

# Business Rules in ServiceNow

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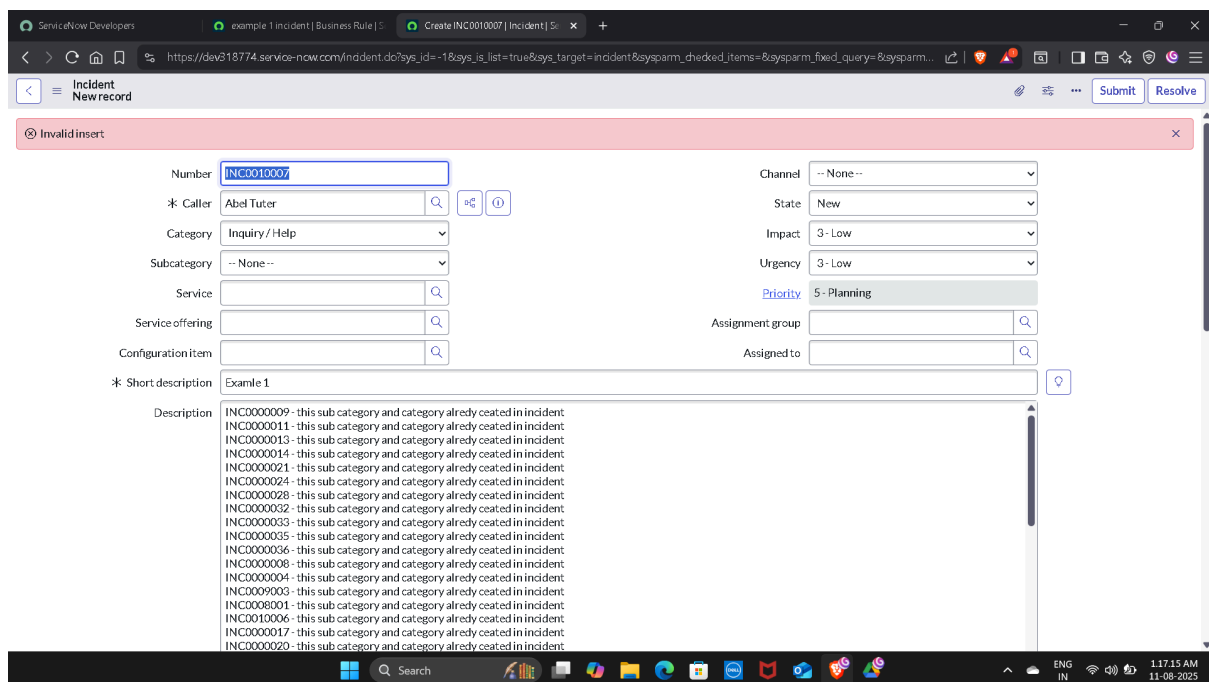
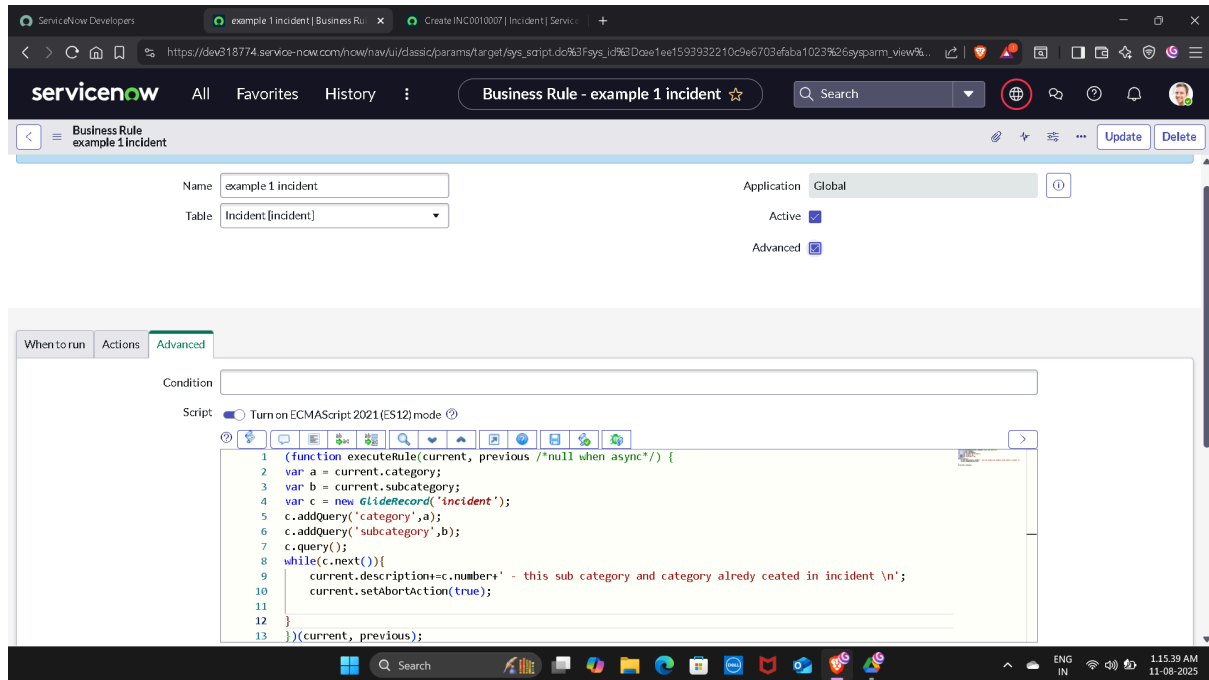
Branch : ECE

