Business Rules in ServiceNow

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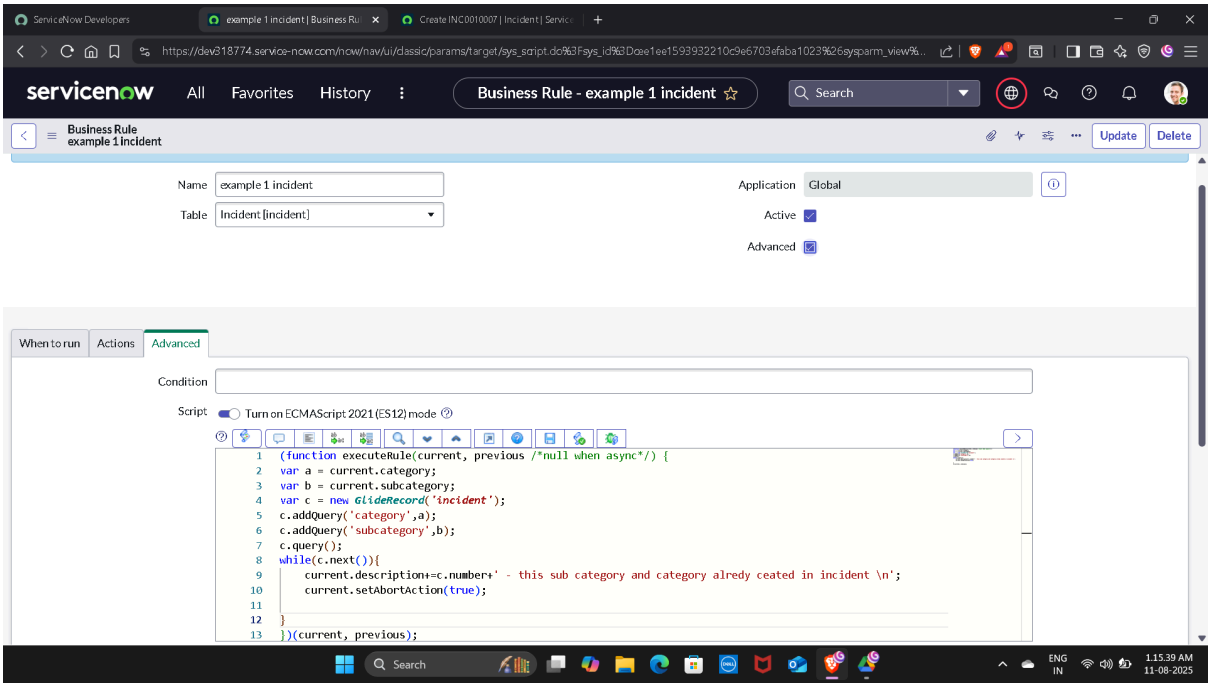
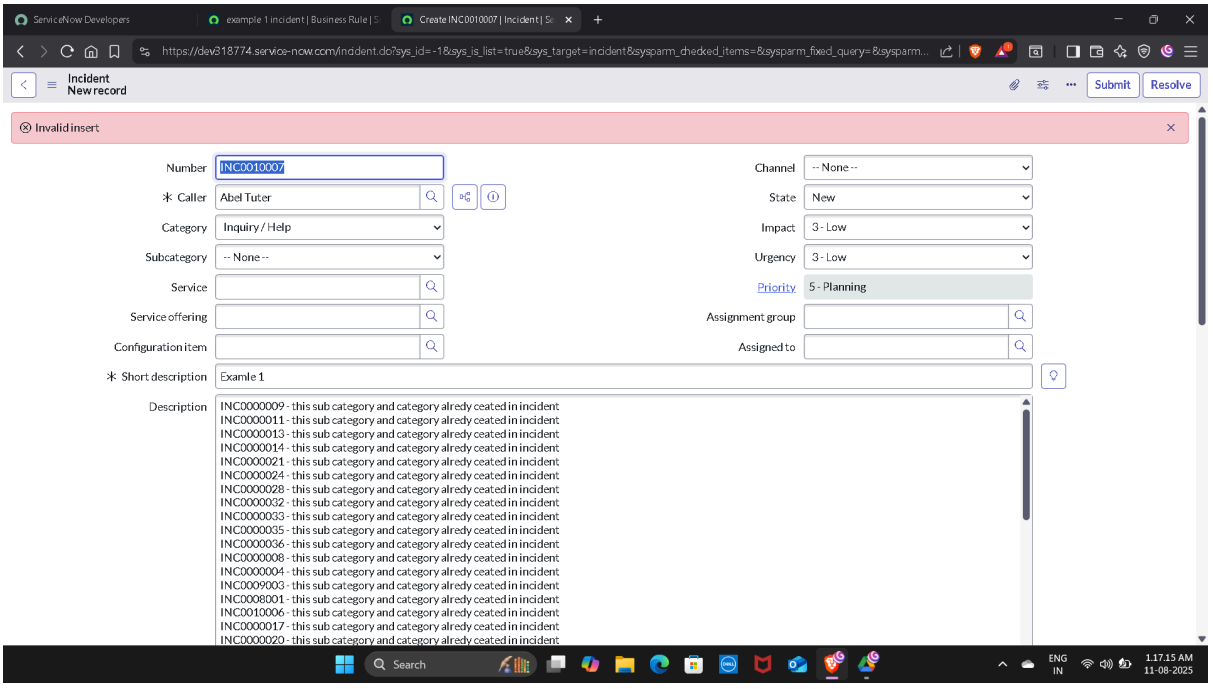
Branch : ECE

