

ONLINE ORDERING IMPLEMENTATION PROJECT

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Purpose:

This guide contains snippets of documentation from my online ordering implementation project. The application was created within the ServiceNow platform. The purpose is to reduce labor costs and allow end-users, baristas and customers, to enjoy a more streamlined ordering process.

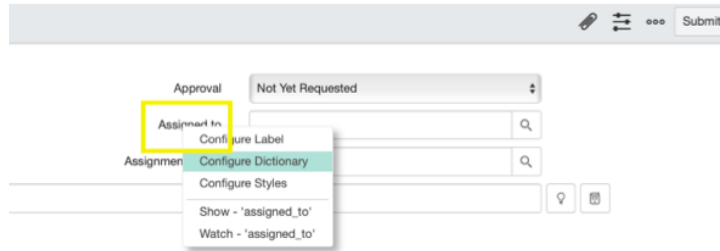
I am unable to release the entirety of my documentation for the project due to a Non Disclosure Agreement.

Table of Contents:

Use a dictionary override on the “assigned_to” field for the Starbucks table	Page 3
Create new modules for the application	Page 4
Create a many2many reference table between Starbucks and Starbucks Drinks.....	Page 5
Add a choice list called “Size” to the many2many table and set up its choices	Pages 5-6

Use a dictionary override on the “assigned_to” field for the Starbucks table

1. Navigate to the form view for the All Open Orders module.
2. Right-click on the assigned_to field and click Configure Dictionary.



*Note: This is a shortcut method to get the dictionary entries module.

3. Scroll down to the “Dictionary Overrides” tab, click on it, then select “New”.
4. Change the table to the **Starbucks** table, check the box for **Override Qualifier**, and then enter the override.

Dictionary Entry Override
New record

Override the dictionary settings for the 'Task Assigned to' field in extended tables
Dictionary settings for Task Assigned to are:
Reference qualifier: roles=itil
Dependent: assignment_group
Attributes: encode_utf8=false
Default value:
Calculation:
Mandatory: false
Read only: false
Display: false
Task display column:number

Application: Global

Base table: Task [task]

* Table: Starbucks [u_starbucks]

Column name: assigned_to

Override reference qualifier:

Reference qualifier: roles=starbucks_barista

5. The override is the following: “roles=starbucks_barista”.
6. You can validate that the task worked by clicking on the reference lookup option (represented by the magnifying glass icon) for the “assigned to” field on our “All Open Orders” form.
7. Doing this should only return “Starbucks Barista” because this is the only user that has the starbucks_barista role.

Create new modules for the application

Create the following modules:

- Barista, Open Orders, My Groups Open Orders, User, Place an Order, My Open Orders
- *Note: To create these modules, you will follow the same steps, but the Order & View will be different, and they may have different filters.

Below is an example of the “My Groups Open Orders” modules:

1. Type in Modules in the Application Navigator and click New. Enter the following:
 - Title - My Groups Open Orders (unassigned)
 - Application Menu - Starbucks Management
 - Order - 145
 - Link type - List of Records
 - Table - Starbucks
 - View - Default
 - Filters -
 - ActiveisTrue
 - Assignedtoisempty
 - AssignmentGroupisjavascript:gs.getUser().getMyGroups();
2. Click on the Visibility tab and enter the following for Roles:
 - “Roles =starbucks_barista”

The screenshot shows the configuration interface for a module named "My Groups Open Orders". The interface is divided into several sections:

- Module Header:** Shows the module name "My Groups Open Orders" and navigation icons.
- Form Fields:**
 - Title:** My Groups Open Orders (unassigned)
 - Application menu:** Starbucks Management
 - Order:** 145
 - Hint:** (empty)
 - Display name:** My Groups Open Orders
 - Application:** Global
- Link Configuration Section:**
 - Link type:** List of Records
 - Table:** Starbucks [u_starbucks]
 - View name:** Default
 - Filter:**
 - Buttons: Add Filter Condition, Add "OR" Clause
 - Conditions:
 - Active is true
 - Assigned to is empty
 - Assignment group is javascript:gs.getUser().getMyGroups()

Create a many2many reference table between Starbucks and Starbucks Drinks

1. Type the following into the Application Navigator: sys_m2m.FORM
2. Once you're in the sys_m2m form, enter "Starbucks" for the "From Table" & Starbucks Drinks for the "To Table" and click Create Many to Many.

Many to Many Definition
New record

From table: Starbucks [u_starbucks]

To table: Starbucks Drink [u_starbucks_drink]

Many to Many table: u_m2m_starbucks_dr_starbucks

Application: Global

M2M from field: starbucks

M2M from label: Starbucks Drinks

M2M to field: starbucks_drink

M2M to label: Starbucks

Create Many to Many

Add a choice list called "Size" to the many2many table and set up its choices.

*Note: Because we are creating an online ordering app for a coffee company, the choices we are going to create in this step are Tall, Grande, & Venti.

1. In the application navigator, enter the name of the table and add .list to the end, (u_m2m_starbucks_dr_starbucks.list).
2. Once you're in the list view for the new m2m table, click new to open up the form.
3. Use Form Designer, which is in Configure -> Form Design to add the choices (tall, grande, and venti).
4. Under Field types select "choice" and drag it under Starbucks. Click on the wheel icon to start editing.

M2m Starbucks Dr Starbu... Default view Form Design

Fields Field Types

Filter

New fields will modify the database structure

Audio

Calendar Date/Time

Choice

M2m Starbucks Dr Starbucks [u_m2m_starbucks_dr_starbucks]

Starbucks

Size

5. Enter the following:

- **Label** = Size
- **Name** = u_size

Towards the bottom, you'll see three Choice options and we only need to make three options

- **Choice 1** = Tall
- **Choice 2** = Grande
- **Choice 3** = Venti

Use a dictionary override on the “assigned_to” field for the Starbucks table

1. Navigate to the form view for the All Open Orders module.
2. Right-click on the assigned_to field and click Configure Dictionary.

*Note: This is a shortcut method to get the dictionary entries module.

3. Scroll down to the Dictionary Overrides tab. Click the tab and then select New.
4. We need to change the table to our **Starbucks** table, check the box for **Override Qualifier**, and then enter our override

- roles=starbucks_barista

5. You can validate this by clicking on the reference lookup option (magnifying glass icon) for the **assigned to** field on our **All Open Orders** form.

- It should only return Starbucks Barista because that is the only user that has the starbucks_barista role
