

Business Rules in ServiceNow

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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.

The screenshot shows two screenshots of the ServiceNow interface. The top screenshot is titled 'Business Rule - example 1 incident' and displays a script editor with the following code:

```

(function executeRule(current, previous /*null when async*/){
    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()){
        if(current.description+c.number+' - this sub category and category already created in incident \n' == c.description+c.number+' - this sub category and category already created in incident \n'){
            current.setAbortAction(true);
        }
    }
})(current, previous);

```

The bottom screenshot shows an 'Invalid insert' dialog for creating a new incident. The 'Number' field is set to 'INC0010007'. The 'Description' field contains the error message: 'INC0000009 - this sub category and category already created in incident INC0000011 - this sub category and category already created in incident INC0000013 - this sub category and category already created in incident INC0000014 - this sub category and category already created in incident INC0000021 - this sub category and category already created in incident INC0000024 - this sub category and category already created in incident INC0000026 - this sub category and category already created in incident INC0000032 - this sub category and category already created in incident INC0000033 - this sub category and category already created in incident INC0000036 - this sub category and category already created in incident INC0000038 - this sub category and category already created in incident INC0000040 - this sub category and category already created in incident INC0000043 - this sub category and category already created in incident INC0000051 - this sub category and category already created in incident INC0000066 - this sub category and category already created in incident INC0000077 - this sub category and category already created in incident INC00000917 - this sub category and category already created in incident INC0000020 - this sub category and category already created in incident'.

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.**

The screenshot shows the ServiceNow Business Rule - New Record interface. The rule is named "Example 2 Inc (same caller)" and is associated with the "Incident [incident]" table. It is set to run before insertion (Order 100) and is active. The "When to run" tab is selected, showing the condition "before" and "Insert". The "Actions" tab is also visible.

```

Name: Example 2 Inc (same caller)
Table: Incident [incident]
Application: Global
Active: checked
Advanced: checked
  
```

When to run:

- When: before
- Order: 100
- Actions:
 - Insert: checked
 - Update: checked
 - Delete: unchecked
 - Query: unchecked

Filter Conditions:

- Add Filter Condition
- Add OR Clause
- ...choose field... -- oper -- ...value...

The screenshot shows the ServiceNow Business Rule - Example 2 inc (same caller) page. The rule is named "Example 2 Inc (same caller)" and is associated with the "Incident [incident]" table. It is set to run before insertion (Order 100) and is active. The "When to run" tab is selected, showing the condition "before" and "Insert". The "Actions" tab is also visible.

```

Name: Example 2 Inc (same caller)
Table: Incident [incident]
Application: Global
Active: checked
Advanced: checked
  
```

When to run:

- When: before
- Order: 100
- Actions:
 - Insert: checked
 - Update: checked
 - Delete: unchecked
 - Query: unchecked

Script:

```

(function executeRule(current, previous /*null when async*/){
    var a = current.caller_id;
    var b = new GlideRecord('incident');
    b.addQuery('caller_id',a);
    b.query();
    while(b.next()){
        current.short_description+= b.number + '-' + 'caller existed \n';
        current.setAbortAction(true);
    }
    // Add your code here
})
  
```

Example 2 Inc (same caller) | Business: Create INC0010027 | Incident | 5... https://dev318774.service-now.com/incident.do?sys_id=1&sys_is_list=true&sys_target=incident&sysparm_checked_items=&sysparm_fixed_query=&sysparm...

Untitled document - Google Docs

Incident New record

Invalid insert

Number	INC0010027	Channel	-- None --
* Caller	Abraham Lincoln	State	In Progress
Category	Inquiry / Help	Impact	3 - Low
Subcategory	~ None ~	Urgency	3 - Low
Service		Priority	5 - Planning
Service offering		Assignment group	
Configuration item		Assigned to	Abraham Lincoln
* Short description	testINC0010025 - caller existed INC0010006 - caller existed INC009009 - caller existed INC0010022 - caller existed INC0010001 - caller existed INC000		
Description	INC0000009 - this sub category and category already created in incident INC0000011 - this sub category and category already created in incident INC0000013 - this sub category and category already created in incident INC0000014 - this sub category and category already created in incident INC0000021 - this sub category and category already created in incident INC0000024 - this sub category and category already created in incident INC0000028 - this sub category and category already created in incident INC0000032 - this sub category and category already created in incident INC0000033 - this sub category and category already created in incident INC0000035 - this sub category and category already created in incident INC0000036 - this sub category and category already created in incident INC0000008 - this sub category and category already created in incident INC0000004 - this sub category and category already created in incident INC0000003 - this sub category and category already created in incident INC0000001 - this sub category and category already created in incident INC0000025 - this sub category and category already created in incident INC0010023 - this sub category and category already created in incident INC0010006 - this sub category and category already created in incident		

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11-08-2025

Example 2 Inc (same caller) | Business: Create INC0010018 | Incident | 5... https://dev318774.service-now.com/incident.do?sys_id=1&sys_is_list=true&sys_target=incident&sysparm_checked_items=&sysparm_fixed_query=&sysparm...