Example 1 – Incident table

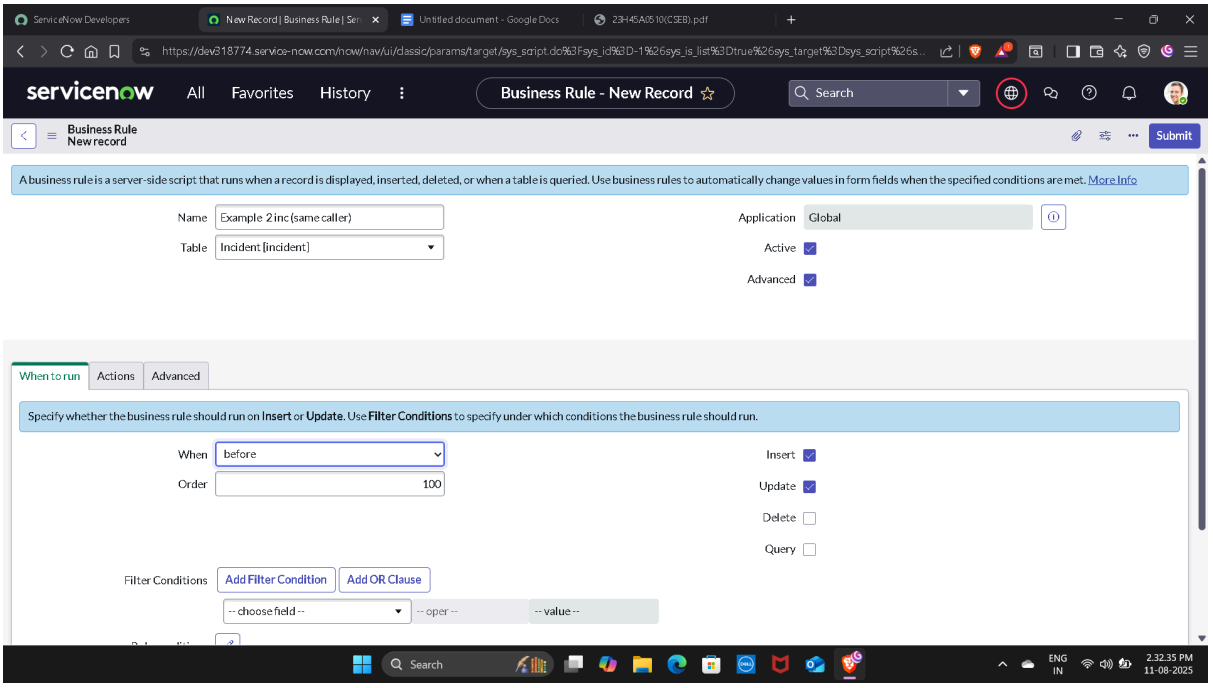
Requirement: If Category and Subcategory are the same,
Show all existing incident numbers with the same category & subcategory in the Description.
Don't allow saving the record.

