Name : K.Eswar Ram Kumar
Roll no : 22H41A0426
Branch : ECE

All > Update

Name	Extends table	Extensible	Updated ▼
case_management_system	(empty)	false	2025-07-12 10:48:43
example_test	(empty)	false	2025-07-12 07:42:40
covid_19	(empty)	false	2025-07-11 03:01:05
sys_df_connection_properties_override	(empty)	false	2025-07-08 06:34:04
sys_df_connection_metadata	Application File	false	2025-07-08 06:34:03
sys_df_connection_attributes	Variables	false	2025-07-08 06:34:03
df_log0007	Log Entry	false	2025-07-08 06:34:02
DataFabric Connection Data	sys_df_connection_data	(empty)	false	2025-07-08 06:34:02
Data Fabric Log	df_log0006	Log Entry	false	2025-07-08 06:34:01
Data Fabric Log	df_log0004	Log Entry	false	2025-07-08 06:34:01
Data Fabric Log	df_log0005	Log Entry	false	2025-07-08 06:34:01
Data Fabric Log	df_log0001	Log Entry	false	2025-07-08 06:34:00
Data Fabric Log	df_log0002	Log Entry	false	2025-07-08 06:34:00
Data Fabric Log	df_log0003	Log Entry	false	2025-07-08 06:34:00
Data Fabric Log	df_log0000	Log Entry	false	2025-07-08 06:33:59
Data Fabric Log	df_log	Log Entry	false	2025-07-08 06:33:55
DataFabric Data Dictionary	sys_df_data_dictionary	Dictionary Entry	false	2025-07-08 06:33:54

1 to 20 of 5,626

11:19 PM

Screenshot 2 (Bottom browser window)

Case management — Table - Case management system

URL: https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys_db_object.do%3Fsys_id%3De294384883faa61045...

Table
Case management system

Delete | Update | Delete All Records

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info

| * Label | Case management system |
| * Name | u_case_management_system |

| Application | Global |
| Remote Table | ☐ |

Tabs: **Columns** | Controls | Application Access

Table Columns — for text — Search

1 to 7 of 7 — New

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Display
	Updated	Date/Time	(empty)	40		false
✕	Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
	Created by	String	(empty)	40		false
	Sys ID	Sys ID (GUID)	(empty)	32		false
	Created	Date/Time	(empty)	40		false
	Updated by	String	(empty)	40		false
	Updates	Integer	(empty)	40		false

Links

11:19 PM

https://dev273907.service-now.com/now/nav/ui/classic/params/target/slushbucket_choice.do%3Fsysparm_ref%3Du_case_ma...

servicenow All Favorites History Admin ⋮ **ServiceNow** ☆ 🔍 Search

← Configuring Category Choices Cancel Save

Tailoring: u_case_management_system.u_category
Case management system
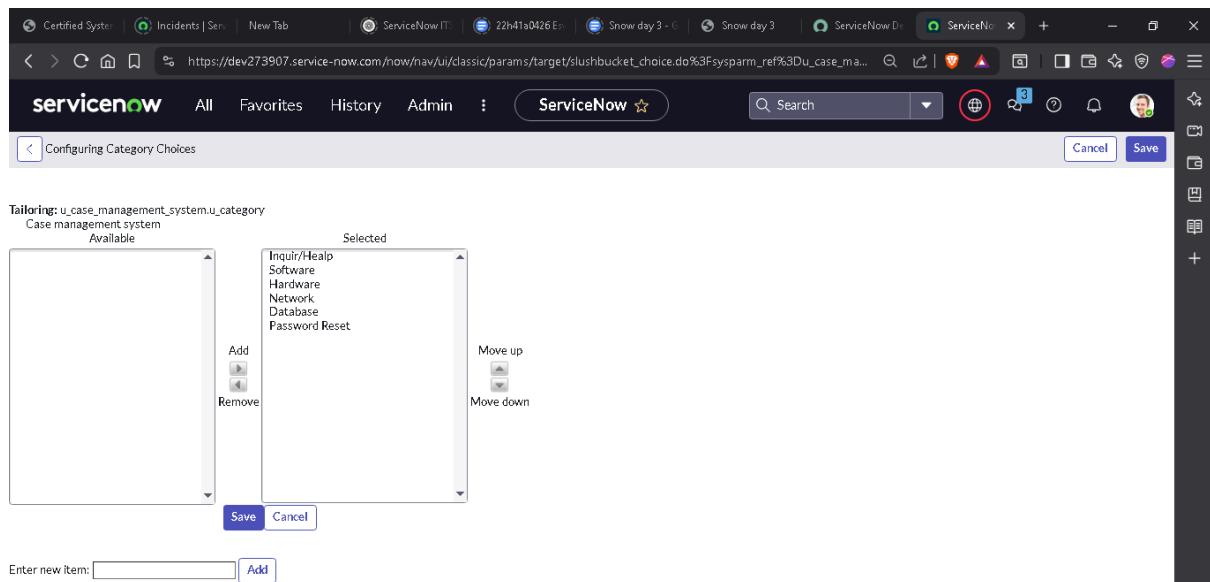
Available	Selected
	Inquir/Healp
	Software
	Hardware
	Network
	Database
	Password Reset

