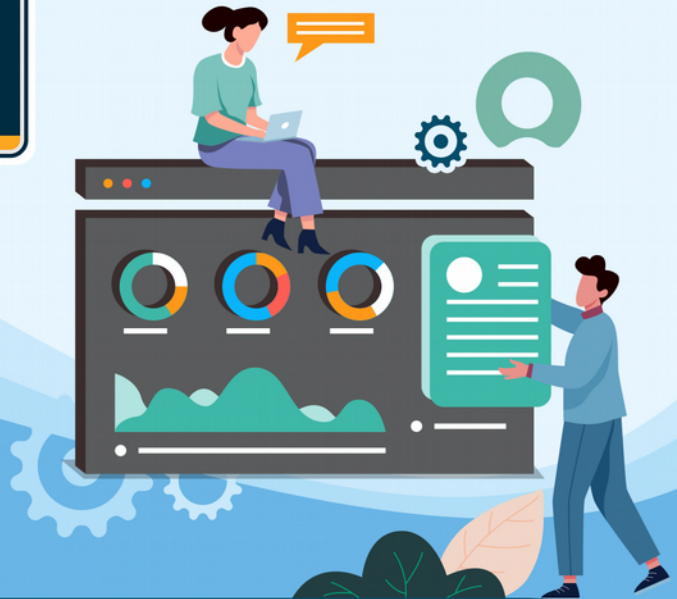


**servicenow**



# CPQ SERVICENOW INTEGRATION AND PORTAL DEVELOPMENT



## Customer Background

- ✓ The client is an AppExchange lead for contract management, electronic signature, document generation, and enterprise CPQ.
- ✓ They are the aggregate of two SaaS pioneers. Client was originally founded to prove what was possible in the space of digital documentation, while Apttus was the undisputed lead innovator in quote-to-cash (QTC) solutions.
- ✓ On May 7, 2020, the companies merged with a single vision—to provide the complete product solution to manage the revenue lifecycle on the market. TodayClient's global operations span North America, Europe, and Asia.

## Challenges

### Project Objectives

The objective of the project is to establish whether below mentioned things are possible on the ServiceNow platform:

- ✓ Call CPQ APIs.
- ✓ Build custom UI.
- ✓ Extend/modify the Database model

### Scope Overview

Scope includes the following:

Product Catalog:

- ✓ Develop a Product Catalog to list products.
- ✓ Load the product catalog page with the option to Sort by Name/Relevance.

- ✓ Pagination with the option to change page size should be provided
- ✓ Show pre-configured filters on the sidebar. This can be hardcoded to Product Family for now.
- ✓ Add a global search to look for the products with search string matching product fields like Name, Product Code, or Description.
- ✓ The search bar allows users to enter one or more keywords and hit enter. This results in a search for products that match the keywords.
- ✓ The user is taken to the search results page.
- ✓ Show category tree on the side menu bar.
- ✓ Click on the category from the side menu bar and loads the appropriate products belonging to that category.
- ✓ Show breadcrumb on the product catalog page to show which category products are currently listed.

#### Product Catalog Actions:

- ✓ "Add To Cart" button against each product and on click of it, the product should get added to Cart as a Line Item, followed by the pricing of the added line item.

#### Additional Notes:

- ✓ UX should be similar to the DC reference app. Walk-through and access will be provided.
- ✓ CPQ APIs documentation link is provided below. As and when needed, a walkthrough can be done.
- ✓ CPQ Org will be provided against which the development can be done.

## Approach

- ✓ Aress proposed a one-week discovery phase to understand their requirements in detail to find multiple ways to implement the system.
- ✓ Since the customer is New to the ServiceNow platform, a team of Five ServiceNow developers and a senior Team Lead was assigned to work on designing and deploying a scalable architecture to leverage ServiceNow Modules.
- ✓ Aress Team validated and tested all their APIs and set up a connection between client and ServiceNow.

