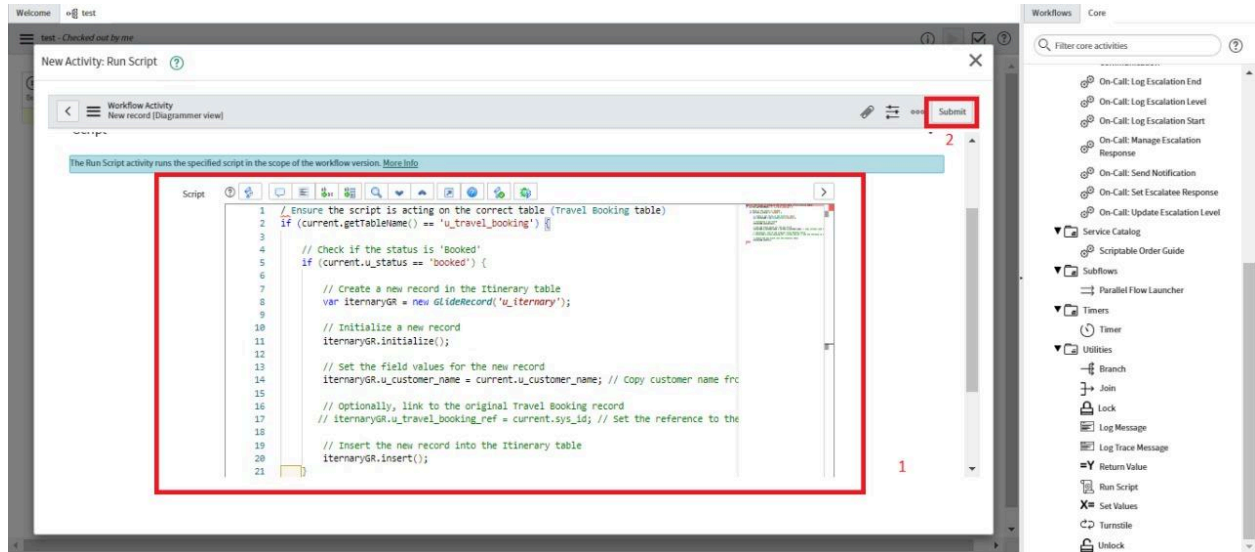
Workflows Core

Filter workflows

- apple earpods - Checked out
- Change Request - Emergency
- Change Request - Emergency change tasks
- Change Request - Normal
- Change Request - Normal change tasks
- Change Request - Standard
- Change Request - Standard change tasks
- Comprehensive Change
- Contract Approval
- Customer Registration
- Default SLA Repair workflow
- Default SLA workflow
- Delegate roles to group member
- Emergency Change
- Employee Leave Request Workflow - Checked out
- Escalation - Approval
- Escalation - Master Approval
- Grant role, delegate role to user in group
- Incident workflow - Checked out
- Incident Resolution Workflow from Service Catalog - Checked out
- Incident workflow
- iphone issue - Checked out
- Item Designer - Approvals



Step14 : Click on Run script.



Step 15 : Enter the given Code Below.

```
if (current.getTableName() == 'u_travel_booking') {
```

```
    // Check if the status is 'Booked'
```

```
    if (current.u_status == 'booked') {
```

```
        // Create a new record in the Itinerary table
```

```
        var iternaryGR = new GlideRecord('u_itinerary');
```

```
        // Initialize a new record
```

```
        iternaryGR.initialize();
```

```
        // Set the field values for the new record
```

```
        iternaryGR.u_customer_name = current.u_customer_name; // Copy customer  
name from Travel Booking
```

```
        // Optionally, link to the original Travel Booking record
```

```
        // iternaryGR.u_travel_booking_ref = current.sys_id; // Set the reference to the  
Travel Booking record
```

