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CMS301: Advanced Custom Service Portals

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Agenda

Introduction

Content-Centric Pages

Web Fonts

Interactive Pages

Responsive Designs

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Objectives

1. To introduce some of the advanced Content Blocks

2. To update the myHR Site to use these advanced Blocks, rather than simple iFrames

3. To explore how some more advanced Web Development / Design concepts can be applied to the CMS

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Content-Centric Pages

Unlocking the true power of the CMS

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Detailed Content Block

- Displays a record from within ServiceNow
- The record displayed is either:
  1. **Dynamically Selected**: Based on `sysparm_document_key` URL Parameter
  2. **Static:** Specified in the Detailed Content block (Model Document)
- The system evaluates the **Detail Template** defined for the target table (Defined in the **Content Type** record for the Table)

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Content Type – Detail Template

- The appropriate **Content Type** is selected base on the **Site** and the **Table** that the record is stored in.
- The **Detail Template** is a Jelly template, when it is rendered, it has access to the target record using the `current` variable.

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Exercise

Complete the following Lab

Lab 1: Create a Detail Page

1. Create the Page
2. Update the Content Type

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Lists Blocks

- Used to retrieve records from the system and display them on a Page.
- The following can be configured within the List Record:
  - **Table:** The underlying table from which the records will be sourced
  - **Query:** The Conditions that should be applied when extracting the records from the database
- The List does not explicitly what is rendered for each matching record. This is defined by the **Summary Template** within the appropriate **Content Type**.
- The Content Type also specifies the target page when generating a link for a list entry (**Default detail page**)

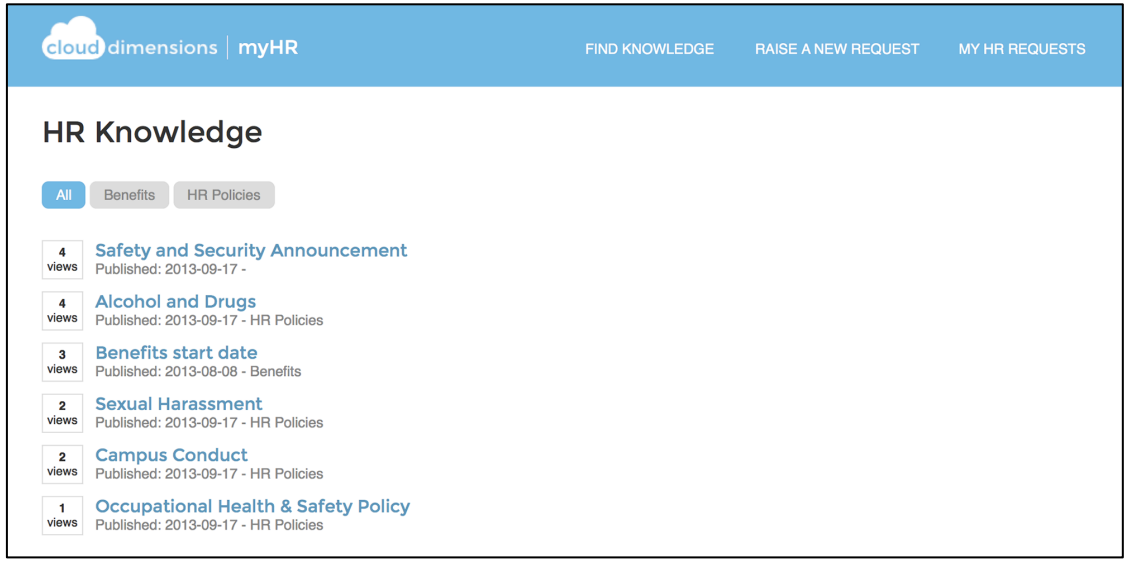
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Exercise

Complete the following Lab

Lab 2: Create a List

1. Create a new List
2. Replace the iFrame Block with the new List
3. Update the Knowledge [kb_knowledge] Content Type
4. Change the List Definition



