

# Introducing 1E Service Catalog Connect

## 1E Service Catalog Connect app

Integration of 1E Tachyon, 1E WSS with ServiceNow's self service request fulfillment module is enabled using the 1E Service Catalog Connect app. This App is available for download from the ServiceNow app store and can be installed on any supported ServiceNow instance.

- Guided Tours to help End users navigate through different pages of a Service request, removing guess work and enhancing user experience.
- Framework to fire any Tachyon instruction from the Service portal.
- Create a new catalog item, associate it to a suitable instruction and publish it for end users to consume.

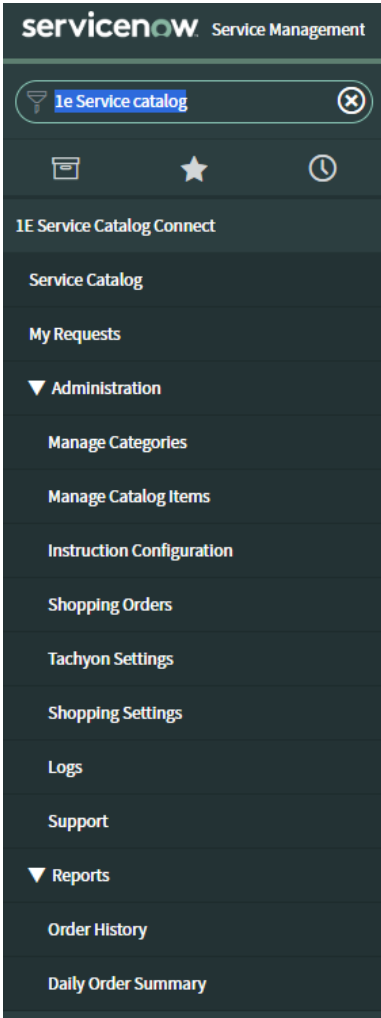
To implement 1E Service Catalog Connect 2.0 please refer to [Implementing 1E Service Catalog Connect](#).

## App Menu in Application Navigator

ServiceNow provides an application navigator that enables users to navigate from one screen to another easily. To use 1E Service Catalog Connect app, first install it from ServiceNow app store and then search for **1E Service Catalog Connect** in the application navigator.

The menu is shown in the picture opposite. Here's an overview of the 1E Service Catalog Connect menu items and the roles needed to access each page:

Item	Description	Roles needed to view the Item's page		
		1E Service Catalog Connect app roles	ServiceNow roles	
Service Catalog	Opens the Service Catalog.	Either of the following: <ul style="list-style-type: none"> <li>• x_1e_service_catalog.shopping_user</li> <li>• x_1e_service_catalog.shopping_admin</li> </ul>	<ul style="list-style-type: none"> <li>• admin - For admin tasks</li> <li>• None - For End user tasks</li> </ul>	
My Requests	Displays the WSA requests you have submitted. Additionally, all Catalog items ordered (fix my Computer, Unlock domain account, VPN enable) etc. are displayed here.	Either of the following: <ul style="list-style-type: none"> <li>• x_1e_service_catalog.shopping_user</li> <li>• x_1e_service_catalog.shopping_admin</li> </ul>	<ul style="list-style-type: none"> <li>• admin - For admin tasks</li> <li>• None - For End user tasks</li> </ul>	
Administration	Displays a menu containing all the Administration functions for the 1E Service Catalog Connect app.	<ul style="list-style-type: none"> <li>• x_1e_service_catalog.shopping_admin</li> </ul>	<ul style="list-style-type: none"> <li>• admin</li> </ul>	
	Manage Categories	Create and view new categories and sub categories. These are finally used by new catalog item(s).	<ul style="list-style-type: none"> <li>• x_1e_service_catalog.shopping_admin</li> </ul>	<ul style="list-style-type: none"> <li>• admin</li> </ul>
	Manage Catalog Items	Create and view new catalog items that finally fire Tachyon instructions	<ul style="list-style-type: none"> <li>• x_1e_service_catalog.shopping_admin</li> </ul>	<ul style="list-style-type: none"> <li>• admin</li> </ul>



Instructi on Configu ration	Associate instructions with catalog items in the category from the 2 options above.	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Shoppi ng Orders	Orders submitted to Shopping to invoke WSA	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Tachyo n Settings	Displays the Tachyon Settings screen.	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Shoppi ng Settings	Displays the Shopping Settings screen	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Logs	Displays the app specific logs.	n/a	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Support	Displays information on how to contact 1E Support.	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>	
Re port s	Order History	Report on all requests from all users.	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>
	Daily Order Summa ry	Report on all requests for a particular day.	<ul style="list-style-type: none"> <li>x_1e_ser vice_catal .shopping _admin</li> </ul>	<ul style="list-style-type: none"> <li>admin</li> </ul>



The **x\_1e\_service\_catal.shopping\_user** and **x\_1e\_service\_catal.shopping\_admin** roles are created automatically when you install the 1E Service Catalog Connect application.

The **x\_1e\_core\_connect.user** role is automatically inherited by a user of this Application.