

Case Study: ServiceNow – To build a customer interaction portal for the world's no. 1 diving school in Israel.



OBJECTIVES

Israel's number one diving school is an excellent training school for underwater diving in the Red Sea. Since its establishment in 1962, this school has been training and introducing diving to new divers at dive sites of Taba and Eilat.

The client wanted to build a portal, using Service portal configuration functionality. The service portal shall be built using pages, widget instances, and widgets that link to the Service Now platform data via client scripts and Server scripts.

The portal can be used as a full website if required.



HIGHLIGHTS

ServiceNow is a cloud-based digital workflow management platform initially created for use within IT services management environments.

The automation/workflow activities used ServiceNow flow designer functionality.

- The client wanted a solution built using core ServiceNow functionality, following ServiceNow best practices to ensure the upgrade cycles are as short as possible. And can easily take new feature advantages, which also helps reduce any build-up of technical debt
- ServiceNow's service portal shall build the solution's basis and provide a bespoke solution for the client.
- The Now Platform App Engine provides a single mobile and web application to build business applications and extend existing applications to enhance an organization's digital transformation, using the portal and UI builder
- The solution depends on the client using a supported internet browser: the browser recommendation for the client is Google Chrome. However, the following browsers are officially supported: Google Chrome, Mozilla Firefox, Firefox ESR, Microsoft Edge (Chromium), and Safari

THE RESULT

MLE developed the portal as per the client's requirements. Originally it was built in a personal instance and shifted to production using update sets.



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- CLIENT FEEDBACK

SOLUTIONS

ServiceNow is built on industry-standard database infrastructure. MLE made the solution in two languages, Hebrew and English. In most cases, MLE added custom translation as the standard google translation was able to translate speciality terms/phrases from English to Hebrew.

- Data is entered into the platform via the web/portal interface or via the omnichannel method (SMS, Phone, API)
- The platform processes the data to trigger scripted actions, which trigger flows, system actions, and integration steps to carry out the actions defined in the user scenarios.
- Worked on the service portal-a portal was created using service portal configuration functionality
- Update set(migration)- This is Snow's most crucial development tool. As update sets are records of development efforts in ServiceNow, one can move these update sets from one instance to another
- The portal was developed by creating widgets, pages, and customized OOTB widgets.
- MLE worked on client-side (frontend) and server-side (backend) using record producer, catalogue items, scheduled jobs, and service catalogue
- ITSM module was used for the project, using custom tables and applications. We were creating flow designers to automate approvals, tasks, notifications, and record operations using natural language and without coding. Also, to increase the self-service rate of employees, MLE worked on knowledge management

