

Food Delivery System using Servicenow



Chandra Sekhar Maganty, K. Sai Prasanthi, A.Jahnavi, N.V.Anusha, J.Tejomayee

Abstract: In this paper we clearly discussed how a tool is used to create a application, how secure the application and how efficiently it is used by the customer. we developed an application for ordering food in our college canteens due to heavy rush in the college break time. Due to this application student can deliver the food very fastly. By using this application every customer can track their food details easily by using ServiceNow catalog stages.

Index Terms :Food, Order, Virtual agent

I. INTRODUCTION:

Now-a-days many industries are using ServiceNow tool for doing different types of projects. It is very easy to create a application using this tool. By using this tool we can easily retrieve our data and easily store our data in the cloud, it is a cloud based tool. we didn't want much coding to creating a application. In service now tool the code is already in built in it. If we want to write scripts in it to work our project in a different way we can use codes. So we want to learn java script to write a code in the service now platform. It is the best and easy way to create a application very easily. Recently service now is a trending tool in industries and it is updating more features in it. They are integrating machine learning and artificial intelligence in the tool.

II. WHYSERVICENOW

This provides them with knowledge about the state of their networks, systems and software. In addition, the device can easily create interactive and intuitive dashboards that can produce reports just by pressing a button. The systems can also easily create interactive intuitive dash boards that can produce reports, simply by pressing a button.

Revised Manuscript Received on December 30, 2019.

* Correspondence Author

Chandra Sekhar Maganty*, Assistant Professor, Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India.

K. Sai Prasanthi, Assistant Professor, Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India.

A. Jahnavi, Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India.

N.V. Anusha, Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India.

J. Tejomayee, Department of Computer Science and Engineering, Koneru Lakshmaiah Education Foundation, Vaddeswaram, AP, India.

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other advantages include allowing users to define goals and assign tasks in real time automatic ticket routing, a self service to platform that encourages efficiency and productivity, and the ability to identify recurrent IT issues.

III. WHAT IS SERVICENOW?

ServiceNow is an IT Service Management (ITSM) software platform. It helps you automate the management of IT Business (ITBM) [1]. This cloud based platform is designed based on ITIL guidelines.

ServiceNow focuses on service orientation towards projects, operations and processes. This uses machine learning to optimize data and workflows to help modern business become quicker and more efficient. It provides agility, energy, efficiency to achieve event and problem management goals.

IV. WHO USES SERVICENOW

Following stake holders use ServiceNow to achieve their business goals:

- 1) **Employee:** use it to request related IT services.
- 2) **Administrators:** service now supports user access, roles and privilege management for administrators.
- 3) **Implementors:** used it to deploy process applications and platform features that satisfy the business needs of an organization.
- 4) **Developers:** Create new script functionality to extend the standard setup [1].

V. MODULES WEUSED:

1) Service portals:

Service Portal is a portal framework that enables administrators to create a user-friendly mobile self service experience. It interacts with parts of the Service now platform so user can use the Service Portal to access specific platform features. In service portal we use widgets like...

- **Login:** Every user has a login credentials to access the portal if he/she is already a user to that portal.
- **Icon link:** If he/she is not a user then they want to register as a new user by using the icon link.
- **User profile:** It is used to show the user picture and details.
- **Requests and Approvals:** In this we can see the what are the requested items we send for the approval of manager or some body in the requests and in approvals we can see any one are requested us for approvals.
- **Change password:** After getting the login credentials to a new user it can ask that would you able to change password then we can change the password.

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➤ **Virtual agent designer :**It is the icon which is used to order the items through chat.

The following are the portal design of our pages:

- 1) login page
- 2) home page

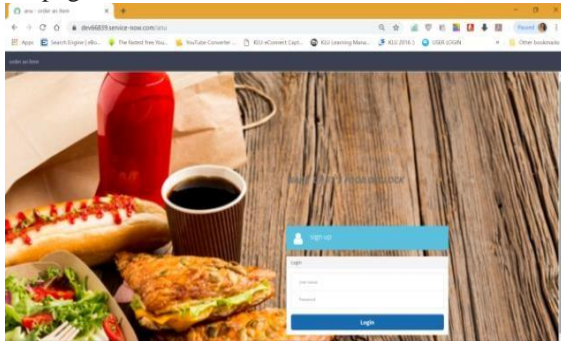


Fig 1.1 Login page



Fig 1.2 Home page

2) Roles:

Roles are used for security purpose. By using roles we hide some functionalities to users because we are not giving all control to the customers. If we want to hide some widgets or some application menu in the application navigator we are using roles mainly in the service now. Roles are used in scoped applications because in global scope we need not to use roles because it can access by any one who are using that particular application. so all are used to create their application in the scopedone.