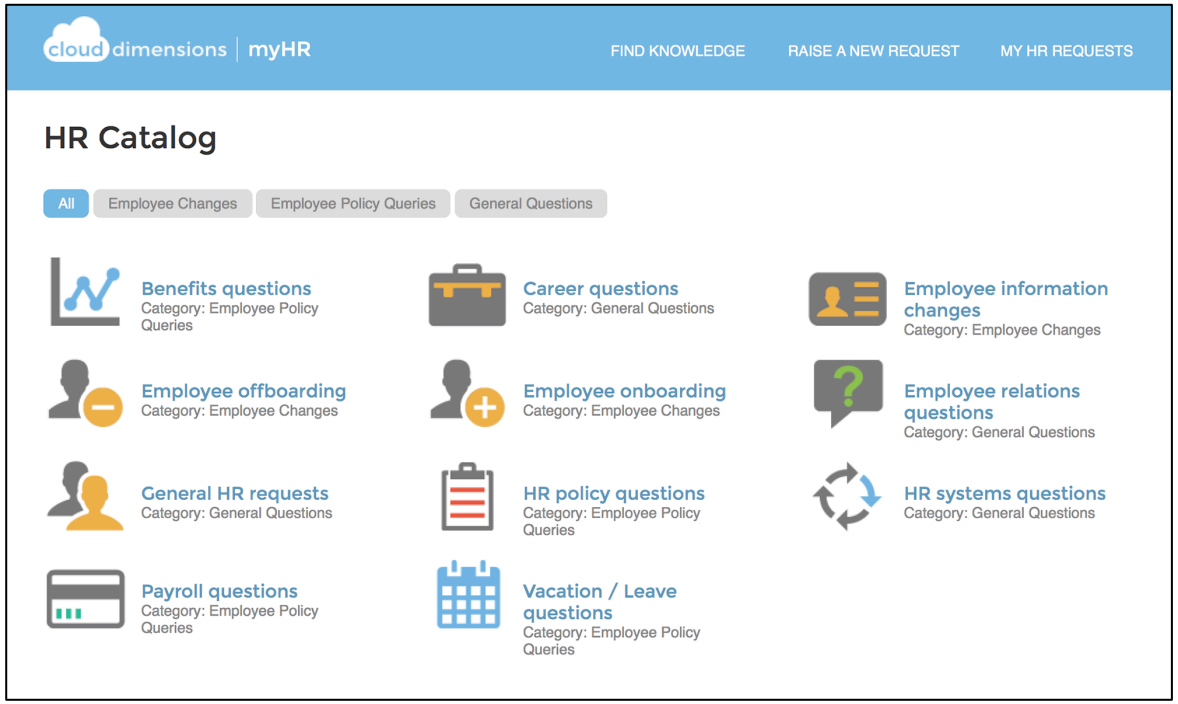
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Exercise

Complete the following Lab

Lab 3: Create a Catalog List

1. Create a new List
2. Replace the iFrame Block with the new List
3. Adding in Images



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Web Fonts

Using modern fonts on your CMS Site

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CSS – Changing an Elements Font

- The **`font-family`** CSS Property allows a HTML elements font to be changed.
- For example, the following CSS Rule cause the main heading elements use Arial:

```
h1, h2, h3, h4, h5 {
   font-family: Arial;
}
```

- The available choices for font-family is normally constrained to ***web-safe*** fonts

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CSS - @font-face

- The **@font-face** rule allows you to define a your own “font-family” from any supported font file.

Example:

```
@font-face {
   font-family: "Muli";
   src: url("https://example.org/muli.woff");
}
h1, h2, h3, h4, h5 {
   font-family: "Muli"
}
```

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Demonstration – Web Fonts

Objectives:

1. Use Google Fonts to build a Style Sheet containing the @font-face declaration
2. Link the Google Font Style Sheet into our Site's Theme
3. Define some new CSS Rules to apply the new font-face to myHR

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JavaScript Libraries

Including third-party libraries to make your pages dynamic

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UI Scripts

- New client-side scripts can be created the **UI Scripts** module (**System UI…UI Scripts**)
- A UI Script can be included within a Block / Layout by using the **`g:requires`** tag
- For Example: If we had a UI Script named *MyUIScript*, it would be included on the page using the following markup:

```
<g:requires name="MyUIScript.jsdbx" />
```

Deep-dive: myHR - Filtered List

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Including 3rd Party JavaScript Libraries

1. Create a UI Script containing the library
2. Include it on your page using the `g:requires` tag
3. Add another UI Script with your code
4. Include it on your page using the g:requires tag (Make sure it is added after the library)

Warning: You are responsible for maintaining any scripts you add, and resolving any conflicts with the platform.

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Responsive Design

Catering for different device types

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What is Responsive Web Design (RWD)

"…an approach aimed at crafting sites to provide an optimal viewing experience—easy reading and navigation with a minimum of resizing, panning, and scrolling—across a wide range of devices"

Wikipedia – Responsive Web Design

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CSS – Media Queries

- CSS **Media Queries** allow rules to be applied based on the characteristics of the device being used to view the Page
- Commonly used attributes include the **height, width** and **orientation** of the device.

Example CSS:

```
@media (max-width: 600px) {
  .sidebar {
    display: none;
  }
}
```

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Demonstration: Media Queries in Action

Let’s take a look at Media Queries in Action

Objectives

1. Apply some phone-only styles to the myHR Site

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Top Takeaways

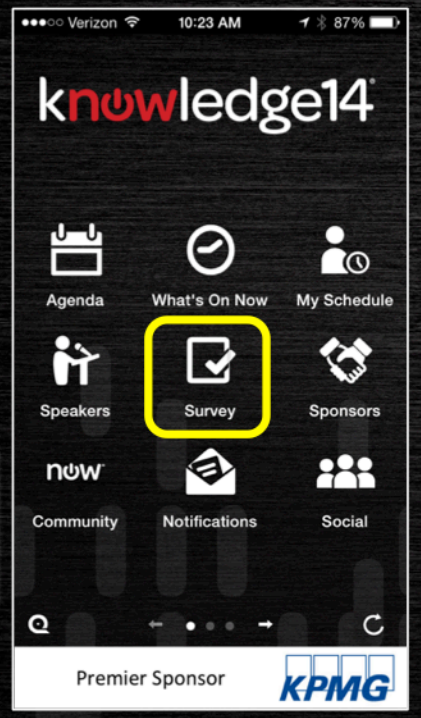
1. Reuse the underlying content in the platform

2. Learning to use Content Types will unlock the true power of the CMS

3. The CMS is extremely extensible

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