Untitled document - Google Docs

Incident New record

Invalid insert

Number	INC0010018	Channel	-- None --
* Caller	Abraham Lincoln	State	In Progress
Category	Inquiry / Help	Impact	3 - Low
Subcategory	~ None ~	Urgency	3 - Low
Service		Priority	5 - Planning
Service offering		Assignment group	
Configuration item		Assigned to	Abraham Lincoln
* Short description	example2 INC0010006 - caller existed INC009009 - caller existed INC0010001 - caller existed INC009005 - caller existed		
Description			

Related Search Results

Related Search

Q example2 INC0010006 - caller existed INC009009 - caller existed INC0010001 - caller existed INC009005 - 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...

[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...

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When to run Actions Advanced

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When after Order 100

Insert Update Delete Query

Filter Conditions [Add Filter Condition](#) [Add OR Clause](#)

Example 2 Inc (same caller) | Business INC0010022 | Incident | ServiceN 23H45A0510(CSEB).pdf Untitled document - Google Docs

< > C B https://dev318774.service-now.com/incident.do?sys_id=-1&sys_is_list=true&sys_target=incident&sysparm_checked_items=&sysparm_fixed_query=&sysparm_ Follow Update Resolve Delete

Incident INC0010022

Invalid insert

Number INC0010022 Caller Abraham Lincoln Channel ... None ... State In Progress Impact 3 - Low Urgency 3 - Low Priority 5 - Planning Assignment group Assigned to Abraham Lincoln

Category Inquiry / Help Subcategory -- None -- Service offering Configuration item Short description testINC0010006 - caller existedINC0009009 - caller existedINC0010022 - caller existedINC0010001 - caller existedINC0009005 - caller existed Description

Related Search Results >

Notes Related Records Resolution Information

Watchlist Worknoteslist

Worknotes Worknotes

Search ENG IN 3.25.25 PM 11-08-2025

When async no change

Run Actions Advanced

whether the business rule should run on Insert or Update. Use **Filter Conditions** to specify under which conditions the business rule should run.

When: display
Order: 100
Filter Conditions: Add Filter Condition, Add OR Clause
--choosefield-- --oper-- --value--
Role conditions:

Follow, Update, Resolve, Delete

Notes Related Records Resolution Information

Watchlist
Worknotes
Worknotes: Worknotes
 Additional comments (Customer visible)

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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

Screenshot of ServiceNow Business Rule configuration and a New Record screen.

Business Rule - Example 3 covid (same name)

Name: Example 3 covid (same name)
Table: covid_19[u_covid_19]

Condition:

```

Script: Turn on ECMAScript 2021 (ES12) mode
1 (function executeRule(current, previous /*null when async*/) {
2 // Add your code here
3 var a = current.u_name;
4 var b = new GlideRecord('u_covid_19');
5 b.addQuery('u_name',a);
6 b.query();
7 while(b.next()){
8 current.u_work_notes+=b.u_number+'-'+'This name existed\n';
9 current.setAbortAction(true);
10 }
11 })(current, previous);

```

New Record - covid_19

Number: COV0001007
Name: Abel Tuter
age:
Gender: -- None --
Phone Number: Other / Unknown
Blood Group: -- None --
Address:

Short Description:
Description:
Work notes: COV0001002:This name existed
COV0001003:This name existed

OK

dev318774.service-now.com says
ID of the patient is: COV0001007
patient name is : Abel Tuter
Vaccination status: Not Vaccinated

Submit

Example 4 – Case Management

Requirement: For a given name, Print all records with that name. Don't save the record.

The screenshot shows the ServiceNow Business Rule configuration page for 'Example 4 CMS same name'. The 'Advanced' tab is selected. The 'Script' section contains the provided ECMAScript code. The browser status bar indicates the date and time as 11-08-2025.

The screenshot shows the 'Create CMS...' form. An error message 'Invalid insert' is displayed above the form. The 'Number' field is populated with 'CMS0001021'. The 'Description' field contains a repeating error message: 'CMS0001017-This name Existed.. CMS0001015-This name Existed.. CMS0001018-This name Existed.. CMS0001019-This name Existed.. CMS0001016-This name Existed..'. The browser status bar indicates the date and time as 11-08-2025.

Example 5 : Covid 19 table

Requirement :

Record existed with same phone number

Print all records in the work notes

Don't save the record

The screenshot shows two ServiceNow windows. The top window is titled 'Business Rule - Example 5 covid (same p...)' and displays a script to check if a phone number already exists. The bottom window shows a record for 'covid_19' with a message box indicating an invalid update due to existing data.

```

1 (function executeRule(current, previous /*null when async*/) {
2     var a = current.u_phone_number;
3     var b = new GlideRecord('u_covid_19');
4     b.addQuery('u.phone_number', a);
5     b.query();
6     while(b.next()){
7         current.u_work_notes+=b.u_number+'-'+`This phone number existed\n`;
8         current.setAbortAction(true);
9     }/* Add your code here
10 })(current, previous);

```

dev318774.service-now.com says
ID of the patient is: COV0001009
patient name is : Abraham Lincoln
Vaccination status: Vaccinated

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.