knowledge14
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Lab Guide

Content Management System 301: Advanced Custom Service Portals

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Lab instance: https://**<<name>>**.lab.service-now.com

Login / Passwords:

admin / Knowledge14

itil / Knowledge14

employee / Knowledge14

Lab Goal

To create a Page that can be used to display content from the Knowledge Base.

Lab 1
Create a Detail Page

Create a Detailed Content Block

1. Navigate to **Content Management > Page Detail Settings**

2. Click **New**

3. Complete the form as follows:

   Name: **myHR - Document – Knowledge**
   Model document: **Knowledge: KB0010001**

4. Click **Submit**

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Create a Knowledge Detail Page

1. Navigate to **Content Management > Pages**

2. Click **New**

3. Complete the form as follows:

   Name: **myHR - Knowledge Detail**
   URL suffix: **myhr_knowledge_doc**
   Parent page: **myHR – Knowledge**
   Layout: **k14_single_column_with_header**
   Content site: **myHR**

4. Right-click on the form header and select Save

Add the Detailed Content Block to the Page

1. On the **myHR - Knowledge Detail** page

2. Click the **Edit Page** related link

3. Click the **Add Content** link

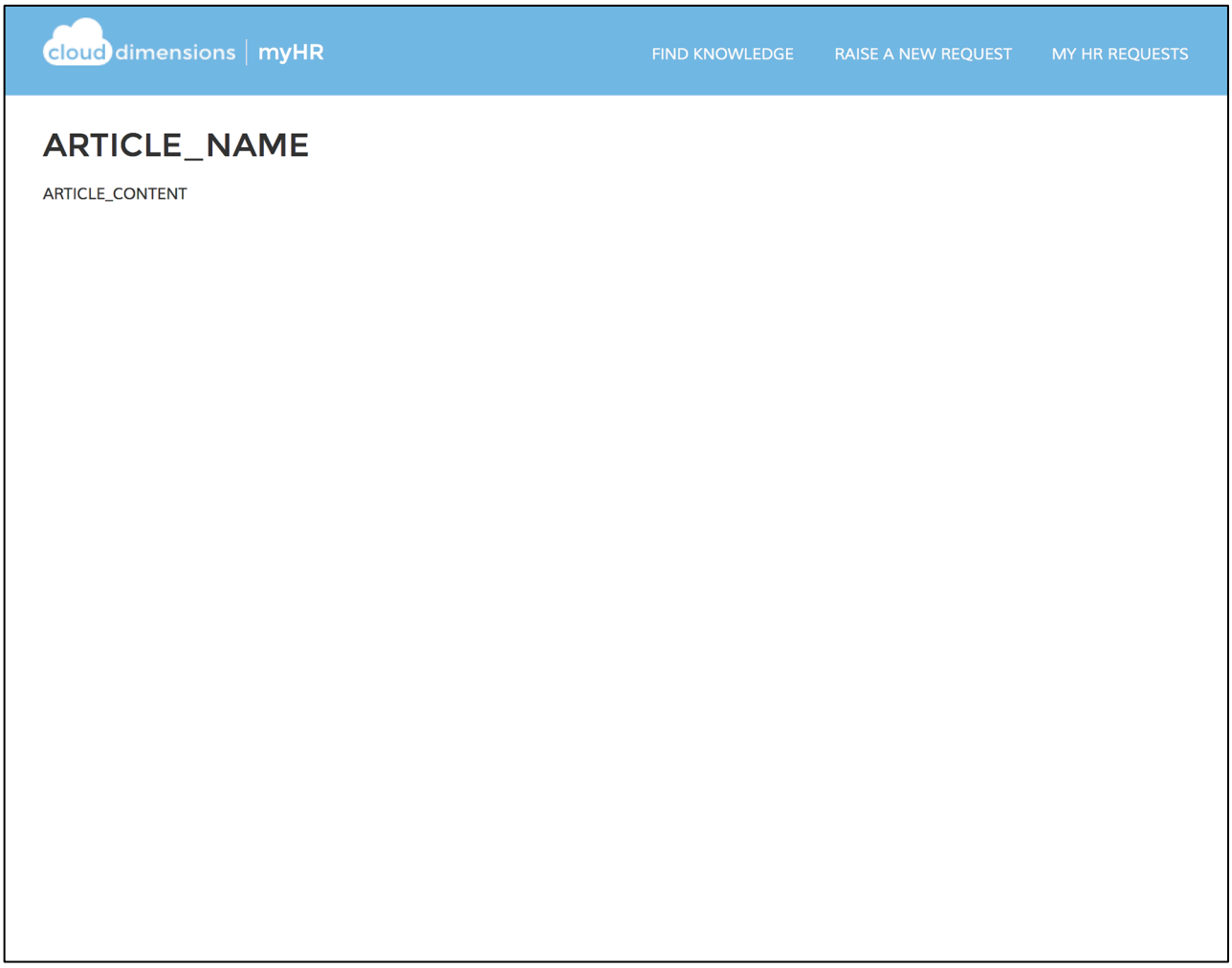
4. Find the **myHR - Document - Knowledge** block and add it to the middle drop zone