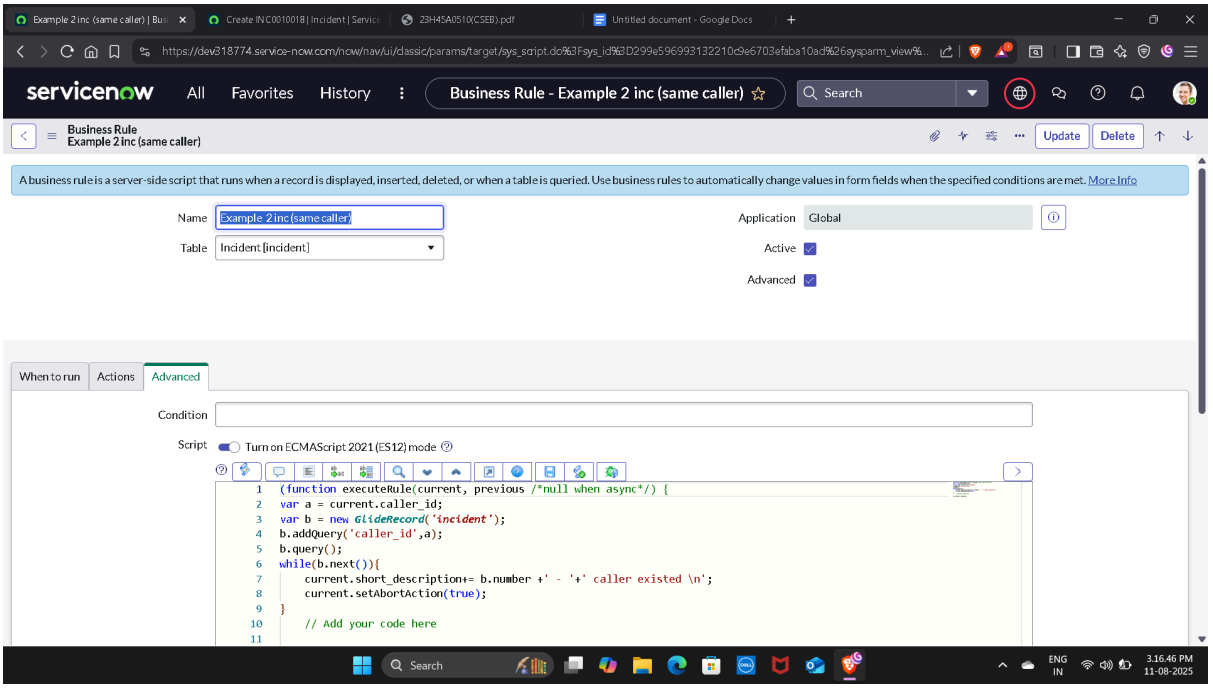


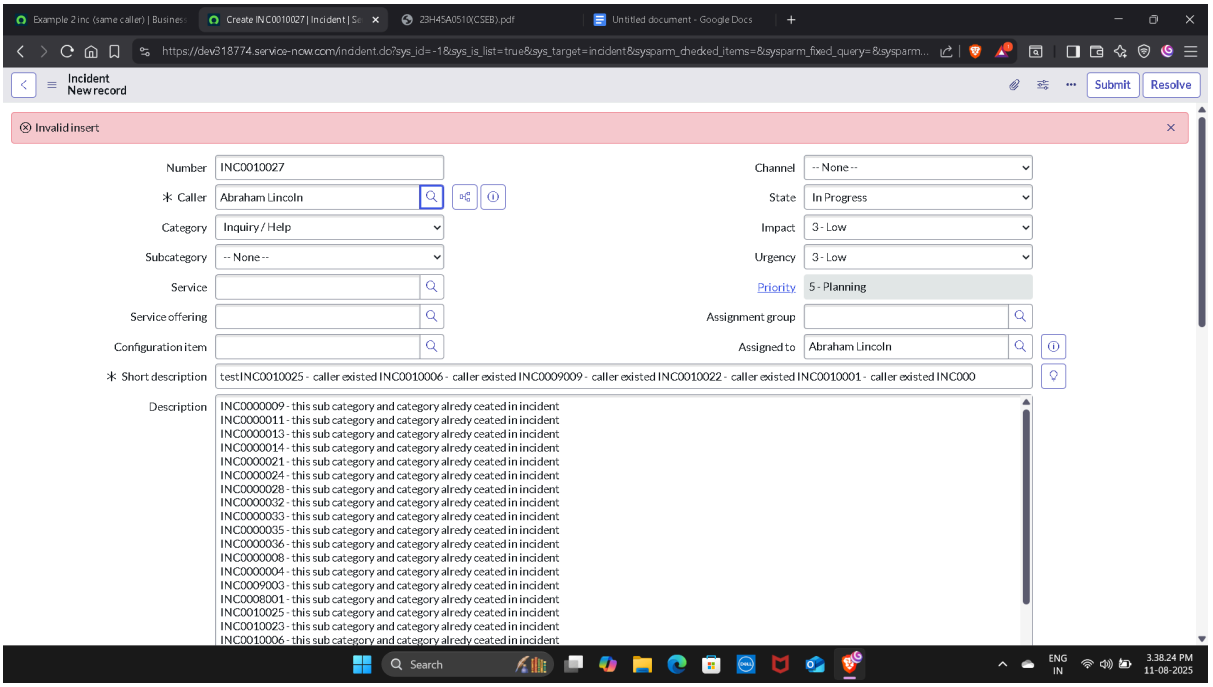


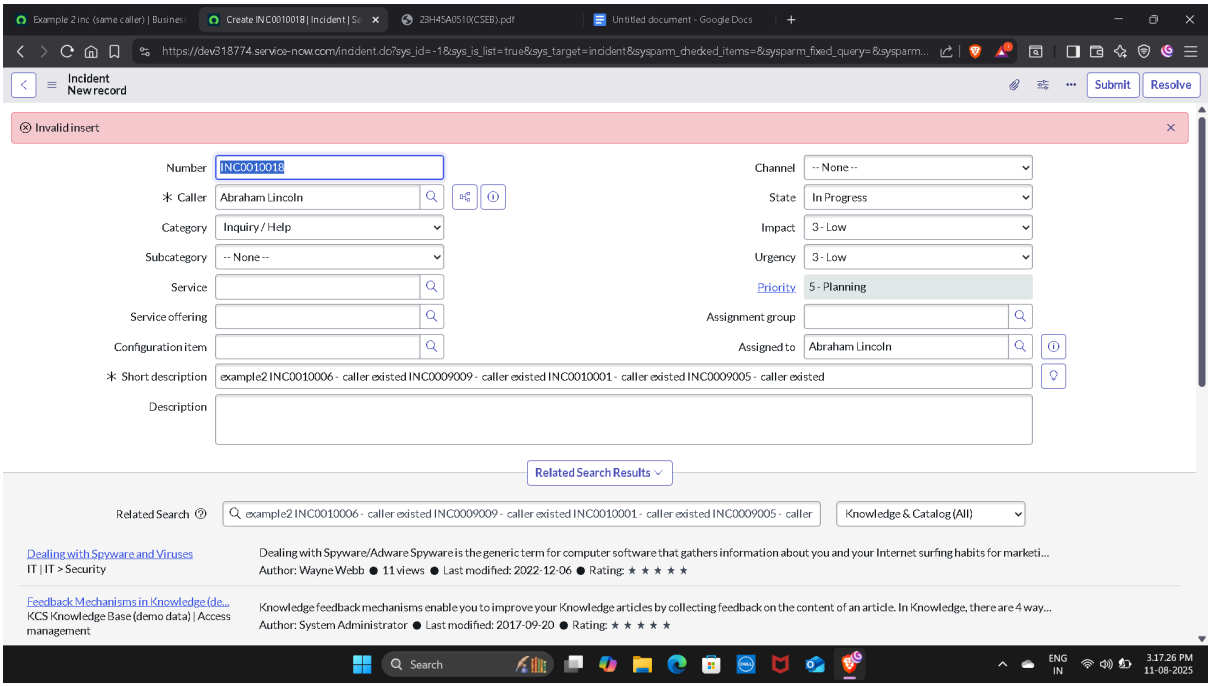
Example 2 – Incident table (Same Caller)

Requirement: If an incident is in New state and the same Caller already has incidents,Show their incident numbers in Short Description.
Don't allow saving.