## Solution

- ✓ Successfully Build a connection between the client and ServiceNow using APIs Provided by Client Team using schedule Job and REST Message.
- ✓ Development of Service Portal to display Products List and Products category with their details without storing data into ServiceNow Tables by using REST Message.
- ✓ Customized UI as per the client Team Requirement, to match the UI experience as the client team have UX on their side.
- ✓ Implementation of Functionalities as per the Requirements. (Name/Relevance, Pagination, global search, category tree, breadcrumb and Add to Cart)



# Service Portal

## Portal

Related Categories

Soundings

Spare Part Services

Spare Parts

Spare Parts - Industrial Instruments

Spare Parts - Lightning

Spare Parts - Soundings

Spare Parts - Weather Instruments

Spare Parts - Weather Radar

Spare Parts - Weather Systems

Spare Parts - Weather Systems US

Special Calibrations for New Instruments

Technical Support (Only)

Transformers and SF6

Weather Instruments

Showing 1-4 of 50 results

Search

Show 4

Sort By Relevance

Grid

First

Previous

1

2

3

4

5

6

7

8

9


10

Next

Last

☐

Additional working day ra...



S23-1005

Standard Price


\$1714.00

Quantity 1

Add to Cart

☐

NaCl Salt (75 %RH) for On...



19731HM

Standard Price


\$74.00

Quantity 1

Add to Cart

☐

Mounting Flange for 13.5...



210696

Standard Price


\$84.00

Quantity 1

Add to Cart

☐

RSA411 for RS41-SG-OZ



RSA411-

Standard Price

\$0.00

Quantity 1

Add to Cart

First

Previous

1

2

3

4

5

6

7

8

9

10

Next

Last

## Table View

Related Categories

Soundings

Spare Part Services

Spare Parts

Spare Parts - Industrial Instruments

Spare Parts - Lightning

Spare Parts - Soundings

Spare Parts - Weather Instruments

Spare Parts - Weather Radar

Spare Parts - Weather Systems

Spare Parts - Weather Systems US

Special Calibrations for New Instruments

Technical Support (Only)

Transformers and SF6

Weather Instruments

Weather Radar

Weather Stations

Showing 1-4 of 50 results

Search

Show 4

Sort By Relevance

Table View

First

Previous

1

2

3

4

5

6

7

8

9

10

Next

Last

ITEM	DESCRIPTION	PRICE
<input type="checkbox"/>	<div><div>Additional working day rate for S23-1003</div><div>Additional working day for S23-1003</div></div>	<div>\$1714.00</div> <div>Quantity 1</div> <div>Add to Cart</div>
<input type="checkbox"/>	<div><div>NaCl Salt (75 %RH) for One Chamber</div><div>Certified sodium chloride salt for generating 75%RH humidity in HMK15 calibrators. 1 dose. Weight: 20 g. Shelf life for unopened salt bags is two years. Prepared salt solution stays good for 6-12 months depending on conditions. Certificate of calibration</div></div>	<div>\$74.00</div> <div>Quantity 1</div> <div>Add to Cart</div>
<input type="checkbox"/>	<div><div>Mounting Flange for 13.5mm Diameter Probe</div><div>Duct installation flange designed for 13.5 mm diameter probes like the HMT335, HMT315, HMT365, DMT345, and MMT315. Package includes plastic sealing ring, screws and washers.</div></div>	<div>\$84.00</div> <div>Quantity 1</div> <div>Add to Cart</div>

## Portal With Functionality

Related Categories

Business Application Lifecycle Management

Soundings

Spare Part Services

Spare Parts

Spare Parts - Industrial Instruments

Spare Parts - Lightning

Spare Parts - Soundings

Spare Parts - Weather Instruments

Spare Parts - Weather Radar

Spare Parts - Weather Systems

Spare Parts - Weather Systems US

Special Calibrations for New Instruments

Technical Support (Only)

Transformers and SF6

Weather Instruments

Weather Radar


Weather Stations

Showing 1-1 of 1 results

Show 4

Sort By Relevance

☐ RSA411 for RS41-SG-OZ



RSA411-







Standard Price

\$0.00

Quantity

Add to Cart


Your Cart

Item	Price	Quantity	Subtotal	
 Moisture in Oil and Temperature Transmitter MMT330	\$23,720	<input type="text" value="1"/>	\$ 23720	
 USB Service Cable M12-8F, RS-232 238607	\$23,720	<input type="text" value="1"/>	\$ 23720	
 BOX222 24VDC/AC Power Supply 230VAC BOX222-230SP	\$23,720	<input type="text" value="1"/>	\$ 23720	
			Total price:	\$71160

Continue Shopping

Clear Cart

## Contact Us

 [info@aress.com](mailto:info@aress.com)