5. Close the **Sections** dialog

6. Click the **preview** link

7. It should look like the screenshot below:

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Update the kb_knowledge Content Type

At the moment, there are a couple of issues with our CMS Site. The first is that the CMS is unaware that our new Page should be used for displaying Knowledge documents.

The second is that our Detail Page contains some placeholder text (ARTICLE_NAME and ARTICLE_TEXT) instead of the content from the record.

We need to update the kb_knowledge Content Type :

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1. Navigate to **Content Management > Sites**

2. Open the **myHR** record

3. Go to the **Content Types** Related List

4. Open the **kb_knowledge** Content Type

5. Complete the form as follows:

   Default detail page: **myHR - Knowledge Detail**

6. Right-click on the Form Header and select **Save**

This change addresses the first issue, the CMS now knows to link to our new Page whenever it generates a link to a Knowledge article.

Now let's replace the placeholder text with content from the record itself.

We have the following **Detail Template** defined for the Knowledge (kb_knowledge) table:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">
   <h1>ARTICLE_NAME</h1>
   <div class="kb_text">
      <g:no_escape>ARTICLE_CONTENT</g:no_escape>
   </div>
</j:jelly>
```

The placeholders **ARTICLE_NAME** and **ARTICLE_CONTENT** need to be replaced with dynamic content from the KB article.

1. Replace `ARTICLE_NAME` with `${current.short_description.getDisplayValue()}`

2. Replace `ARTICLE_CONTENT` with `${current.text.getDisplayValue()}`

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3. Right-click on the Form Header and select **Save**

Your Detail Template should now be:

```
<?xml version="1.0" encoding="utf-8" ?>
<j:jelly trim="false" xmlns:j="jelly:core" xmlns:g="glide" xmlns:j2="null" xmlns:g2="null">
   <h1>${current.short_description.getDisplayValue()}</h1>
   <div class="kb_text">
      <g:no_escape>${current.text.getDisplayValue()}</g:no_escape>
   </div>
</j:jelly>
```

NOTE: `.getDisplayValue` should almost always be used when including content from GlideRecord fields on your page. The system will automatically format the output according to the user's preferred settings (e.g. Language, Time zone, Date and Time Format).

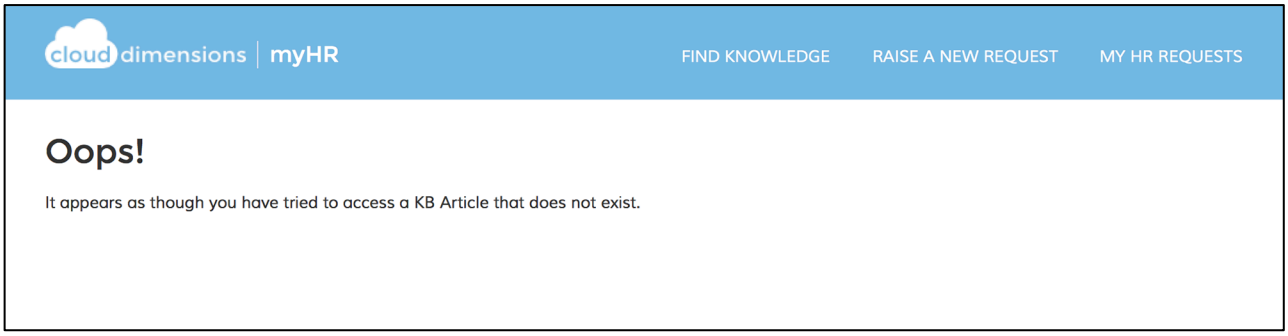
Additionally, you should ensure free text fields are properly escaped. Otherwise you could accidently open yourself up to code injection attacks. In the above example, `${current.short_description.getDisplayValue()}` should actually be `${HTML:current.short_description.getDisplayValue()}`

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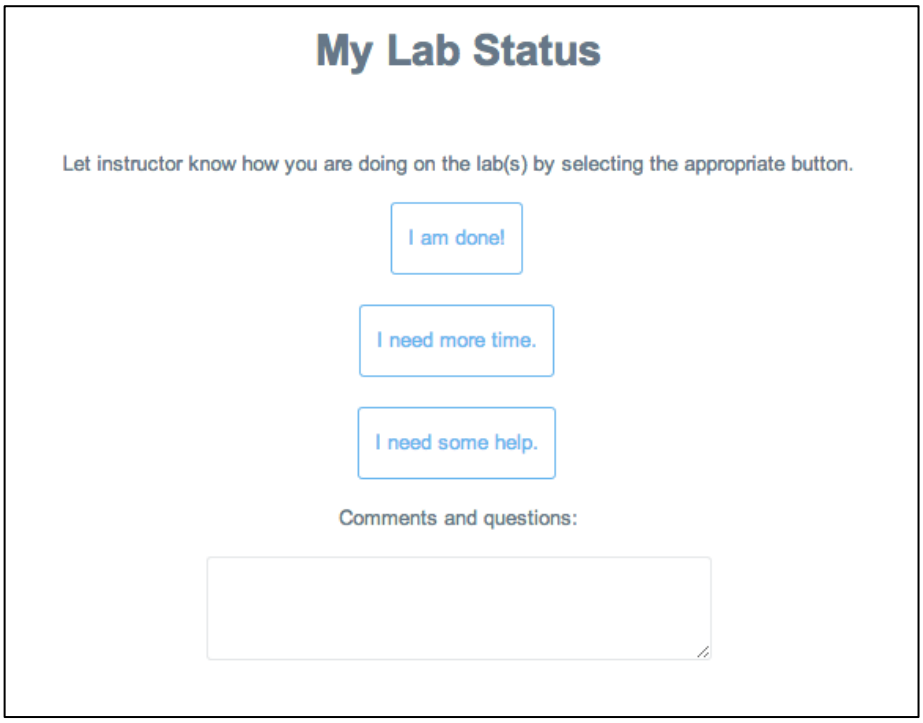
Lab success verification

1. Open a new browser window/tab and go to the following URL: https://<<name>>.lab.service-now.com/myhr/myhr_knowledge_doc.do

2. It should look like the screenshot below



3. Navigate to **Lab Management > Report Lab Progress** and click I am done!



NOTE: Click the other buttons for future labs if you need more time or some help.

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Lab Goal

To understand how Lists, List Definitions and Content Types can be used to display existing ServiceNow content on the CMS.

Lab 2
Create a List

Background

