# Best Practices For Notification Script

**Notification** - Defines a specific notification with all its content, using static content, dynamic field references, or by mail scripting. If you want to share some of the content across notifications not using templates, you generally find you will duplicate content between notifications, and may require some mail script implementation to allow sharing.

**Template** - Allows content reuse within multiple notifications.

**Layout** - Layouts provide a quick way to implement static content reuse across multiple notifications. (example: Standard corporate header and footer)

You could do subsets of notifications, each with its own workgroup header/footer styling as above. In this case, you would do the above once for each workgroups 'standards'

**Mail Scripting and Layouts/Templates**

Before Layouts, you could still produce this effect using mail script and either hard coding in the script, or having your mail script referencing some custom data representing your headers and footers and template.print your overall output.

Layouts were then later added so you no longer need to script the common static content like this.

With layouts, you design your standard HTML content for the static part, and just put ${notification.body} in the place where you want to see that notification's generated content inserted.

Notifications and templates are usually based around tables and content assumes that record type. If you needed a notification to provide content across multiple records, and especially if they do not have references allowing dot walking, mail script would be necessary for you to query and find the appropriate content from each table, and then organize the output in the manner you want.

As with anything in ServiceNow, the script lets you customize exactly what you want when the system does not produce what you want it to. You can set subject, body, recipients etc via mail script. Obviously when things go wrong, it is often harder to debug. So try the non-mail script way of getting the outcome you want first.