Add
▶
◀
Remove

Move up
▲
▼
Move down

Save Cancel

Enter new item: [_____] Add

---

https://dev273907.service-now.com/now/nav/ui/classic/params/target/u_case_management_system.do%3Fsys_id%3D-1%26...

servicenow All Favorites ⋮ Case management system - Create ... ☆ 🔍 Search

← ≡ Case management system
New record Submit

Number	CMS0001007	Channel	-- None --
* Caller	[_____] 🔍	State	-- None --
Category	-- None --	Impact	-- None --
Subcategory	-- None --	Urgency	-- None --
Service	[_____] 🔍	Priority	-- None --
Service ofering	[_____] 🔍	Assignment group	[_____] 🔍
Configuration item	[_____] 🔍	Assigned to	[_____] 🔍
Sort description	[_____]		
description	[_____]		

Submit

https://dev273907.service-now.com/now/nav/ui/classic/params/target/slushbucket.do%3Fsysparm_referring_url%3Du_case_...

servicenow   All   Favorites   History   Admin   ⋮   ServiceNow ☆   Search

Configuring Case management system form   Cancel   Save

Available
- Assigned to [+]
- Assignment group [+]
- Caller [+]
- Configuration item [+]
- Created
- Created by
- Service [+]
- Service ofering [+]
- Updated
- Updated by
- Updates
- |- begin_split -|
- |- split -|
- |- end_split -|
- * Annotation
- * Chart
- Activities (filtered)

Selected
- |- begin_split -|
- Number
- Caller
- Category
- Subcategory
- Service
- Service ofering
- Configuration item
- |- split -|
- Channel
- State
- Impact
- Urgency
- Priority
- Assignment group
- Assigned to
- |- end_split -|

Cancel   Save

Form view and section

View name   Default view

Section   Case management system
New...

Create new field

Name

Type   String

Field length   Small (40)

Add

Related Links

---

https://dev273907.service-now.com/now/nav/ui/classic/params/target/slushbucket_choice.do%3Fsysparm_ref%3Du_case_ma...

servicenow   All   Favorites   History   Admin   ⋮   ServiceNow ☆   Search

Configuring Subcategory Choices   Cancel   Save

Tailoring: u_case_management_system.u_subcategory
u_category: Inquir/Healp
Case management system

Available

Selected
- Antivirus
- Email
- Internal Aplication

Add
▶
◀
Remove

Move up
▲
▼
Move down

Save   Cancel

Enter new item: Add

Screen 1 — Case management system / New record

Case management system
New record

Field	Value
Number	CMS0001012
✳ Caller	
Category	Inquir/Healp
Subcategory	-- None --
Service	
Service ofering	
Configuration item	
Sort description	
description	

Subcategory dropdown options:
- -- None --
- Antivirus
- Email
- Internal Aplication