A **List Block** generates a list of links dynamically by retrieving records from a table within ServiceNow.

When the user clicks a link, the associated content renders on the **Detail Page** associated with its **Content Type**.

We will create a new List that displays HR articles from the Knowledge Base, this list will replace the iFrame block currently displayed on the HR Knowledge Page.

Create the List

1. Navigate to **Content Management > Lists**

2. Click **New**

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3. Complete the form as follows:

   Name: **myHR - HR Knowledge Documents**
   Type: **k14_list_simple**
   Maximum entries: **0**
   Table: **Knowledge [kb_knowledge]**
   Order: **View count**
   Order direction: **Descending**
   Query: **Topic is Human Resources**, AND **Workflow is Published**

4. Click **Submit**

Replace the Knowledge iFrame with a List

1. Navigate to **Content Management > Pages**

2. Open the **myHR - Knowledge** Page

3. Click the **Edit Page** Related Link

4. **Remove** the **myHR - Knowledge** Block from the page

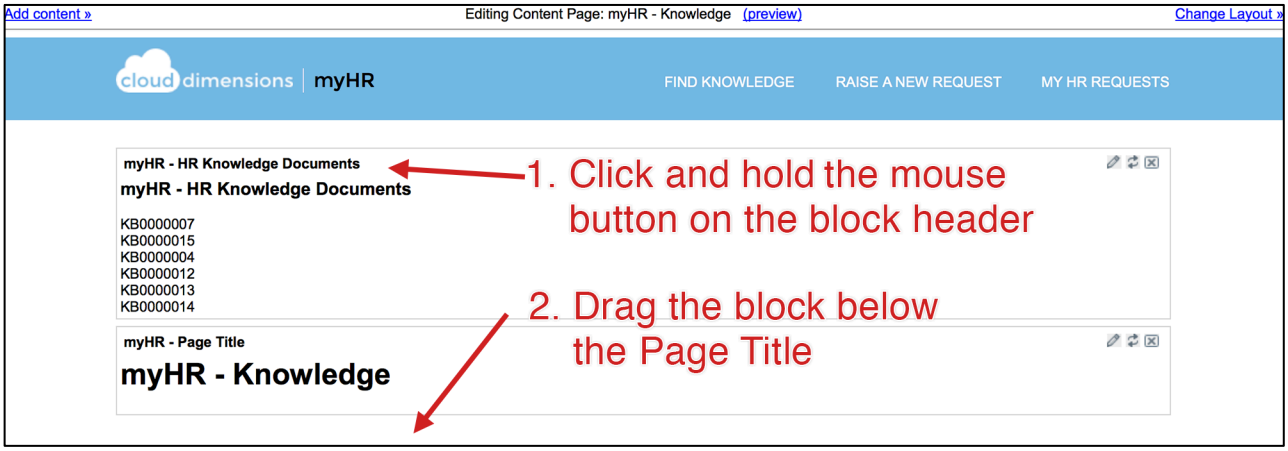
5. Click **Add content**

6. Find **myHR - HR Knowledge Documents** in the list and add it to the middle dropzone

7. Close the **Sections** dialog

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8. Drag the **myHR – HR Knowledge Documents** Block below the **myHR – Page Title** block



Verification: Simple list

1. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr

2. Click on the **Find knowledge** link in the header

3. The page should now look like the screenshot below:



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Modify the Summary Template

We have a working list, but the system is currently displaying the Article's Number, which is not very user-friendly.

Let's replace the Number with the Short Description:

1. Navigate to **Content Management > Sites**
2. Open the **myHR** record
3. Go to the **Content Types** Related List
4. Open the **kb_knowledge** Content Type
5. Within the **Summary Template**, replace `current.number` with `current.short_description`
6. Right-click on the Form Header and select **Save**
7. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr
8. Click on the **Find knowledge** link in the header

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9. The page should now look like the screenshot below:



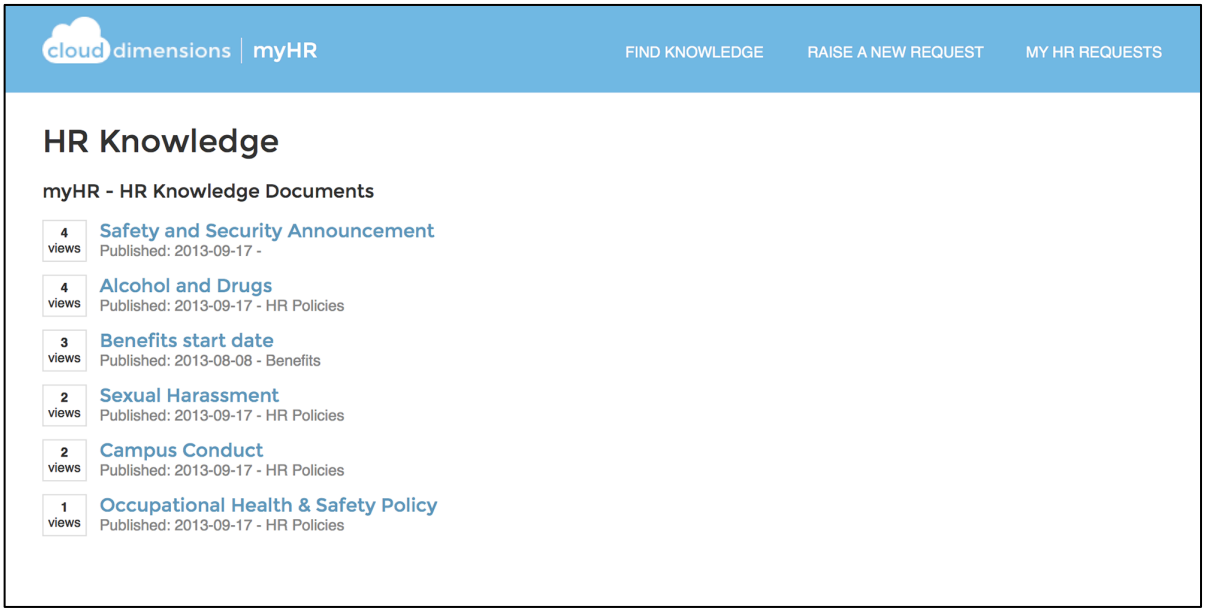
As you can see, the **Summary Template** in the **Content Type** gives us complete control over what's rendered whenever a record appears in a List.

These can be as simple, or as complex as you like. Let's apply a slightly more complex Summary Template.

1. Navigate to **Content Management > Sites**
2. Open the **myHR record**
3. Go to the **Content Types** Related List
4. Open the **kb_knowledge** Content Type
5. Right-click on the Form Header and select **Templates > Apply Template > 301_kb_knowledge**
6. Click **Update**
7. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr

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8. Click on the **Find knowledge** link in the header. Notice that there is now a lot more content displayed for each entry in the list