### 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.**

The first screenshot shows the 'Business Rule - New Record' configuration page. The 'Name' field is 'Example 2 inc (same caller)' and the 'Table' is 'Incident [incident]'. The 'Application' is 'Global'. The 'When to run' tab is selected, showing 'before' for 'Insert' and 'Update' events. The 'Filter Conditions' section is empty.

The second screenshot shows the 'Business Rule - Example 2 inc (same caller)' configuration page. The 'Name' field is 'Example 2 inc (same caller)' and the 'Table' is 'Incident [incident]'. The 'Application' is 'Global'. The 'Advanced' tab is selected, showing a JavaScript script that checks for existing incidents by the same caller and appends their IDs to the short description.

```
1 (function executeRule(current, previous /*null when async*/) {
2   var a = current.caller_id;
3   var b = new GlideRecord('incident');
4   b.addQuery('caller_id',a);
5   b.query();
6   while(b.next()){
7     current.short_description+= b.number + ' - ' + ' caller existed \n';
8     current.setAbortAction(true);
9   }
10  // Add your code here
11 }
```

Example 2 Inc (same caller) | Business | Create INC0010027 | Incident | Search | Z3H4SA0510(CSEB).pdf | Untitled document - Google Docs

https://dev218774.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

NumberINC0010027

\* CallerAbraham Lincoln

CategoryInquiry / Help

Subcategory-- None --

Service

Service offering

Configuration item

\* Short descriptiontestINC0010025 - caller existed INC0010006 - caller existed INC0009009 - caller existed INC0010022 - caller existed INC0010001 - caller existed INC000

DescriptionINC0000009 - 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  
INC0009003 - this sub category and category already created in incident  
INC0008001 - this sub category and category already created in incident  
INC0010025 - 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

Channel-- None --

StateIn Progress

Impact3 - Low

Urgency3 - Low

Priority5 - Planning

Assignment group

Assigned toAbraham Lincoln

Search

ENG IN 3:38:24 PM 11-08-2025

Example 2 Inc (same caller) | Business | Create INC0010018 | Incident | Search | Z3H4SA0510(CSEB).pdf | Untitled document - Google Docs

https://dev218774.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

NumberINC0010018

\* CallerAbraham Lincoln

CategoryInquiry / Help

Subcategory-- None --

Service

Service offering

Configuration item

\* Short descriptionexample2 INC0010006 - caller existed INC0009009 - caller existed INC0010001 - caller existed INC0009005 - caller existed

Description

Channel-- None --

StateIn Progress

Impact3 - Low

Urgency3 - Low

Priority5 - Planning

Assignment group

Assigned toAbraham Lincoln

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: ★ ★ ★ ★

Search

ENG IN 3:17:25 PM 11-08-2025

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 | ServiceNow

Z3H45A0510(CSEB).pdf

Untitled document - Google Docs

https://dev318774.service-now.com/incident.do?sys\_id=-1&sys\_list=true&sys\_target=incident&sysparm\_checked\_items=&sysparm\_fixed\_query=&sysparm...