Field	Value
Channel	-- None --
State	-- None --
Impact	-- None --
Urgency	-- None --
Priority	-- None --
Assignment group	
Assigned to	
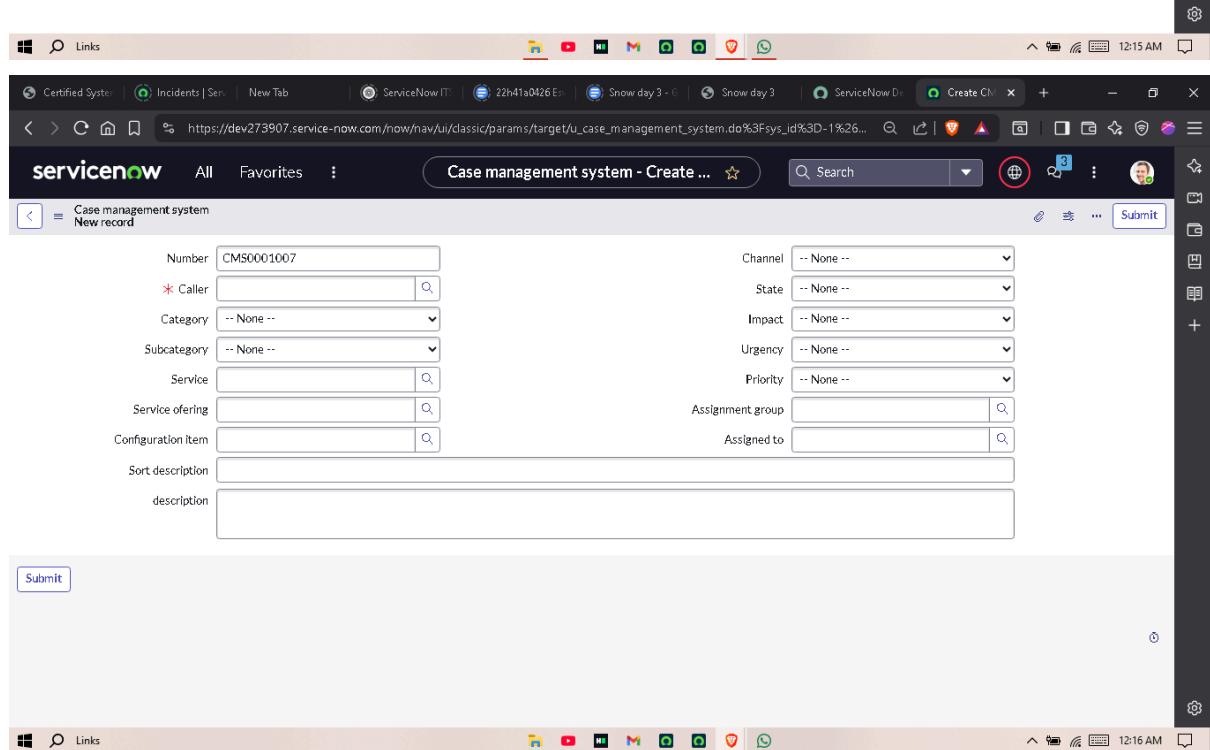
Submit

Screen 2 — Dictionary Entry - Sort description

Dictionary Entry
Sort description

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. More Info

Field	Value
✳ Table	Case management system [u_case_...
✳ Type	String
✳ Column label	Sort description
✳ Column name	u_sort_description
✳ Max length	100

Field	Value
Application	Global
Active	☑
Function field	☐
Read only	☐
Mandatory	☑
Display	☐

Choice List Specification | **Default Value**

The **Default value** specifies what value the field has when first displayed.

Default value

Delete Column   Update

Cancel   Save

Tailoring: u_case_management_system.u_channel
Case management system

Available	Selected

Selected:
chat
Email
Phone
Self-service
Virual Agent
Walk-in

Add
▶
◀
Remove

Move up
▲
▼
Move down

Save   Cancel

Enter new item: [_____]   Add

Cancel   Save

Tailoring: u_case_management_system.u_state
Case management system

Available	Selected

Selected:
New
In progress
On Hold
Resolved
Closed
Canceled

Add
▶
◀
Remove

Move up
▲
▼
Move down

Save   Cancel

Enter new item: [_____]   Add

Configuring Impact Choices

Tailoring: u_case_management_system.u_impact
Case management system

Available | Selected

1-High
2-Moderate
3-Low

Add
Remove

Move up
Move down

Save   Cancel

Enter new item: [ ]   Add

Configuring Urgency Choices

Tailoring: u_case_management_system.u_urgency
Case management system

Available | Selected

1 - High
2 - Medium
3 - Low

Add
Remove

Move up
Move down

Save   Cancel

Enter new item: [ ]   Add

UI Policy Action
New record

UI policy actions specify exactly what actions to take on a specified field. The conditions specified in the UI policy determine when these actions are triggered. More Info

UI policy	hardware-subcategory-mandatory
Table	Case management system [u_case_management_system]
✷ Field name	Subcategory