Change the List Definition

We have seen that the Summary Template determines the markup for each of the items within a List.

A List Definition defines the markup for the surrounding elements. The **Type** field on the List record allows us to select the List Definition that will be used to render the List.

This allows us to dramatically change the style of the list, or to incorporate additional functionality.

For instance, the `k14_list_filtered` List Definition adds functionality that allows the user to filter the entries in the list. Let's give it a try:

1. Navigate to **Content Management > Lists**

2. Open the **myHR - HR Knowledge Documents** record

3. Complete the form as follows:

   Type: **k14_list_filtered**

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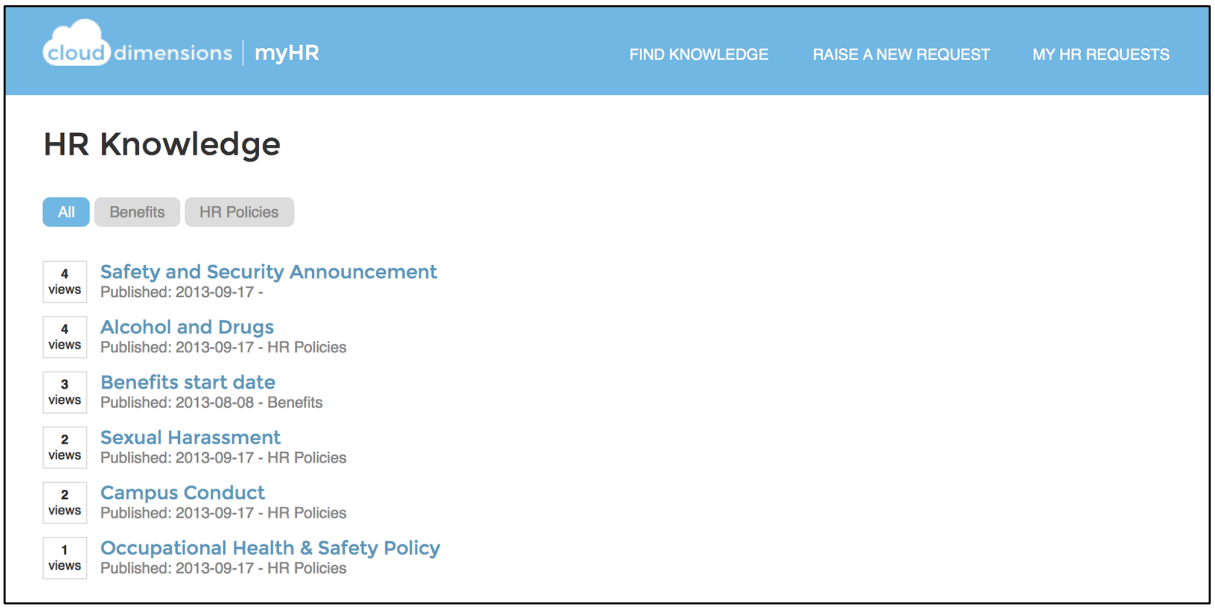
4. Click **Submit**

Lab success verification

1. In a new browser window/tab go to https://<<name>>.lab.service-now.com/myhr

2. Click **Find Knowledge**

3. The list should now look like the below screenshot, try clicking on a different Category (e.g. Benefits):



4. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button.

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Lab Goal

Extend the concepts learnt in the previous lab to display the HR Catalog Items in a List.

To round off our CMS, we'll replace the Catalog iFrame with another List.

Because there are only fourteen Catalog Items in the HR Catalog, we are going to display them all on the one page. To save screen real estate, we'll lay them out in a grid.