3)Scripts:

ServiceNow uses industry-standard JavaScript to extend application functionality. ServiceNow APIs provide classes and methods to do things like:

- Use database tables to interact with: query, update, create, delete
- Data validation
- Prompt users with warnings, confirmations, or messages
- Launch workflows, scheduled jobs, and events
- Interact with 3rd party webservices[2].

4)Plugins:

Plugins provide functionality with in a Service now instance. Many plugins are active in the base Service now system. Optional functionality is provided with plugins that administrators can activate, request, or purchase. we used three plugins in this project they are user registration request, ITSM virtual agent conversation , glide virtual agent.

Follow these steps to activate the plugin.

Request a plugin:Some plugins must be activated by ServiceNow personnel. These plugins do not appear in the System Definition > Plugins list.

➤ **Purchase a plugin:**Some features require a separate subscription from the rest of

the ServiceNow platform[3].

5)Virtual agent designer:

If we want to use virtual agent designer first we want to follow these particular steps

- We want to install some necessary plugins like ITSM Virtual agent, Glide virtual agent
- Then go to ServiceNow main browser and search for designer init.
- Then click on designer, then we are redirecting to virtual agent designer topic page
- Then activate the topics which we want then add a role to it for visibility.
- If we want change any thing in the flow chat we can change it, otherwise publish the designer.

6)Catalogs:

Catalog is used to insert the pictures in our application which we want to display .Here we can create desktop images, icon images and add prices to every image what we uploaded. Here we can connect the workflow with the catalogs for running the task in the catalogs which can create a real time visibility to the customer that can track their details. for every catalog we want to add process engine to trigger the workflow. Then add the workflow in it.

7)Workflows:

As we need a structured system flow for everything happen in a specified manner, workflow in ServiceNow is used to automate applications activities, workflow activities include user, approvals, notifications, test and conditions. workflow start with an activities beginning and end with an activity ending. unless they are published workflows will not be executed. waiting around can be a bottleneck in any business decisions, actions and responses. manual are non communicating processes or systems make those bottlenecks worse processes need to be streamlining and more processes automated. For automated workflows, communications involving forms demands permissions and events can be streamlined used in a drag and drop interface which visualizes the entire interface sequence of activities in a flowchart that is easy to understand. Activities can include anything from record generation and client and configuration to running, tasks, scripts and more from pending approvals. you can create automation of processes that drive your business that were previously manual or disconnected. Workflow provides a drag and drop interface for platform wide automation of multistep processes Each workflow consists of a sequence of activities such as record generation, notification of pending approvals to users, or running scripts .As a type of flowchart, the graphical Workflow Editor visually represents workflows[4].