Example 2 inc (same caller) | Busines
Create INC0010027 | Incident | Se
23H45A0510(CSEB).pdf
Untitled document - Google Docs
https://dev318774.service-now.com/incident.do?sys_id=-1&sys_is_list=true&sys_target=incident&sysparm_checked_items=&sysparm_fixed_query=&sysparm...
Incident
New record
Submit
Resolve
Invalid insert
Number
INC0010027
Caller
Abraham Lincoln
Category
Inquiry / Help
Subcategory
-- None --
Service
Service offering
Configuration item
Short description
testINC0010025 - caller existed INC0010006 - caller existed INC0009009 - caller existed INC0010022 - caller existed INC0010001 - caller existed INC000
Description
INC0000009 - this sub category and category alredy ceated in incident
INC0000011 - this sub category and category alredy ceated in incident
INC0000013 - this sub category and category alredy ceated in incident
INC0000014 - this sub category and category alredy ceated in incident
INC0000021 - this sub category and category alredy ceated in incident
INC0000024 - this sub category and category alredy ceated in incident
INC0000028 - this sub category and category alredy ceated in incident
INC0000032 - this sub category and category alredy ceated in incident
INC0000033 - this sub category and category alredy ceated in incident
INC0000035 - this sub category and category alredy ceated in incident
INC0000036 - this sub category and category alredy ceated in incident
INC0000008 - this sub category and category alredy ceated in incident
INC0000004 - this sub category and category alredy ceated in incident
INC0009003 - this sub category and category alredy ceated in incident
INC0008001 - this sub category and category alredy ceated in incident
INC0010025 - this sub category and category alredy ceated in incident
INC0010023 - this sub category and category alredy ceated in incident
INC0010006 - this sub category and category alredy ceated in incident
Channel
-- None --
State
In Progress
Impact
3 - Low
Urgency
3 - Low
Priority
5 - Planning
Assignment group
Assigned to
Abraham Lincoln
Search
ENG
IN
3.38.24 PM
11-08-2025