Lab 3
Create a Catalog List

Create the new List

1. Navigate to **Content Management > Lists**

2. Click **New**

3. Complete the form as follows:

   Name: **K14 - myHR Catalog Items**
   Type: **k14_list_filtered_grid**
   Title: **myHR - Catalog Items**
   Maximum entries: **0**
   Table: **Catalog Item [sc_cat_item]**
   Order: **Name**
   Order direction: **Ascending**
   Query: **Catalogs** contains **HR Catalog**

4. Click **Submit**

Replace the existing iFrame with the new List

1. Navigate to **Content Management > Pages**

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2. Open **myHR – Catalog**

3. Click **Edit Page**

4. Remove the **myHR - Catalog** iFrame block

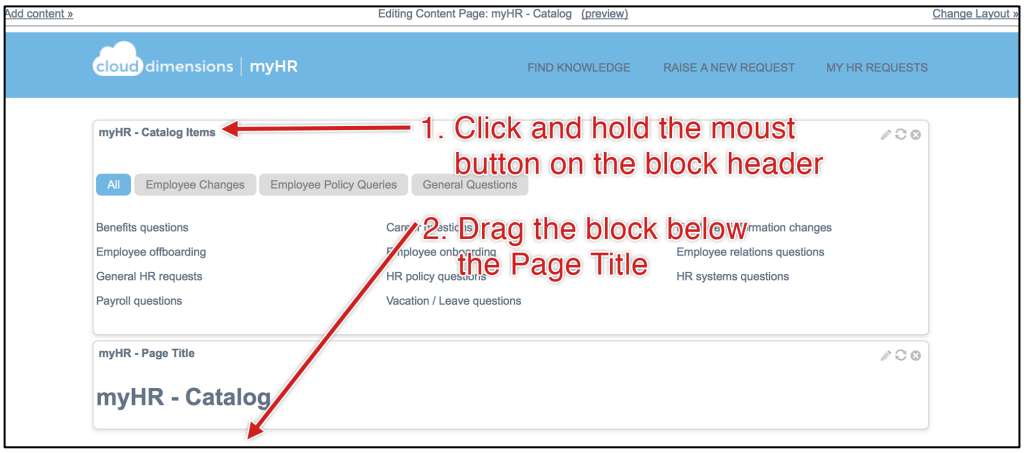
5. Click the **Add content** link

6. Select **myHR - Catalog Items** from the list

7. Click the **Add here** link on the middle dropzone

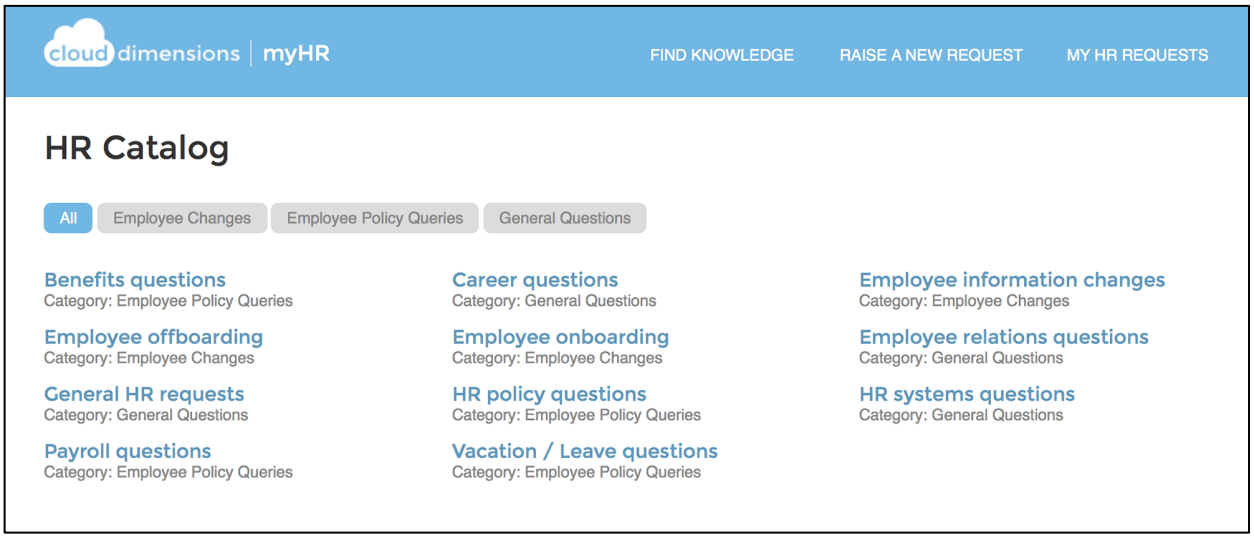
8. Close the **Sections** dialog

9. Drag the **myHR – HR Knowledge Documents** Block below the **myHR – Page Title** block



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10. Click the **preview** link, the page should now look like the below screenshot:



Add icon to content type

The grid is looking great, but it would be even better if we could include an image for each of the Catalog Items.

The Catalog Item table has a field named `icon`, which is an Image field. Calling `.getDisplayValue()` on an Image field returns the URL of the image. Therefore, we can incorporate images in our Jelly templates by using an image tag, in this case the tag would be:

