



Cisco Prime Service Catalog

Tips and Tricks: Customizing Order Confirmation and Progress Pages

Applies to version 10.0

13 June 2014

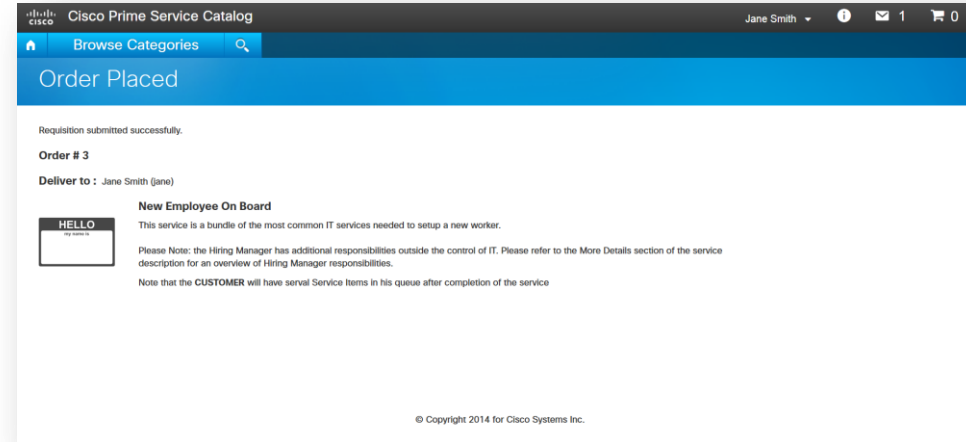
Customizing Order Lifecycle Pages

- Customize Order Confirmation page
- Customize Open Orders / Order In Progress page
- Customize Order Completion page

Note: For advanced users only. To use the instructions provided in this PowerPoint slide deck, you need to understand HTML and JavaScript. Understanding of Handlebar template is not required.

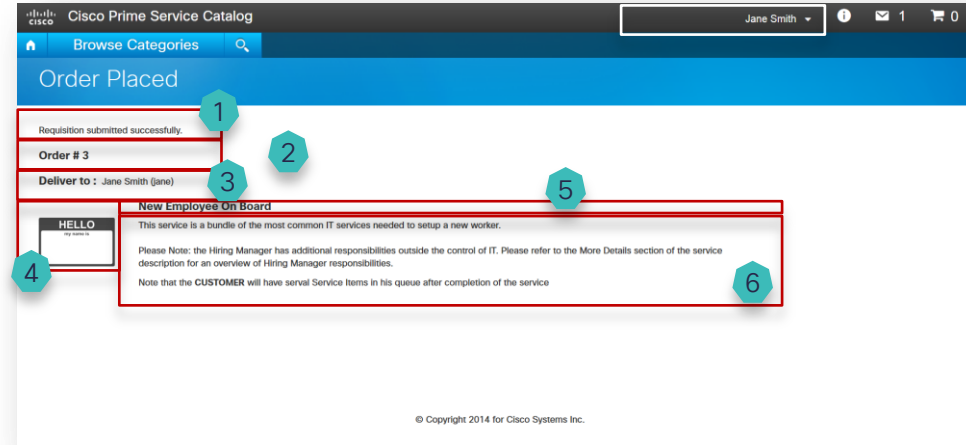
Customize Order Confirmation Page #1

- This is the out-of-box order confirmation page
- It is significantly improved from the confirmation page in My Services prior to 10.0
- However, you may further customize the information on this page, and that is very doable
- The content and layout of this page is setup in Handlebars template, so you can override it in your custom CSS style directory



Customize Order Confirmation Page #2

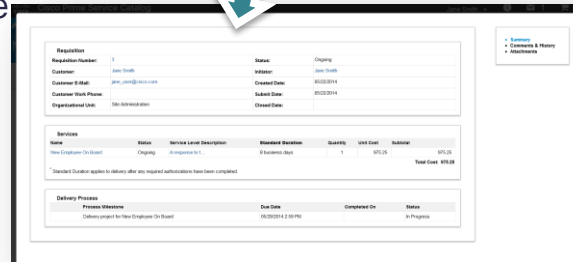
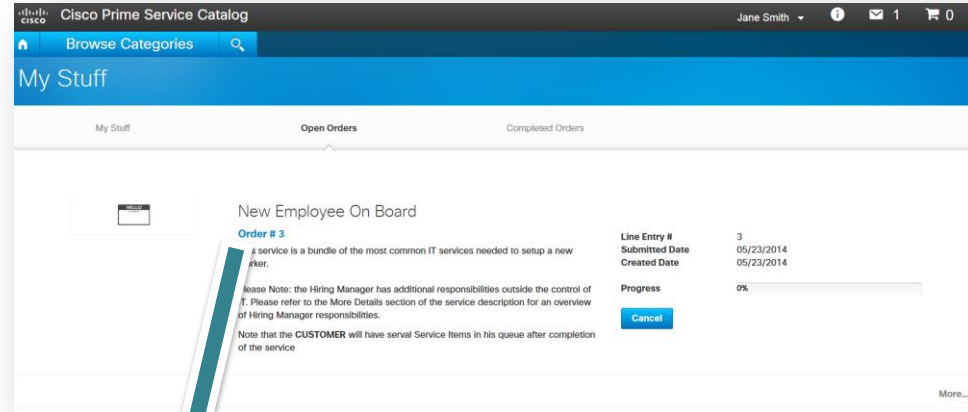
- Make sure you have a custom style directory that applies to your end user(s). In this example, it is Jane Smith.
- On Linux, the file can be found at `/opt/CiscoPrimeServiceCatalog/jboss-as-7.1.1.Final/ServiceCatalogServer/deployments/RequestCenter.war/custom/<custom_style_directory>/application/confirmation-tpl.html`.
- You may modify `confirmation-tpl.html` to use custom strings, or even delete the section altogether.
 - [1] `<p id="psc-order-confirm-message"></p>`
 - [2] `<h4 id="psc-order-confirm-requisitionId"></h4>`
 - [3] `<h4 class="psc-inline" >{{i18nMessage.msg_15208}}</h4> `



- [4] `<div class="inline-cart-img"></div>`
- [5] `<h4>{{this.serviceName}}</h4>`
- [6] `<p>{{this.serviceDescription}}</p>`
- For example, you may decide that you don't want to display service description on the order confirmation page. Then you can delete [6] from the `confirmation-tpl.html` file in your custom style directory

Customize Open Orders / Order In Progress page #1

- This is the out-of-box Open Orders page.
- It lists the orders that are in progress, provide the user the ability to visually scan over these orders and their status, as well as cancel them.
- The “Order # <order_number>” is a hyperlink to a popup that shows order progress.
- This page is set up similar to the order confirmation page, so you can use the same technique to customize its layout or content for your deployment.



Customize Open Orders / Order In Progress page #2

- The file that you want to customize for the Open Orders page is in the equivalent of `/opt/CiscoPrimeServiceCatalog/jboss-as-7.1.1.Final/RequestCenterServer/deployments/RequestCenter.war/custom/<custom_style_directory>/application/js/templates/requisition-list-tpl.html`.
- Some of the possible customizations include
 1. Instead of “Line Entry #”, you want it to say “Order Entry #”. (an order can contain one or more line entries)
 2. You do not want to show both “Submitted Date” and “Created Date” (which is the start date of the service delivery process). You want to get rid of the “Created Date”.
 3. You do not want to show the progress bar.
 4. You do not want the “Order # <order_number>” to be a hyperlink

1. `<dt>{{../i18nMessage.msg_15291}}”Order #”</dt><dd>{{id}}</dd>`

2. To not show “Created Date” fields, find and comment or delete the following line

```
<dt><strong>{{../i18nMessage.msg_5439}}</strong></dt><dd>{{startedDate}}</dd>
```

3. To remove the progress bar, comment out or delete the following syntax in your custom style requisition-list-tpl.html file

```
<dt><strong>{{../i18nMessage.msg_15187}}</strong></dt>
<dd>
<div class="progress progress-striped progress-info" id="psc-req-progress-{{id}}">
<div class="bar" style="width: {{percentageCompleted}}%">
<span class="psc-req-progress-txt" style="{{#if percentageCompleted}}color: black;{{/if}}">{{percentageCompleted}}%
</span>
</div>
</div>
</dd>
```

Customize Open Orders / Order In Progress page #3

- In certain situations, a service catalog implementation does not use service price. In that situation, the default order in progress page display a unit cost of 0, and a subtotal of 0.
- You may not want to show 0 prices to your users since a service is almost never free to deliver. The following instructions help you hide the display of service prices.
- This view is used by both the Service Catalog and My Services modules. To customize it, you need to modify the `.../modules/ngc/js/views/requisition-list-view.js` file.
- Note that this customization is **not in the `custom_style_directory`** and your changes will be lost when you upgrade/reinstall the service catalog. Have a backup of your changes so you can reapply the customization after each upgrade.

The screenshot displays the 'Cisco Employee Service Catalog' interface. It features a 'Requisition' section with fields for Requisition Number (3), Customer (Jane Smith), Customer E-Mail (jane_user@cisco.com), Customer Work Phone, and Organizational Unit (Site Administration). The status is 'Ongoing'. Below this is a 'Services' table with columns for Name, Status, Service Level Description, Standard Duration, Quantity, Unit Cost, and Subtotal. A red box highlights the 'Services' table, which shows one row for 'New Employee On Board' with a quantity of 1, a unit cost of 975.25, and a subtotal of 975.25. The total cost is also 975.25. A 'Delivery Process' section is visible at the bottom, showing a process milestone for 'Delivery project for New Employee On Board' with a due date of 05/29/2014 2:58 PM and a status of 'In Progress'.

Name	Status	Service Level Description	Standard Duration	Quantity	Unit Cost	Subtotal
New Employee On Board	Ongoing	A response to t...	8 business days	1	975.25	975.25
						Total Cost: 975.25

Customize Open Orders / Order In Progress page #4

- How do I hide the Quantity, Unit Cost, Subtotal, Total Cost fields?
- Add these JavaScript to the end of `$('#requisition-form').on('load', function(e) {...});` method, in the `requisition-list-view.js` file

```
if(win.document.getElementById('servicesTable') != null) {  
    var table = win.document.getElementById('servicesTable');  
    var rows = table.rows;  
    for (var row=0; row < (rows.length-1);row++) {  
        rows[row].cells[5].style.display = " none"; //To hide Quantity field  
        rows[ row ].cells[6].style.display = " none"; // To hide Unit Cost field  
        rows[ row ].cells[7].style.display = " none"; // To hide Subtotal field  
    }  
    table.tFoot.style.display = " none"; //To hide Total Cost field  
}
```

- You may need to restart the application and clear the browser cache to see this customization take effect.

The screenshot shows a web interface with three main sections: Requisition, Services, and Delivery Process. The Requisition section contains a table with fields like Requisition Number, Customer, and Status. The Services section contains a table with columns for Name, Status, Service Level Description, and Standard Duration. The Delivery Process section contains a table with columns for Process Milestone, Due Date, Completed On, and Status. A red callout box with the text "No price display!" points to a cell in the Delivery Process table that has been hidden. A red arrow also points from the callout box to the Services table.

Requisition			
Requisition Number:	5	Status:	Ongoing
Customer:	Jane Smith	Initiator:	Jane Smith
Customer E-Mail:	jane_user@cisco.com	Created Date:	06/15/2014
Customer Work Phone:		Submit Date:	06/15/2014
Organizational Unit:	Site Administration	Closed Date:	

Services			
Name	Status	Service Level Description	Standard Duration
Send Message to Device (BYOD)	Ongoing		Not Defined
* Standard Duration applies to delivery after any required authorizations have been completed.			

Delivery Process				
	Process Milestone	Due Date	Completed On	Status
	Delivery project for Send Message to Device (BYOD)	06/17/2014 11:00 AM		In Progress

Note:

- Make a backup copy of the source JS file before making changes.
- This customization is **not in the custom_style_directory** and your changes will be lost when you upgrade/reinstall the service catalog.
- Have a backup of your changes so you can reapply the customization after each upgrade.

Customize Open Orders / Order In Progress page #5

- Can I have one tab view that includes both this screen and the content from Comments and History, so I don't have to go to another tab to access the Comments and History?
- Add these JavaScript to the end of `$('#requisition-form').on('load', function(e) { ... });` method, in the `requisition-list-view.js` file

```
win.document.getElementById( 'layoutRight' ).style.display = " none " ;
```

```
win.document.getElementById( 'Tab2' ).style.display = " block " ;
```

Services

Name	Status	Service Level Description	Standard Duration
Send Message to Device (BYOD)	Ongoing		Not Defined

* Standard Duration applies to delivery after any required authorizations have been completed.

Delivery Process

Process Milestone	Due Date	Completed On	Status
Delivery project for Send Message to Device (BYOD)	06/17/2014 11:00 AM		In Progress

Comments and History

User Comments

System History

Comments are on the same tab now !

Requisition

Requisition Number: 3 Status: Ongoing

Customer: Jane Smith Initiator: Jane Smith

Customer E-Mail: jane_user@cisico.com Created Date: 05/22/2014

Customer Work Phone: Submit Date: 05/22/2014

Organizational Unit: Site Administration Closed Date:

Services

Name	Status	Service Level Description	Standard Duration	Qty	Unit Cost	Subtotal
New Employee On Board	Ongoing	A response to t...	8 business day...	1	975.25	975.25

* Standard Duration applies to delivery after any required authorizations have been completed.

Delivery Process

Process Milestone	Due Date	Completed On	Status
Delivery project for New Employee On Board	05/29/2014 2:58 PM		In Progress

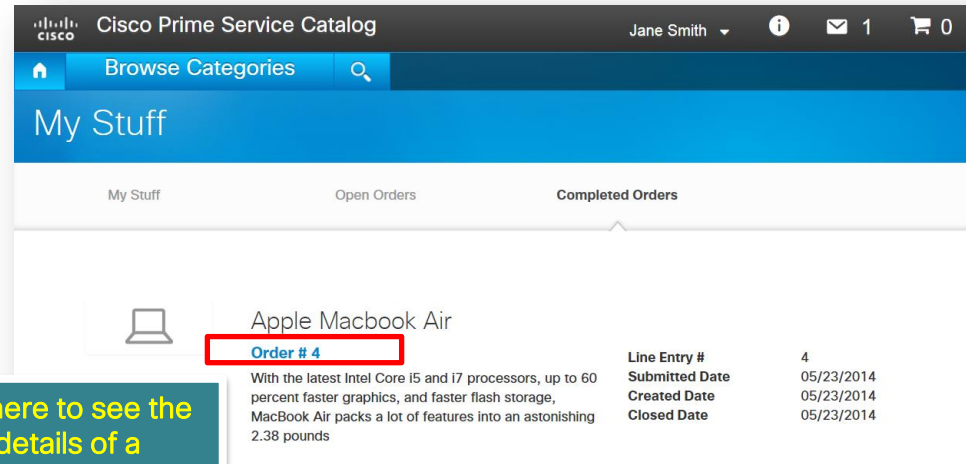
Comments & History

Note:

- Make a backup copy of the source JS file before making changes.
- This customization is **not in the custom_style_directory** and your changes will be lost when you upgrade/reinstall the service catalog.
- Have a backup of your changes so you can reapply the customization after each upgrade.

Customize Order Completion page

- You can also hide the price display as well as consolidate the Comments & History tab into a single popup view from the Completed Orders page.
- The instructions for modifying `.../modules/ngc/js/views/requisition-list-view.js` on the two previous pages will both “Open Orders” as well as “Completed Orders”.
- Note that these changes are customizations that you need to maintain. Applying patches and upgrades may restore the `requisition-list-view.js` file to its original content. You will need to reapply the changes then.



The screenshot shows the Cisco Prime Service Catalog interface. The user is logged in as Jane Smith. The page is titled "My Stuff" and has tabs for "My Stuff", "Open Orders", and "Completed Orders". The "Completed Orders" tab is active, showing a list of completed orders. One order is visible: "Apple Macbook Air" with "Order # 4" highlighted in a red box. The order details are displayed in a table format.

Line Entry #	Submitted Date	Created Date	Closed Date
4	05/23/2014	05/23/2014	05/23/2014

Click here to see the order details of a completed order