Example 2 inc (same caller) | Busines
Create INC0010018 | Incident | Se
23H45A0510(CSEB).pdf
Untitled document - Google Docs
https://dev318774.service-now.com/incident.do?sys_id=-1&sys_is_list=true&sys_target=incident&sysparm_checked_items=&sysparm_fixed_query=&sysparm...
Incident
New record
Submit
Resolve
Invalid insert
Number
INC0010018
Caller
Abraham Lincoln
Category
Inquiry / Help
Subcategory
-- None --
Service
Service offering
Configuration item
Short description
example2 INC0010006 - caller existed INC0009009 - caller existed INC0010001 - caller existed INC0009005 - caller existed
Description
Related Search Results
Related Search
example2 INC0010006 - caller existed INC0009009 - caller existed INC0010001 - caller existed INC0009005 - caller
Knowledge & Catalog (All)
Dealing with Spyware and Viruses
IT | IT > Security
Dealing with Spyware/Adware Spyware is the generic term for computer software that gathers information about you and your Internet surfing habits for marketi...
Author: Wayne Webb ● 11 views ● Last modified: 2022-12-06 ● Rating: ★ ★ ★ ★ ★
Feedback Mechanisms in Knowledge (de...
KCS Knowledge Base (demo data) | Access management
Knowledge feedback mechanisms enable you to improve your Knowledge articles by collecting feedback on the content of an article. In Knowledge, there are 4 way...
Author: System Administrator ● Last modified: 2017-09-20 ● Rating: ★ ★ ★ ★ ★
Channel
-- None --
State
In Progress
Impact
3 - Low
Urgency
3 - Low
Priority
5 - Planning
Assignment group
Assigned to
Abraham Lincoln
Search
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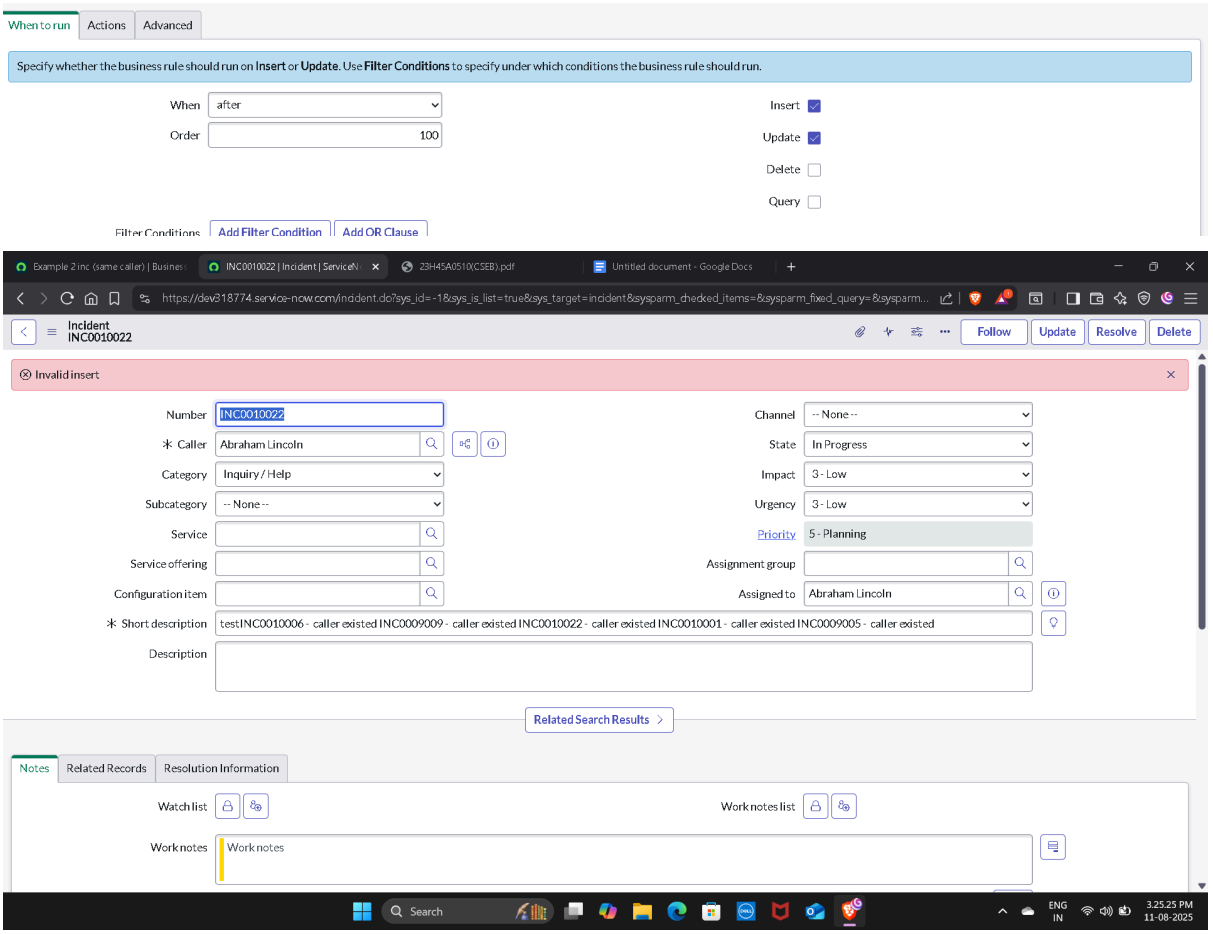
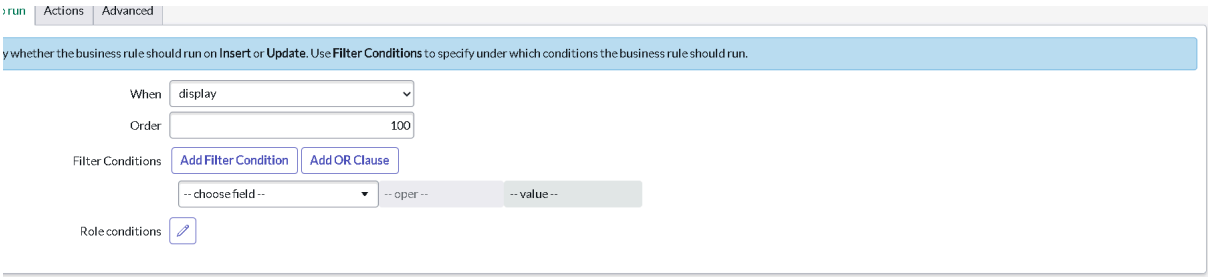
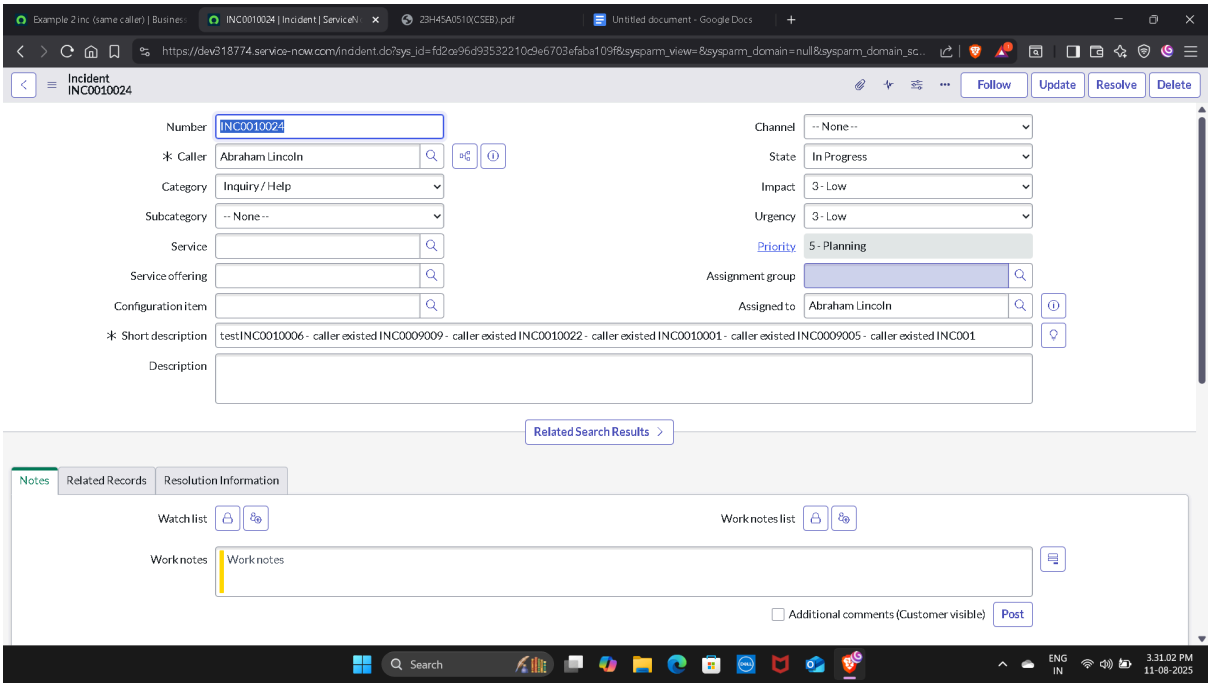
3.17.26 PM
11-08-2025

