**ServiceNow Components**

**Help**

Next on the right side of the banner frame is the Help icon. Clicking on this icon opens up the Help panel on the right side of the page:

The Help menu is context-sensitive and has multiple sections depending on your page, such as What's New, User Guide, and Search Documentation. On certain pages, help information will be displayed directly on the side panel. On other pages, you'll see a big blue Take Tour button at the bottom. This button will walk you through the module, page, or whatever you're viewing.

Connect chat conversations

You'll find the conversations button moving further left in the banner frame. This opens the Connect sidebar, showing an (initially blank) list of the conversations you've recently participated in. You can enter text in the Filter conversation box to filter the conversation list by participant name. Unfortunately, it doesn't allow you to filter/search by message contents. You can also click the plus icon to initiate a new conversation with a user of your choice. This can be an excellent tool for messaging users about a ticket they've submitted.

Global text search

The following link to the right in the banner frame is probably the most useful—the global text search. The international text search box allows you to enter a term, ticket number, or keyword and search a configurable multitude of tables.

As an example of this functionality, let's search for a user that should be present in the demo data that came with your developer instance:

⦁ Click on the Search icon (the one that looks like a magnifying glass). It should expand to the left, displaying a search keyword input box.

⦁ In that input box, type in abel tuter. This is the name of one of the demo users that comes with your developer instance:

⦁ Press Enter, and the relevant search results are divided into sections.

Entering an exact ticket number for a given task (such as an incident, request, or problem ticket) will take you directly to that ticket rather than showing the search results. This is a great way to quickly navigate to a ticket you've received an e-mail about, for example, or for a service desk agent to look up a ticket number provided by a customer.

The search results from the global text search are divided into search groups.

The default groups include Tasks, Live Feed, Policy, People & Places, and Knowledge & Catalog in Jakarta. Below each search group (or to the right, in versions before Jakarta) is a list of the tables against which the search is run for that group.

The Policy search group, for example, contains several script types, including Business Rules, UI Actions, Client Scripts, and UI Policies. These are different types of scripts or rules for the UI or business logic, which we'll learn about in future chapters.

Profile

The last item on our list of banner-frame elements is the Profile link. This will show your photo/icon (if you've uploaded one) and your name. As indicated by the small down-facing arrow to the right of your name (or System Administrator), clicking on this will show a little drop-down menu. This menu consists of up to four main components:

⦁ Profile

⦁ Impersonate User

⦁ Elevate Roles

⦁ Logout

The Profile link in the drop-down will take you directly to the Self-Service view of your profile. This is generally different from what Administrators want due to the limited functionality available from this view, but it's a quick way for users to view their profile information.

Impersonate User is a handy tool for administrators and developers, allowing them to view the instance as though they were another user, including that user's security permissions, and viewing the behavior of UI policies and scripts when logged in.

Elevate Roles is only available when the High-Security plugin is enabled (which may or may not be turned on by default in your organization). Clicking this option opens a dialog that allows you to check a box and re-initialize your session with a unique security role called security\_admin (assuming you have this role associated with your user account). With high-security settings enabled, the security\_admin role allows you to perform specific actions, such as modifying Access Control Lists (ACLs/security rules).

Finally, the Logout link does what you'd expect: it logs you out by redirecting you to the page /logout.do on your instance.

If you have difficulty with a session you can't log out of, you can always log out by visiting /logout.do on your instance: <http://your-instance.service-now.com/logout.do>.

The application navigator

The application navigator is one of the UI components with which you will become most familiar as you work in ServiceNow. Nearly everything you do will begin by searching in the global text search box or filtering the application navigator.

The contents of the application navigator consist of modules nested underneath the Application menu. The first application menu in the application navigator is typically Self-Service. This application menu consists of what's available to a user without memorable roles or permissions. Underneath this application menu, you'll see various modules such as Homepage, Service Catalog, Knowledge, and so on:

When you hear the term application related to ServiceNow, think of an application on your smartphone. Applications in ServiceNow and applications on your smartphone generally consist of packaged functionality that is presented coherently. However, there are some differences between ServiceNow. For example, an Application header menu might consist of modules that only have links to other areas in ServiceNow and contain no functionality. An application does not necessarily have an application header at all.