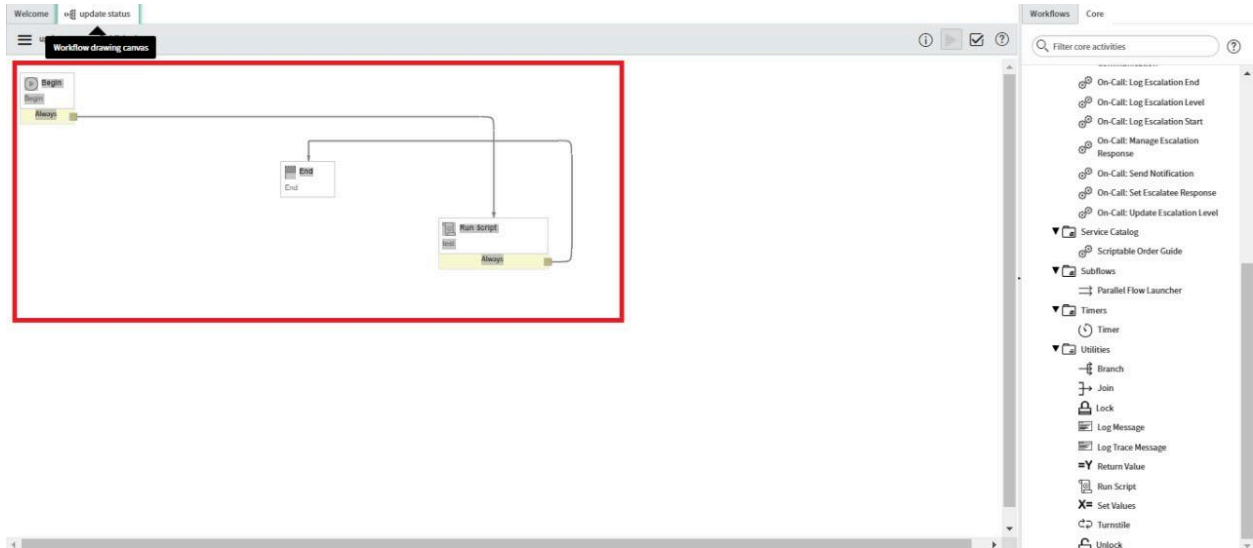
```
        // Insert the new record into the Itinerary table
```

```
        iternaryGR.insert();
```

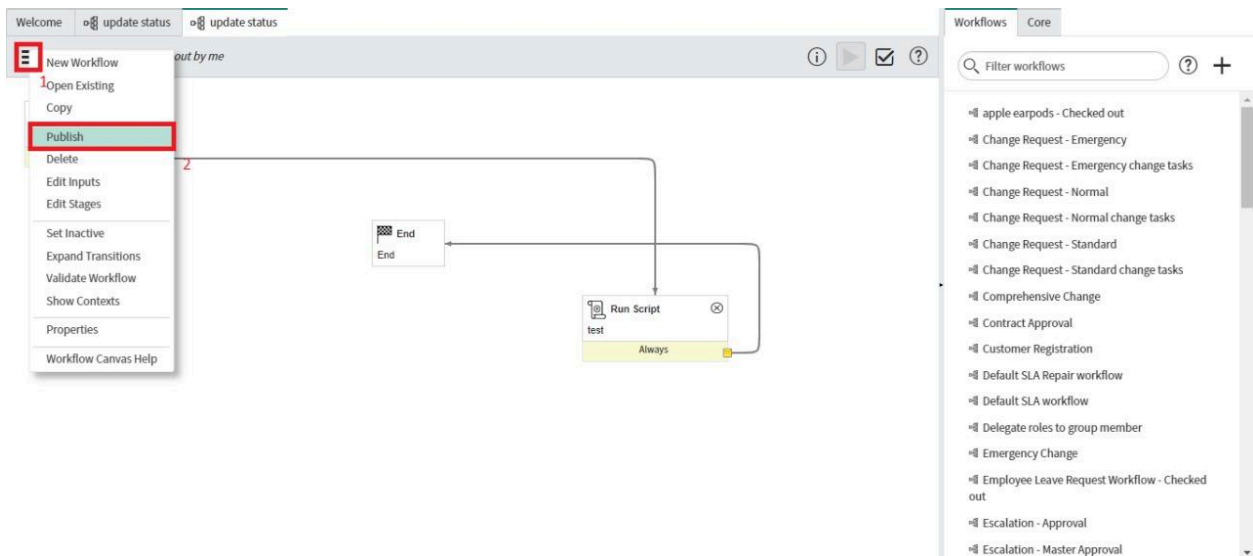
```
    }
```

```
}
```

Step 16: Connect as given below.