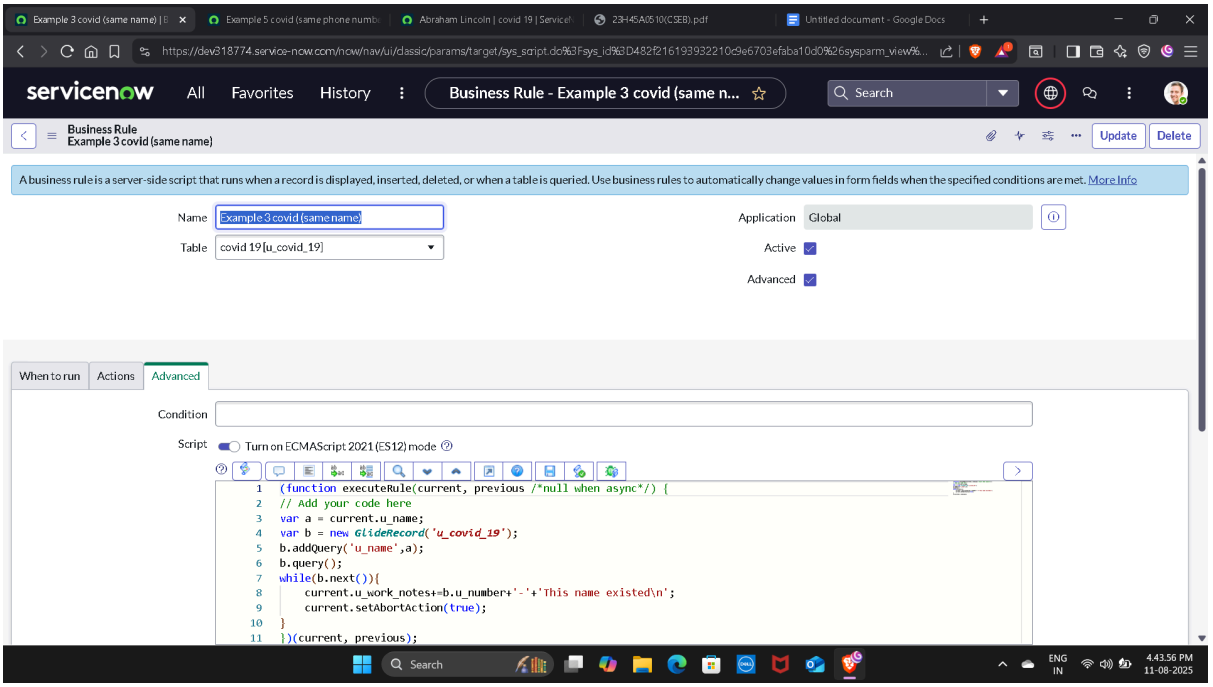


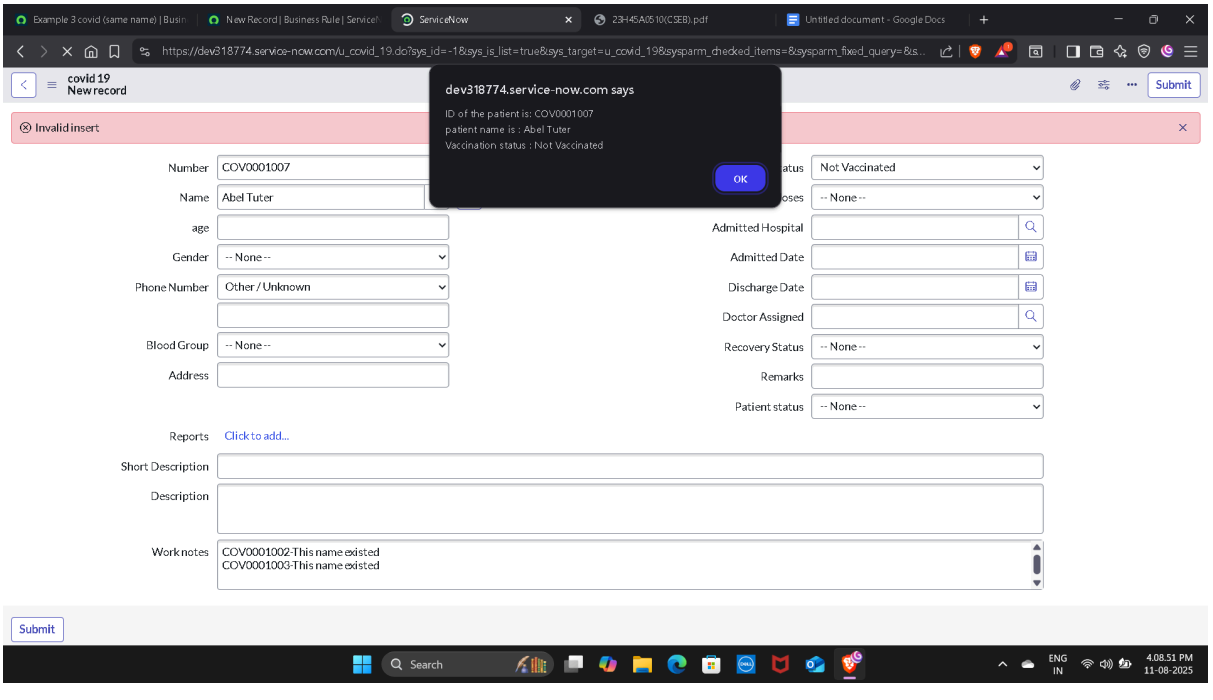
When async no change



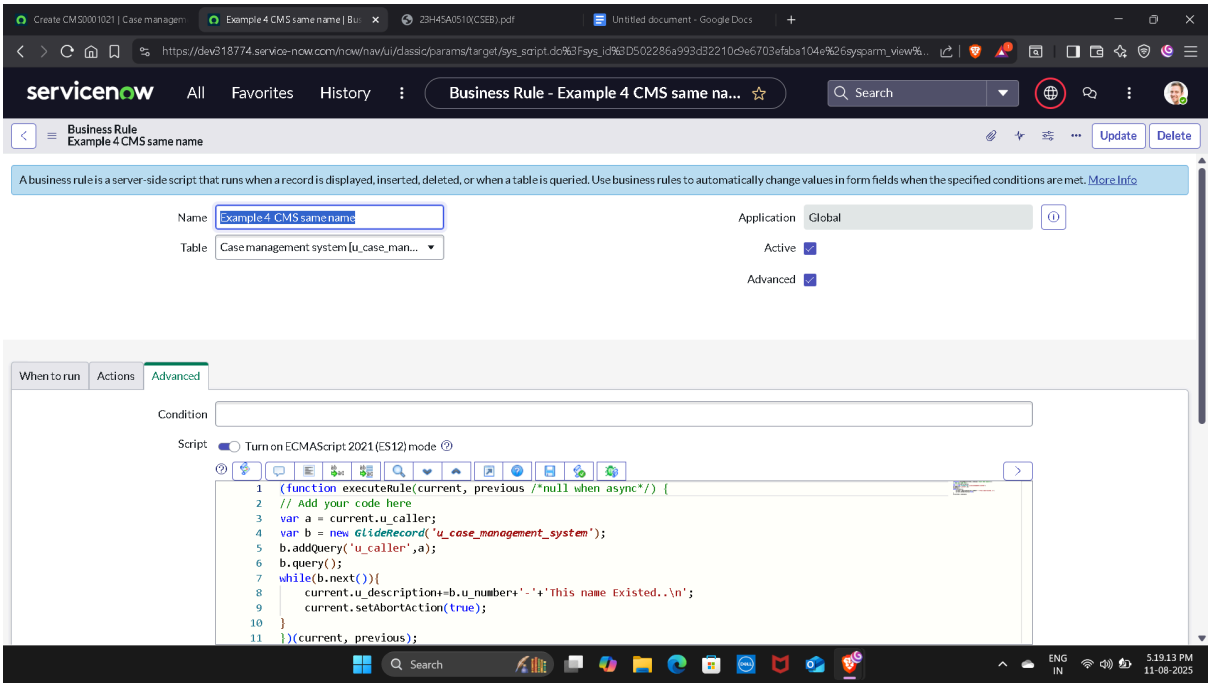


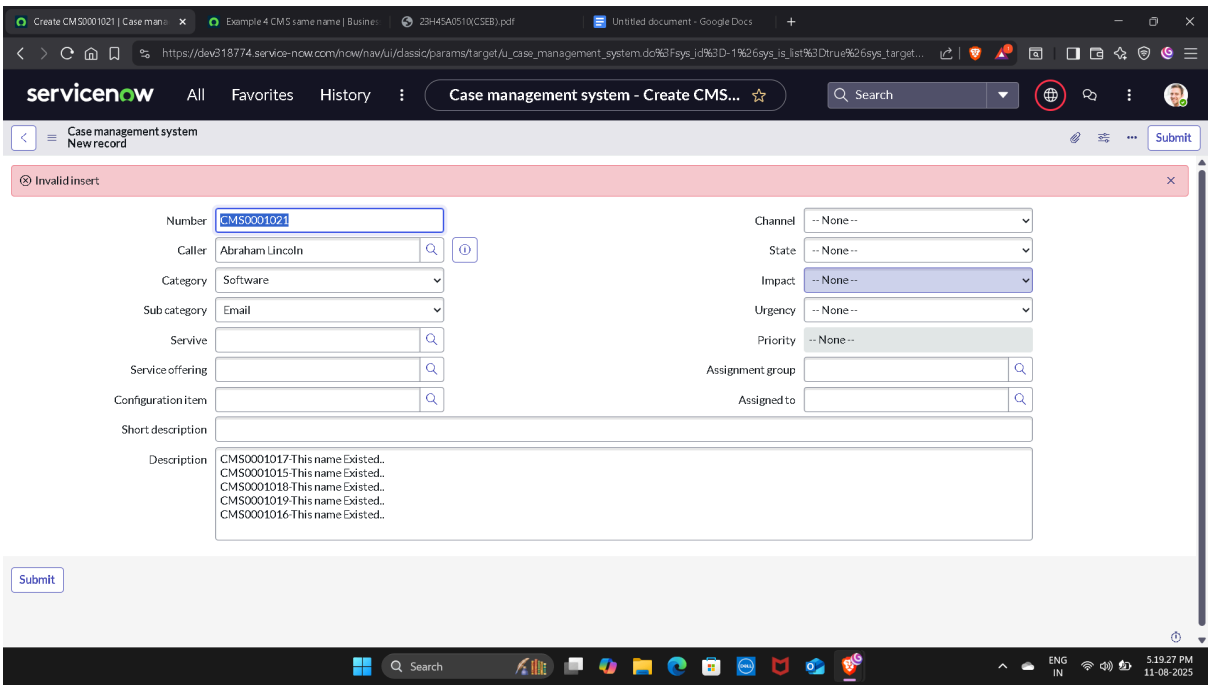
Example 3 – COVID table
Requirement: On u_covid_19 table,
If the same u_name exists in other records,
Show: number + " This name already exists" in Work Notes.Don’t save the record