```
<img src="${current.icon.getDisplayValue()}" alt="${HTML:current.name.getDisplayValue()}" />
```

We've already created a Template that includes the icon, lets apply it to the sc_cat_item Content Type:

1. Navigate to **Content Management > Sites**
2. Open the **myHR** record
3. Go to the **Content Types** Related List
4. Open the **sc_cat_item** Content Type
5. Right-click on the Form Header and select **Templates > Apply Template > 301_sc_cat_item**

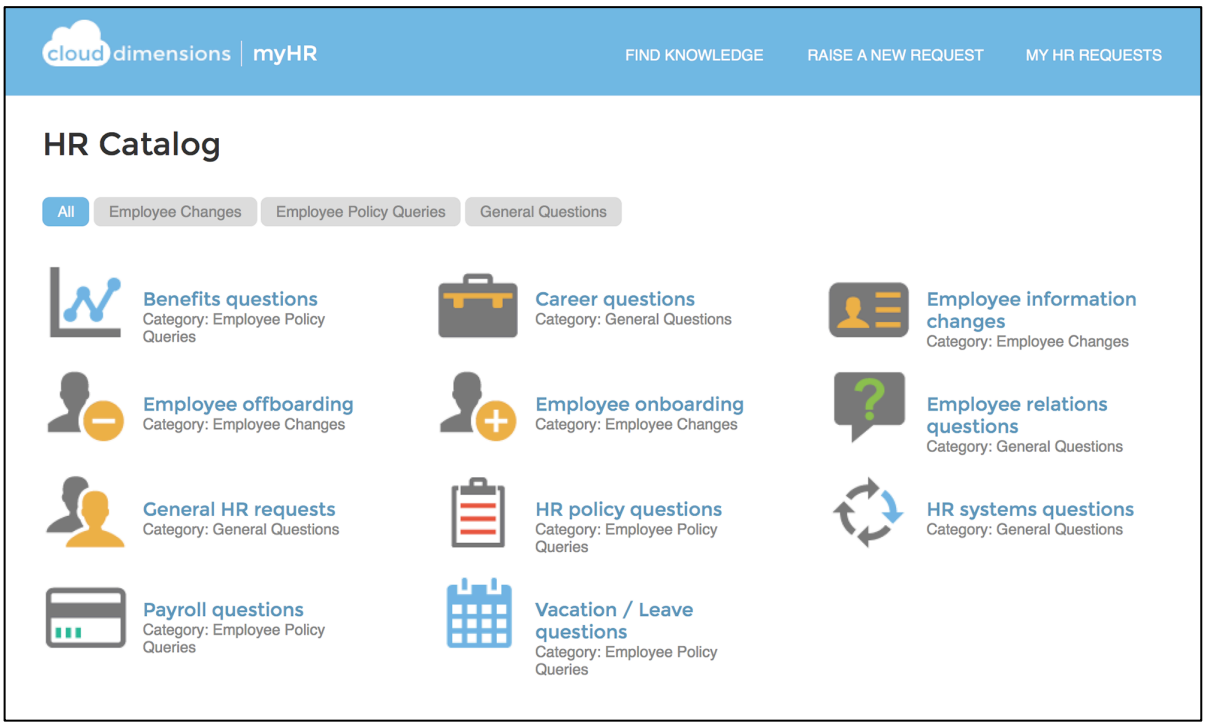
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6. Click **Update**

Lab success verification

1. In a separate browser window/tab, go to https://<<name>>.lab.service-now.com/myhr

2. Click on the **Raise a new request** link in the header, the page should look like the below screenshot:



3. Navigate to **Lab Management > Report Lab Progress** and click the **I am done!** button**.**

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