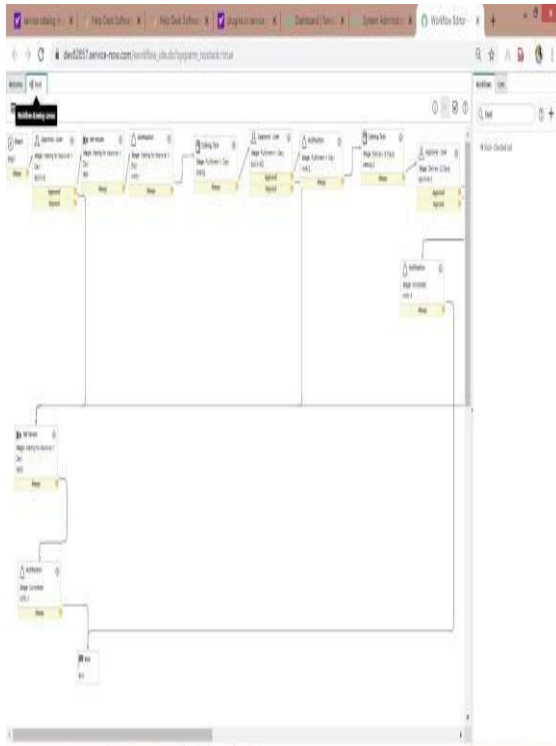


Fig 5.7.1 Workflow

VI. FLOWCHART:

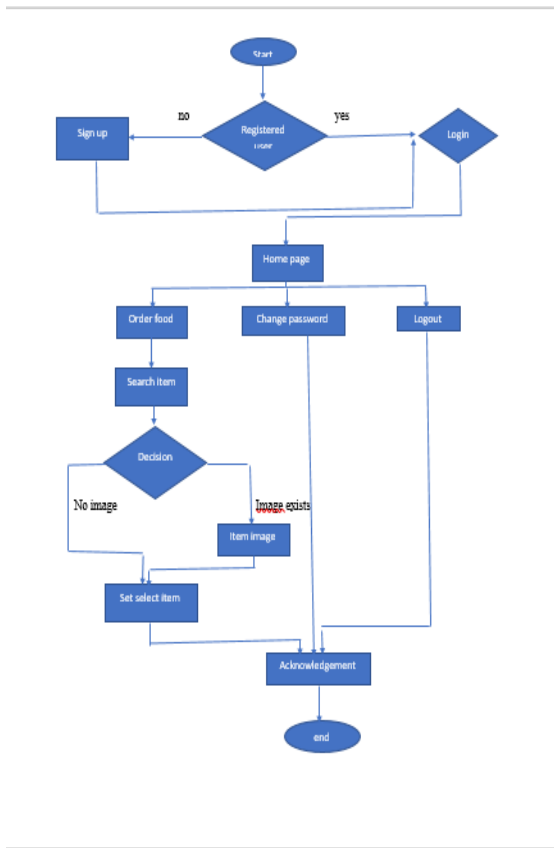


Fig 6.1 Flow chart

This flow diagram explains the entire process

VII. DESCRIPTION:

If we order an item by login into our portal then first select an item which are available in the menu through virtual agent designer ie click a chat icon which is present in the right most bottom. Then click on show me everything after open the chat icon. Then enter an item which you require and then select the image that you want to order in the chat boot itself. Then it ask that whether you want to order the item or else choose another item. if you want to order that particular item click the below link which is available else the above process will continue to search the another item then click yes. when you click on order an item then it will be redirect to ordering page. There we want to order an item and that request will reach to owner. we can track our food by using catalog stages.

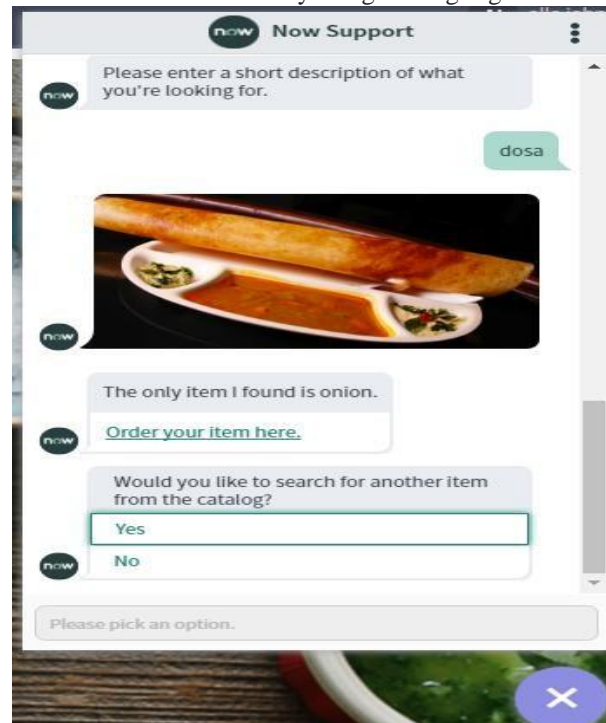


Fig 7.1 Virtual agent designer

VIII. RESULTS:

STAGE 1:

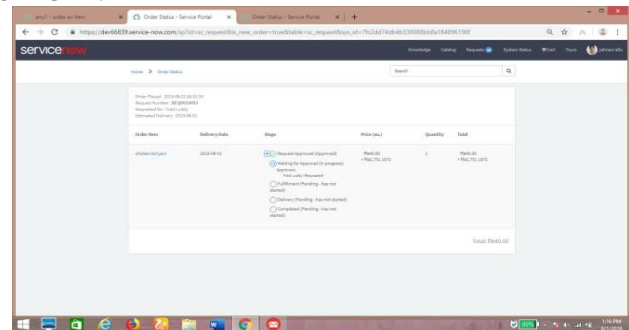


Fig 8.1 Order approved

First catalog task will check mark indicate that the order item which was selected was approved.