Application	Global
Mandatory	True
Visible	Leave alone
Read only	Leave alone
Clear the field value	☐

Submit

UI Policy
hardware-subcategory-mandatory   View: Advanced

Update   Delete

Conditions	Add Filter Condition	Add OR Clause

Category   is   Hardware   AND   OR   ✕

If selected, the UI Policy applies to all form views; otherwise the UI Policy is view-specific	Apply the UI policy actions when the form is loaded and when the user changes values on the form
Global ☑	On load ☑
Reverse the effects of the UI policy actions when the **Conditions** evaluate to false	Tables that extend the specified Table inherit this UI Policy
Reverse if false ☑	Inherit ☐

Update   Delete

Related Links
Convert this to Data Policy
Default view
Run Point Scan

UI Policy Actions (1)	UI Policy Related List Actions

for text   Search   Actions on selected rows...   New

UI policy = hardware-subcategory-mandatory

☐	Field name	Mandatory	Visible	Read only
	u_subcategory	True	Leave alone	Leave alone

◁◁ ◁   1 to 1 of 1   ▷ ▷▷

servicenow   All   Favorites   History   ⋮

UI Policy - 3 low urgency- mandatory ☆

Search

UI Policy
3 low urgency- mandatory   View: Advanced

Update   Delete

When to Apply   Script

Conditions   [Add Filter Condition]   [Add OR Clause]

Impact | is | 3-Low | [AND]   [OR]   [✕]

If selected, the UI Policy applies to all form views; otherwise the UI Policy is view-specific | Apply the UI policy actions when the form is loaded and when the user changes values on the form

Global ☑ | On load ☑

Reverse the effects of the UI policy actions when the **Conditions** evaluate to false | Tables that extend the specified Table inherit this UI Policy

Reverse if false ☑ | Inherit ☐

[Update]   [Delete]

Related Links
Convert this to Data Policy
Default view
Run Point Scan

UI Policy Actions (1)   UI Policy Related List Actions

≡   ▽   for text ▾   Search | ⚙   —   Actions on selected rows... ▾   [New]

UI policy = 3 low urgency- mandatory

☐ 🔍	Field name	Mandatory	Visible	Read only
	u_urgency	True	Leave alone	Leave alone

---

servicenow   All   Favorites   History   ⋮

UI Policy - in progress -description-mandatory ☆

Search

UI Policy
in progress -description-mandatory   View: Advanced

Update   Delete

When to Apply   Script

Conditions   [Add Filter Condition]   [Add OR Clause]

-- choose field -- ▾ | -- oper -- | -- value --

If selected, the UI Policy applies to all form views; otherwise the UI Policy is view-specific | Apply the UI policy actions when the form is loaded and when the user changes values on the form

Global ☑ | On load ☑

Reverse the effects of the UI policy actions when the **Conditions** evaluate to false | Tables that extend the specified Table inherit this UI Policy

Reverse if false ☑ | Inherit ☐

[Update]   [Delete]

Related Links
Convert this to Data Policy
Default view
Run Point Scan

UI Policy Actions (1)   UI Policy Related List Actions

≡   ▽   for text ▾   Search | ⚙   —   Actions on selected rows... ▾   [New]

UI policy = in progress -description-mandatory

☐ 🔍	Field name	Mandatory	Visible	Read only
	u_description	True	Leave alone	Leave alone

UI Policies

All > Table = u_case_management_system .or. Table in u_case_management_system

	Short description	Table	Conditions	Reverse if false	On load	Updated	Order ▲
	3 low urgency- mandatory	Case management system [u_case_management_system]	u_impact=3-Low^EQ	true	true	2025-07-12 12:39:11	100
	in progress -description-mandatory	Case management system [u_case_management_system]	u_state=In progress^EQ	true	true	2025-07-12 12:47:43	100
	hardware-subcategory-mandatory	Case management system [u_case_management_system]	u_category=Hardware^EQ	true	true	2025-07-12 12:33:52	100

1 to 3 of 3

Case management system
New record

Number	CMS0001026	Channel	-- None --
✱ Caller		State	In progress
Category	Hardware	Impact	3-Low
✱ Subcategory	-- None --	✱ Urgency	-- None --
Service		Priority	-- None --
Service ofering		Assignment group	
Configuration item		Assigned to	
✱ Sort description			
✱ description			

Submit