Incident

INC0010022

Follow

Update

Resolve

Delete

Invalid insert

Number

INC0010022

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

testINC0010006 - caller existed INC0009009 - caller existed INC0010022 - caller existed INC0010001 - caller existed INC0009005 - caller existed

Description

Related Search Results

Notes

Related Records

Resolution Information

Watch list

Worknotes list

Worknotes

Worknotes

Search

ENG IN

3:25 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](#)

-- choose field -- -- oper -- -- value --

Role conditions: [Edit](#)

---

Example 2 inc. (same caller) | Business | INC0010024 | Incident | Service | Z3H45A0510(CSEB).pdf | Untitled document - Google Docs

https://dev218774.servicenow.com/incident.do?sys\_id=fd2a96d93532210c9e6703efaba109f8&sysparm\_view=8&sysparm\_domain=null&sysparm\_domain\_sc...

Incident INC0010024 [Follow](#) [Update](#) [Resolve](#) [Delete](#)

Number: INC0010024

\* Caller: Abraham Lincoln

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

\* Short description: testINC0010006 - caller existed INC0009009 - caller existed INC0010022 - caller existed INC0010001 - caller existed INC0009005 - caller existed INC001

Description:

Channel: -- None --

State: In Progress

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to: Abraham Lincoln

[Related Search Results >](#)

Notes | Related Records | Resolution Information

Watch list: [Add](#) [Remove](#)

Work notes list: [Add](#) [Remove](#)

Work notes:

☐ Additional comments (Customer visible) [Post](#)

3:31:02 PM 11-08-2025

### 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 3 covid (same name) | Business Rule - Example 3 covid (same name)

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. [More Info](#)

Name:  Application:

Table:  Active: ☒ Advanced: ☒

When to run:  Actions:  Advanced:

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);

```

Example 3 covid (same name) | Business Rule - Example 3 covid (same name)

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

Invalid insert

Number:  Status:

Name:  Poses:

Age:

Gender:

Phone Number:

Blood Group:

Address:

Admitted Hospital:

Admitted Date:

Discharge Date:

Doctor Assigned:

Recovery Status:

Remarks:

Patient status:

Reports: [Click to add...](#)

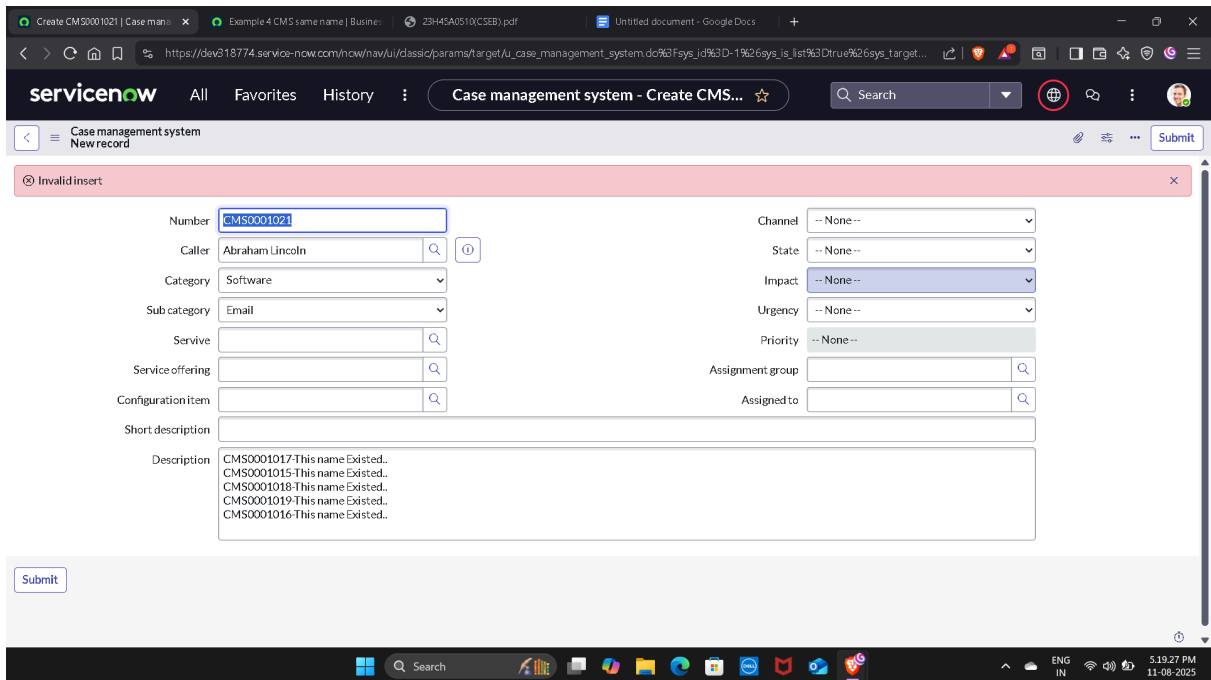
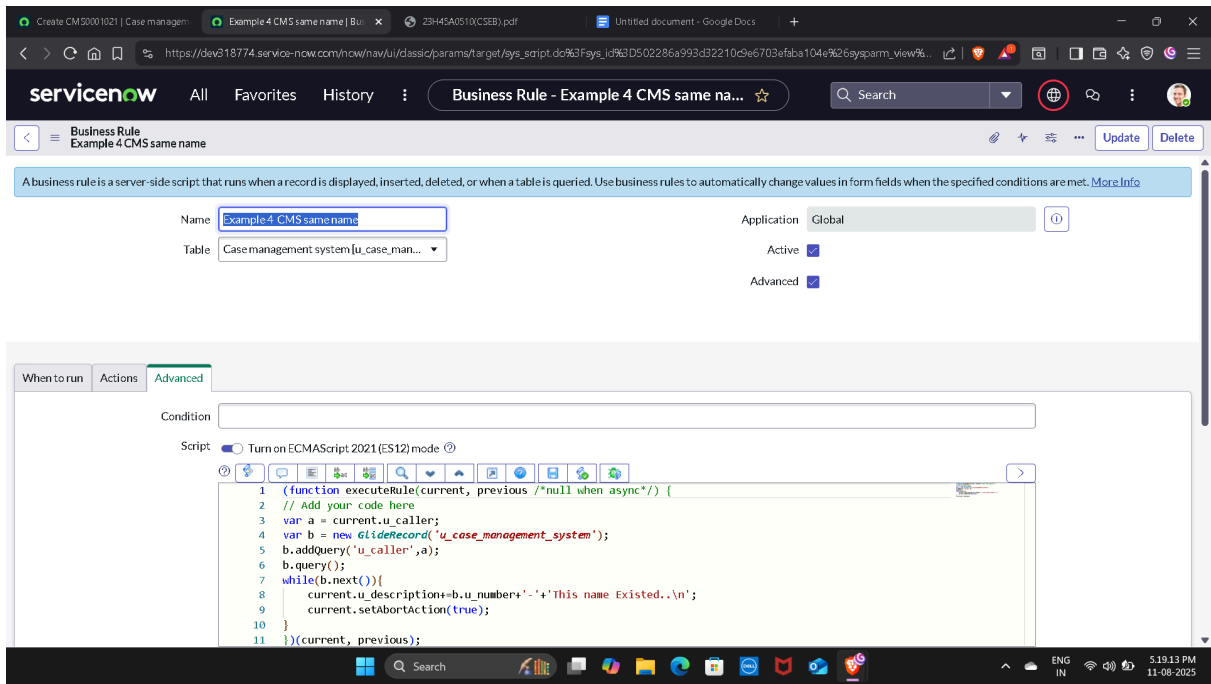
Short Description:

Description:

Work notes:

Submit

**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

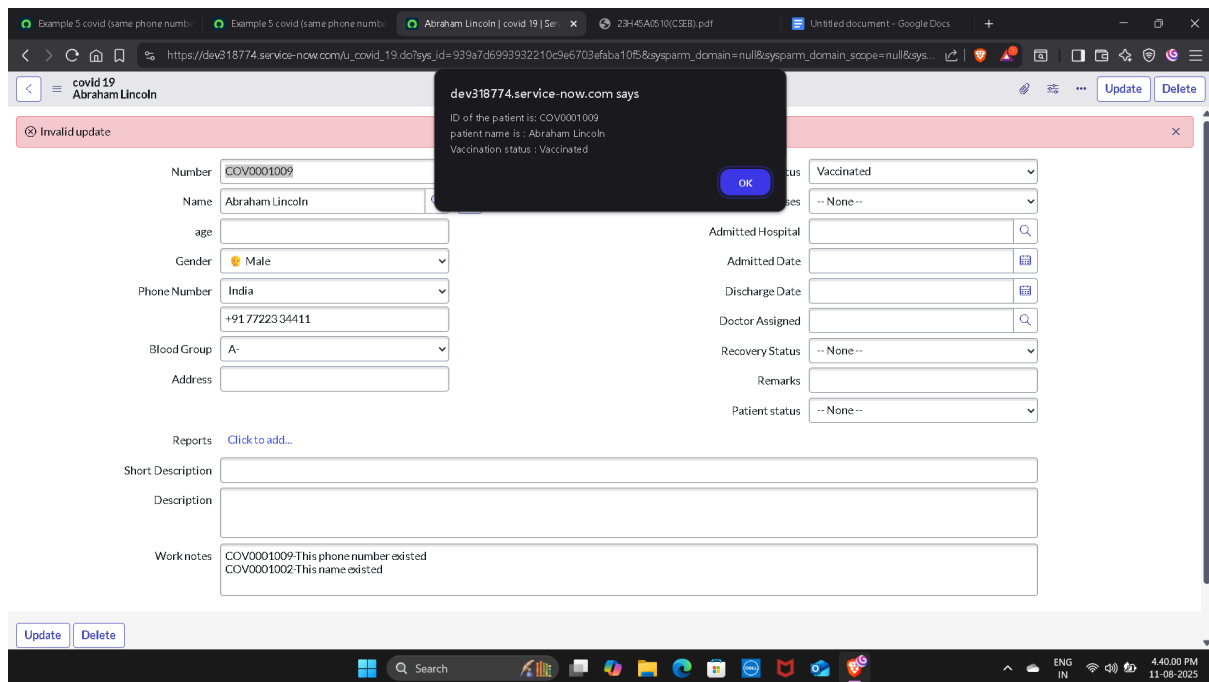
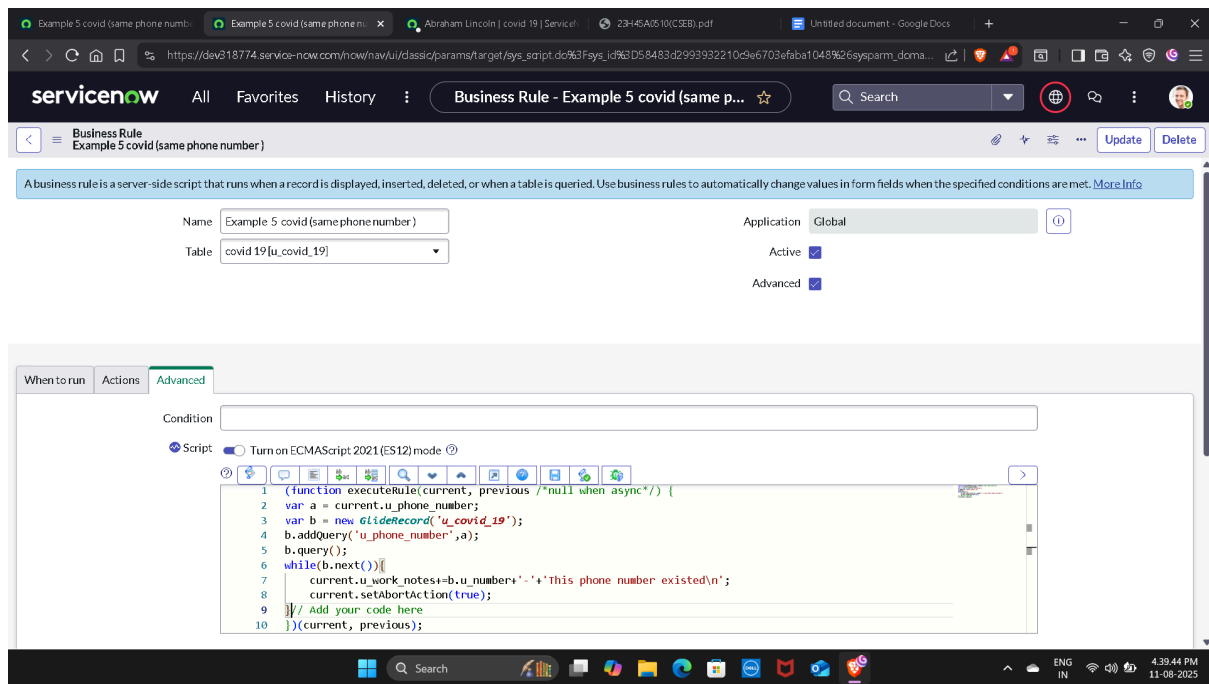
### Requirement :

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.