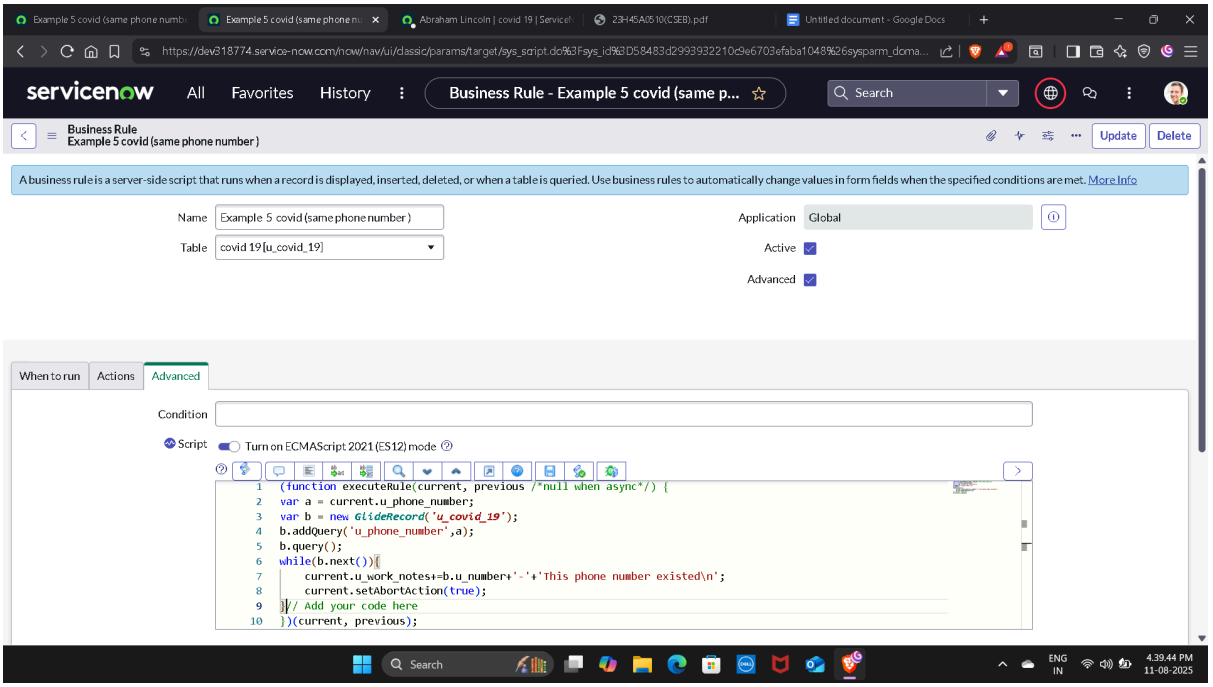


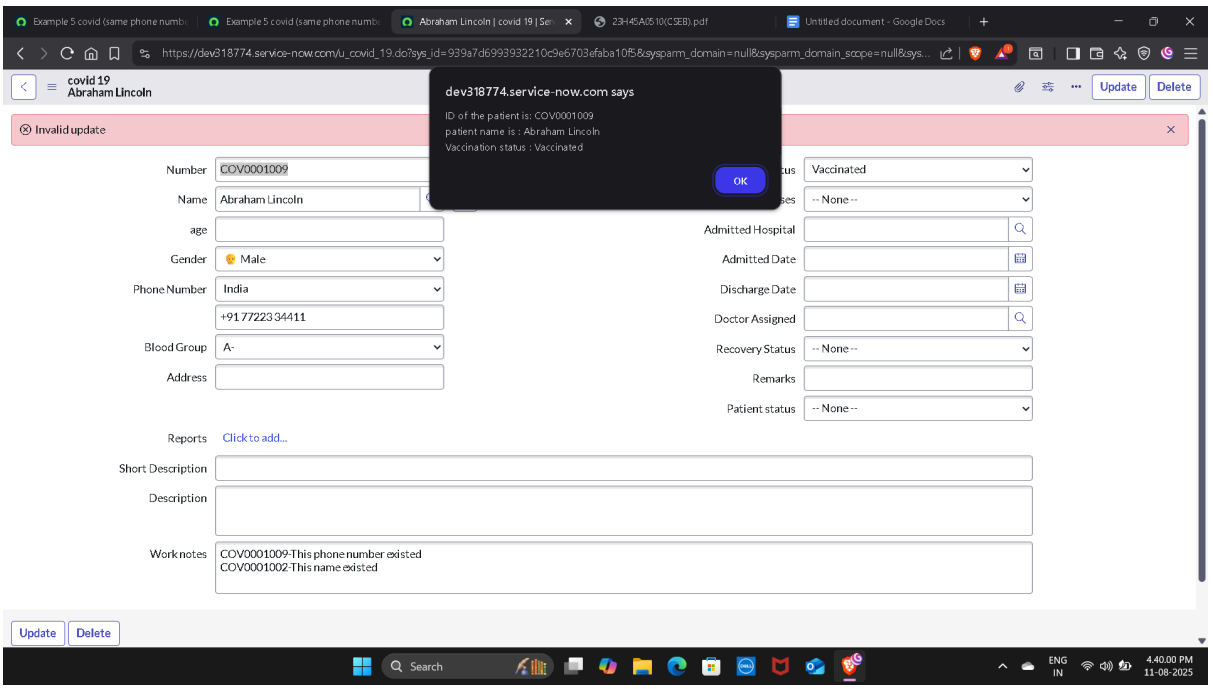
Example 4 – Case Management
Requirement: For a given name,
Print all records with that name.
Don't save the record.





Example 5 : Covid 19 table
Requirement :
Record existed with same phone number
Print all records in the work notes
Don’t save the record





Day 8 Notes – Business Rules in ServiceNow

What is a Business Rule?
Used to perform server-side logic or functions.
Runs when a record is inserted, updated, deleted, queried, or displayed.

Why use them?
To automate processes.
To validate data.
Types:
Before

After
Async
Display
Path:
System Definition → Business Rules

Example 1 – Incident table
Requirement: If Category and Subcategory are the same,
Show all existing incident numbers with the same category & subcategory in the Description.
Don’t allow saving the record.
Setup:
Name: incident bvcit
Table: incident
Advanced: ticked
When to run: Before, Insert (Category = Subcategory, stop save)
Advanced Script:

```
var a = current.category;
var b = current.subcategory;
var c = new GlideRecord('incident');
c.addQuery('category', a);
c.addQuery('subcategory', b);
c.query();
while (c.next()) {
   current.description += c.number + ' - this category and subcategory already exist in an incident\n';
   current.setAbortAction(true);
}
```

Example 2 – Incident table (Same Caller)
Requirement: If an incident is in New state and the same Caller already has incidents,
Show their incident numbers in Short Description.
Don’t allow saving.
Do this for Before, After, Async, Display types.

Example 3 – COVID table
Requirement: On u_covid_19 table,
If the same u_name exists in other records,
Show: number + " This name already exists" in Work Notes.
Don’t save the record.

```
var a = current.u_name;
gs.addInfoMessage(a.name);
var b = new GlideRecord('u_covid_19');
b.addQuery('u_name', a);
b.query();
while (b.next()) {
   current.u_work_notes += b.u_number + ' This name already exists\n';
   current.setAbortAction(true);
```

}

Example 4 – Case Management
Requirement: For a given name,
Print all records with that name.
Don’t save the record.