STAGE 2:

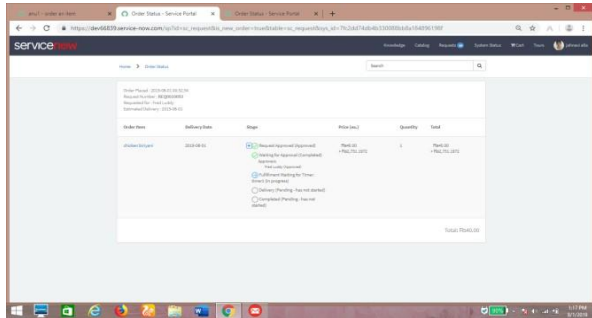


Fig 8.2 Order is received to owner

If second catalog task check mark it indicate that owner receive the order.

STAGE 3:

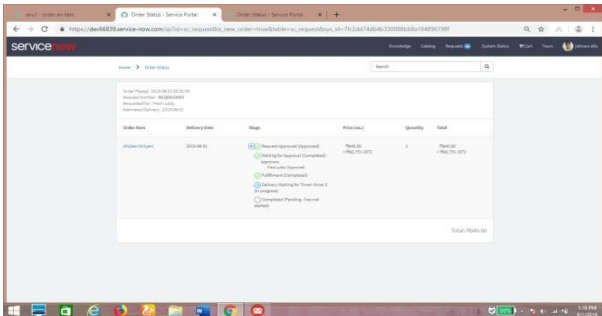


Fig 8.3 Food is preparing

If owner is approved it redirect to food preparing stage

STAGE 4:

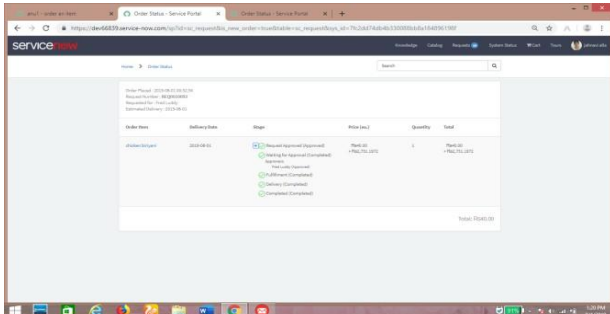


Fig 8.4 Food is picked and delivered

If food is prepared then order is picked up by delivery person then fourth stage will check mark if it is successfully delivered

IX. CONCLUSION

By using this application we can order the food very easily and it will deliver as early as possible. students need not to wait for a long time in the queue. It is profit to both students and canteen owners because no need to go to outside for food by student then the owners should get profitable

X. FUTURESCOPE

We can extend this project by adding extra features like contact support, live location tracker, live chat with the customers who order for food etc.. In this way we can add extra features to this application.

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AUTHORS PROFILE



Mr. Chandra Sekhar Maganty is working as Assistant Professor in department of CSE in Koneru Lakshmaiah University. His research area is IOT and Network Security. He has published several papers in area of Network Security and IOT. He is having around 12 years of experience in teaching. Area of interest in subjects are Network Security, Enterprise Programming, Web Technologies, OOPS through java, etc



Mrs. K Sai Prasanthis working as Assistant Professor in department of CSE in Koneru Lakshmaiah University. Her research area is IOT and Network Security. She has published several papers in area of Network Security and IOT. She is having around 11 years of experience in teaching. Area of interest in subjects are Network Security, Operating Systems, Computer Architecture, Computer Network, etc..



A JAHNAVI is pursuing B.Tech in department of CSE in Koneru Lakshmaiah University. Her research area is cloud computing. She is servicenow certified application developer and currently working on many servicenow projects. She also participated in servicenow hackathon. Her interested subjects are DBMS, OS, OOPS through Java.



J TEJOMAYEE is pursuing B.Tech in department of CSE in Koneru Lakshmaiah University. Her research area is cloud computing. She is servicenow certified application developer and currently working on many servicenow projects. She also participated in servicenow hackathon. Her interested subjects are DBMS, OS, OOPS through Java.



N.V.ANUSHA is pursuing B.Tech in department of CSE in Koneru Lakshmaiah University. Her research area is cloud computing. She is servicenow certified application developer and currently working on many servicenow projects. She also participated in servicenow hackathon. Her interested subjects are DBMS, OS, OOPS through Java.