Generally, we refer to the significant ITIL processes in ServiceNow as Applications (Incident, Change, Problem, Knowledge, and so on)—but these can often consist of various components linked up with one another, so the functionality within an application doesn't necessarily need to be packaged in a way that it's separated from the rest of the system.

You'll often be given instructions to navigate to a particular module in a way similar to this: Self-Service | My Requests. In this example (as we'll use in this book), the left portion (Self-Service) is the application menu header, and the right portion (My Requests) is the module.

**Filter text box:**

The filter text box in the application navigator allows you to enter a string to—you guessed it—filter the application navigator list!

It isn't strictly a search; it's just filtering the list of items in the application navigator, which means that the term you enter must appear somewhere in the name of either an application menu or a module. So, if you enter the term Incident, you'll see modules with names like Incidents and Watched Incidents, as well as every module inside the Incident application menu. However, if you enter Create Incident, you won't get any results. This is because the module for creating a new Incident is called Create New inside the Incident module, and the term Create Incident doesn't appear in that title.

In addition to filtering the application navigator, the filter text box has some hidden shortcuts that ServiceNow pros use to fly around the interface with ninja speed.

Here are a few pro tips for you:

⦁ Once you've entered a term into the filter text box in the application navigator, the first module result is automatically selected. You can navigate to it by pressing Enter.

⦁ Enter a table name followed by .list and then press Enter to navigate directly to the default list view for that table. For example, entering sc\_req\_item.list [Enter] will direct you to the list view for the sc\_req\_item (Requested Item) table.

⦁ Enter a table name followed by either .form or.Do (and then press Enter), which will take you directly to the default view of that table's form (allowing you to create a new record quickly). For example, entering sc\_request.form [Enter] will take you to the New Record intake form for the sc\_request (Request) table.

⦁ Enter a table name followed by .config to be taken to that table's configuration page. This will display all of the standard configuration options for a table, including Business Rules, Client Scripts, Security Rules, and more. You can also reach this page by going to any form or list, right-clicking the header, and going to Configure | All.

⦁ Each table has a corresponding form, with specific fields displayed by default.

⦁ Use either.CONFIG, .FORM, or.LIST in caps to navigate the list or form view in a new tab or window!

⦁ Opening a list or form in a new tab (either using this method, by middle-clicking a link, or otherwise) breaks it out of the ServiceNow frame, showing only the content frame. More on that later in this chapter.

Try it yourself:

Type sys\_user. list into the application navigator filter text field in your developer instance, and press Enter. You should see the list of all the demo users in your instance!

No matter which application navigator tab you have selected when you start typing in the filter text box, it will always show you results from the All Applications tab and your favorites, with any of your favorites that match the filter always showing up first.

Favorites Users can add favorites within the application navigator by clicking the star icon, which is visible on the right when hovering over any application menu or module in the application navigator. Adding a favorite will make it come up first when filtering the application navigator using any term it matches. It'll also show up under your favorites list, which you can see by clicking the tab at the top of the application navigator, below the filter text box, with the same star icon you see when adding a module to your favorites.

Let's try out Favorites now by adding some favorites that an admin or developer will likely want to return to frequently.

Add the following modules to your favorites list by filtering the application navigator by the module name, hovering over the module, and clicking the star icon on the right:

⦁ Workflow | Workflow Editor

⦁ System Definition | Script Includes

⦁ System Definition | Dictionary

⦁ System Definition | Business Rules

⦁ System Update Sets | Local Update Sets

⦁ System Logs | System Log | All

This one (All) is nested under a module (System Log) that doesn't point anywhere and is just there to serve as a separator for other modules. It's not much use searching for All, so try searching for System Log!

Now that we've got a few favorites let's rename them so they're easier to identify. While we're at it, we'll give them some new icons as well:

⦁ Click the Favorites tab in the application navigator, and you should see your newly added favorites in the list.

⦁ At the bottom-right of the application navigator in the ServiceNow frame, click on the Edit Favorites pencil icon ( ).

⦁ Click on the favorite item called Workflow – Workflow Editor. This will select it so you can edit it in the content frame on the right:

⦁ Give it something more straightforward in the Name field, such as Workflow Editor. Then, choose a color and an icon. I chose white and the icon that looks like a flowchart. I also removed my default Home favorite, but you may decide to keep it.

Here is what my favorites look like after I made some modifications: