



Portal Pro[®]

Efficient extension
and configuration
of ServiceNow portals

ARCTIVE⁺

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CHALLENGE

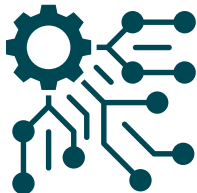
Challenge



The development of user-friendly and functionally comprehensive portals in ServiceNow® poses a major challenge for many companies.

In particular, when it comes to expanding existing portals with additional functions or integrating customized applications, in-depth knowledge of widget development and a good understanding of portal architecture are required.

ServiceNow® provides a solid foundation for service portals, but you quickly reach its limits.



Komplexity of adaption

Extensions often require time-consuming cloning and modification of standard widgets.



Maintainability

Custom widgets make upgrades difficult, as changes must be manually applied after the update.



Limited usability

Standard widgets do not support all the functions users are accustomed to from classic UIs, which makes user guidance more difficult.

Portal Pro



Portal Pro® was developed to specifically address these challenges. Portal Pro® addresses these issues by building on the existing ServiceNow framework without duplicating or overwriting it. It enables modern, user-centric portal design with a focus on configurability and extensibility.

User-friendliness

Portal Pro® transfers proven interaction patterns from classic user interfaces to the service portal. Functions such as comments, tabs, and embedded lists can be integrated without any custom development, which significantly improves user guidance.

No-Code/low-code configuration

Instead of laboriously developing new widgets or cloning existing ones, Portal Pro® relies on configuration tables and widget extensions. This allows even non-developers to effectively help design portals.

Faster development

What used to take weeks can now be achieved in just a few days – without compromising on individuality or quality.

APP FEATURES

Portal easily expandable



Extensions for data tables

Our data table extensions offer buttons with client-side logic, the ability to open records in dialogs, and flexible configuration options for customizable table views.

Opening data records in dialogs

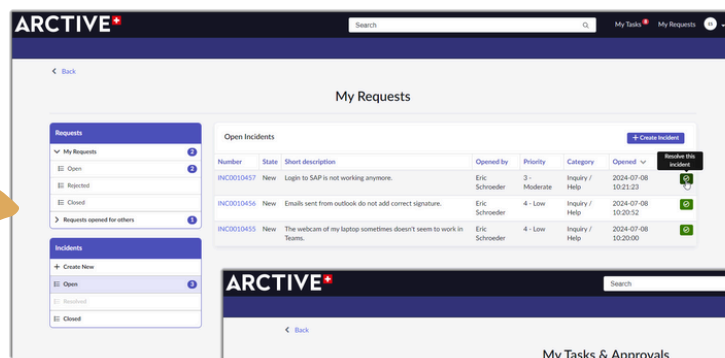
Number	Type	Supplier	Total Amount	State	Opened by	Updated	Actions
CLM0001050	Missing Items	Transport Inc.	\$0.00	Draft	Philemon Antony	26.07.2023 08:45:52	[Delete]
CLM0001047	Damaged Shipment	John's Shipment Agency	\$16,550.00	Draft	Philemon Antony	25.07.2023 09:36:41	[Delete]
CLM0001046	Damaged Shipment		\$200.00	Draft	Philemon Antony	26.07.2023 08:46:53	[Delete]
CLM0001045	Damaged Shipment	Transport Inc.	\$0.00	Draft	Philemon Antony	26.07.2023 08:46:54	[Delete]

Extensive configuration options for customized table views

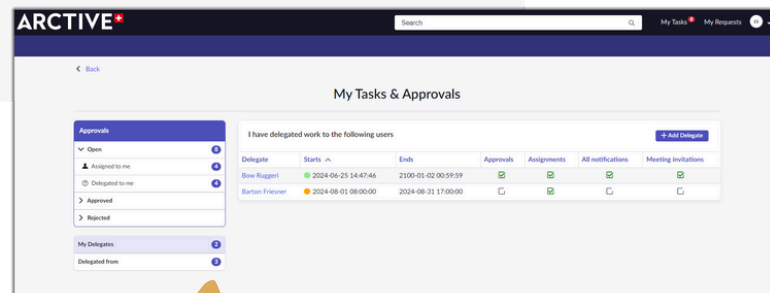
User interface buttons with client-side logic at row, header, or footer level

Dynamic menus

Creation of hierarchical menus with groups, sub-items, and dynamically loadable content



Access control via roles and user rights



Display of record counts directly in the menu

Portal easily expandable



Extension for your form

Extend your form using the Portal Pro® Form Widget to display comprehensive process information, including a process flow, in your service portals. Additionally, support form annotations, tabs, embedded and related lists, and client-side logic within your UI actions.

Supplier	Contact	Phone
Transport Inc.	Barbara Jones	+53 283 19 23
John's Shipment Agency	John Smith	+49 383 29 29
SmoothLogistics	Alex Bauer	+84 239 19 39

Support for dynamic annotations, tabs, embedded and related lists

Lists are displayed exactly as they are configured in the internal form layout

Name	Amount	Damage Type	Updated	Actions
Item #2321	\$100.00	Damaged	25.07.2023 08:07:18	[Delete]
Item #28128	\$12,750.00	Broken	25.07.2023 05:12:56	[Delete]
Item #8382	\$3,700.00	Damaged	25.07.2023 05:31:46	[Delete]

Upload files simply by Drag & Drop into the attachment

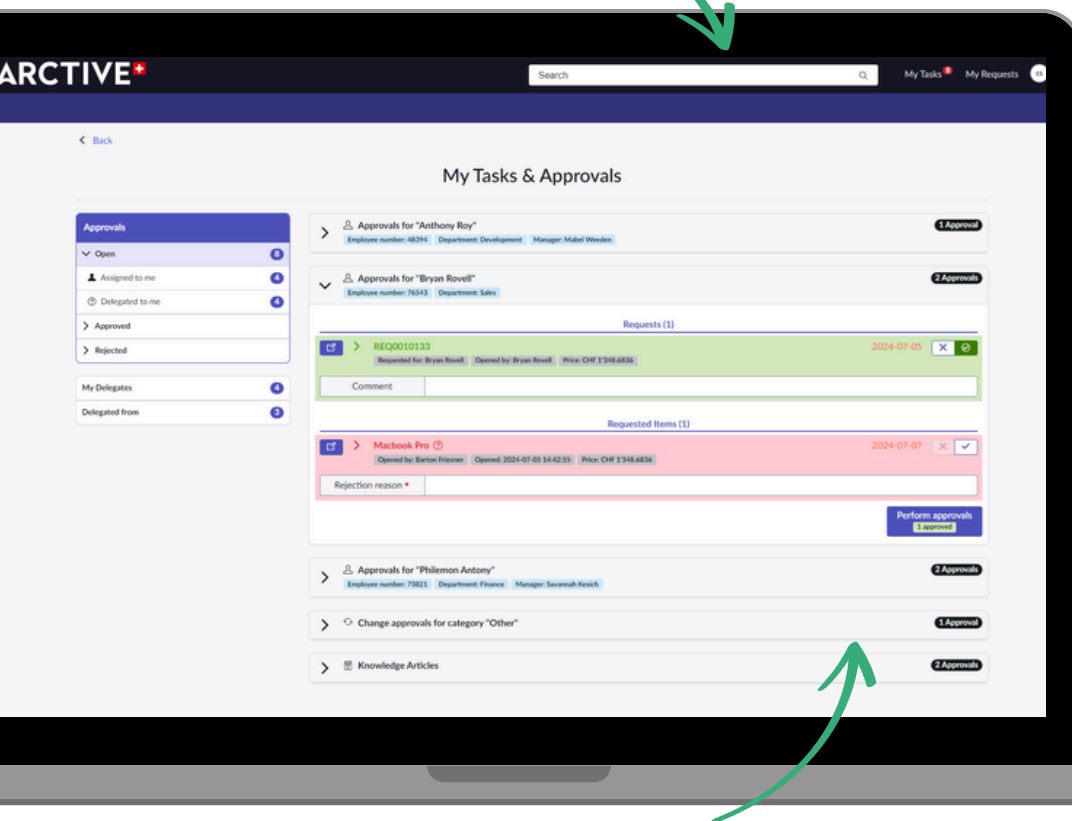
Optimized approval



Optimized approval processes

Portal Pro® simplifies approval processes. With Portal Pro®, approvals can be easily grouped, mandatory fields for rejection reasons can be individually configured, and mass approvals can be completed with a single click.

Grouping of permits



Mass approvals with a single click

Configurable mandatory fields for rejection reasons

Flexible configuration for adaptation to different approval logics

Integrate attachments



Advanced handling of attachments

With the help of the Portal Pro® File Manager, attachments to data records can be displayed and easily searched using the filter function.

Folder structure, drag & drop, and paste from the clipboard

Number: CLM0001047

State: Draft

Attachments

File name: [] File type: All types Created after: DD.MM.YYYY Created before: DD.MM.YYYY

Name	Type	Created by	Created on
▶ Item #8382 [1]		Philemon Antony	25.07.2023 05:31:46
◀ Item #28128 [6]		Philemon Antony	25.07.2023 05:12:56
▶ [A] Invoices [1]		Philemon Antony	25.07.2023 05:29:32
▶ Invoice.pdf	Invoice	Philemon Antony	25.07.2023 05:12:47
▶ [B] Pictures [5]		Philemon Antony	25.07.2023 05:29:43
▶ Item #2321 [1]		Philemon Antony	25.07.2023 08:07:18
▶ [01] Shipping Documents		Philemon Antony	25.07.2023 05:15:42
▶ [02] Invoices [2]		Philemon Antony	25.07.2023 05:15:57
▶ Another_Invoice.pdf	[No type]	Philemon Antony	25.07.2023 09:36:10
▶ Invoice.PDF	[No type]	Philemon Antony	25.07.2023 09:36:09
▶ [03] Other Documents [1]		Philemon Antony	25.07.2023 05:16:16

Support for file attachment field types in the form

Definition of valid file types and mandatory attachments

Reviews



"Portal Pro has transformed our approach to portal customization. The improved form and attachment handling features have made it easier for our users to interact with the portal and manage their requests efficiently. The upgrade-safe nature of the Portal Pro app ensures that our customizations remained intact during platform updates, which means one less thing to worry about."



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"Super helpful tool. Made our life easier. Especially in terms of widgets (we don't need custom widgets anymore). Upgrade and security increased dramatically. We have no upgrade downtime anymore and no upgrade treatment needed anymore."



swisscom



Reviews



Efficient expansion and maintenance for your ServiceNow portals

Portal Pro® is the ideal solution for companies that want to expand the functionality of their ServiceNow portals, make them more user-friendly, and keep them maintainable in the long term—without costly custom development. With its consistent no-code/low-code approach, numerous well-designed extensions, and upgrade-friendliness, Portal Pro offers clear added value for development teams, business owners, and end users.



“The capabilities of Portal Pro® have greatly assisted us in implementing pages and forms in the service portal. The features go far beyond the ServiceNow® standard.”



consimo



solothurner
spitäler **soH**

“The possibilities on the portal/in the employee center are incredible and enable quick configuration/addition of elements with simple configurations. Arctive also aims to add new features based on customer requests that cannot be implemented with ServiceNow's OOB functionality.”



STEP BY STEP

Get started



Certified App

Download Free Testversion

With our free trial version, you can test our ServiceNow®-certified app for your own platform for 3 months. It is easy to find in the ServiceNow® Store.



[Download Testversion](#)

Free Demo

We offer you a free, no-strings-attached demo in which we analyze your customer needs and clearly demonstrate the added value of Portal Pro® based on your use case.

Portal Pro® License

Get a 12-month license that includes all future Arctive updates and is always compatible with the latest ServiceNow® version. Also after the purchase, we are always available to provide you with support and advice.

ARCTIVE

Why us



At Arctive, we support companies in their digital transformation based on the ServiceNow® service management products (CSM/ITSM/HRSM/etc.).

ARCTIVE 

As experts in process optimization, we implement customer-specific IT solutions that are sustainable and efficient, always in close cooperation with you and directly on site. On this basis, we take responsibility for the implementation and effectiveness of digital solutions.



Business Solutions

Developed from customer needs

Besides Visual Kit we have leveraged our extensive experience as a ServiceNow® Partner to develop additional business solutions that are customized to meet the unique needs of our clients. All apps are ServiceNow® certified and available for download in the ServiceNow® Store.



Visual Kit®

Simple visualization of complex data within ServiceNow®



Deployment Guide®

User-friendly implementation documentation



NoCode PDF®

Efficient creation of dynamic PDFs in your individual corporate design



DevOps Utils®

Accelerated operation with real-time, status monitoring

FAQ



Certified App

What is Portal Pro® used for and what programming skills does the application require?

Portal Pro is the ideal solution for companies looking to optimize their service portals. Enriching them with user-friendly interfaces is quick and efficient. Portal Pro does not require in-depth programming skills, so you can quickly benefit from a powerful service portal in ServiceNow.

How much does Portal Pro® cost?

The 12-month license for our business solution is tailored to the value that can be realized within your company. With our free demo offer, we analyze your specific use case and provide you with a quote that is perfectly tailored to your needs.

How does the installation of Portal Pro® work?

Free Trial

Get to know the app with no obligation: Click the “Try” button in the ServiceNow App Store to download a trial version that can be extended for up to three months. It's the perfect way to familiarize yourself with the features at your own pace.

Start installation

When you're ready to start using the app, simply click the “Buy” button to start the buy process. You will receive a customized quote that you can conveniently accept via the ServiceNow App Store. The app will then be automatically installed in your ServiceNow environment without any additional effort on your part.

If you have any questions or need assistance with installation, we are happy to help.

Further technical information about Portal Pro® can be found [here](#).

PORTAL PRO®


Contact



If you have any further questions or require assistance with the application, please do not hesitate to contact us.



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