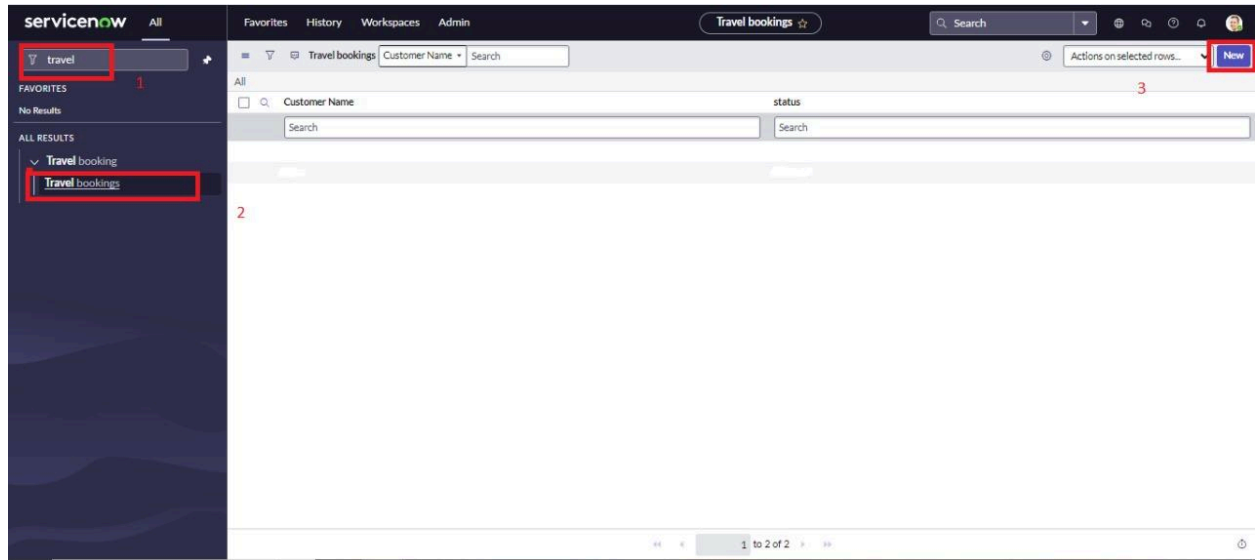


Step 17 :Publish it.

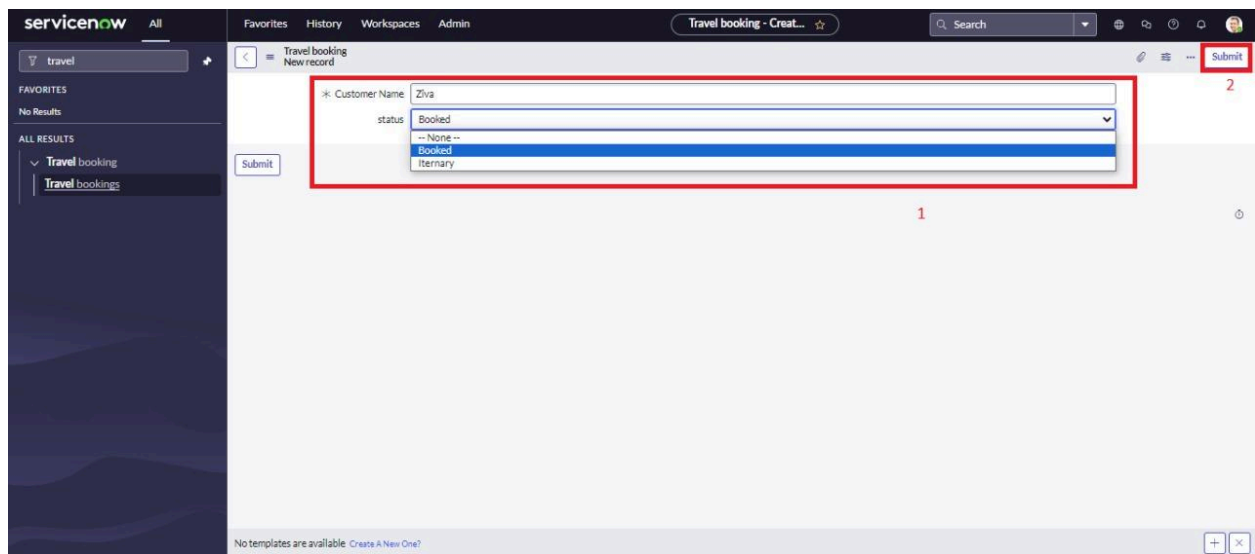


Result :

Step18 : Open “travel booking”>>New



Step 19: fill the details as given below.



Step 20 :Open itineraries table travel booking data appear in itineraries table.

servicenow All

Favorites History Workspaces Admin

Itinerary ☆

Search

Actions on selected rows... **New**

All

Customer Name Search

travel booking

Search	Search
siri	(empty)
Ziva	(empty)
John	(empty)

1 2 3

https://dev249801.service-now.com/u_itinerary_list.do?sysparm_userpref_module=632434a147d01210bb5727e1d16d434a

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