

Client Script to Display Alert When a Field is Updated

User Story: To create a Client Script that alerts the user when they update the Short Description field on an Incident form.

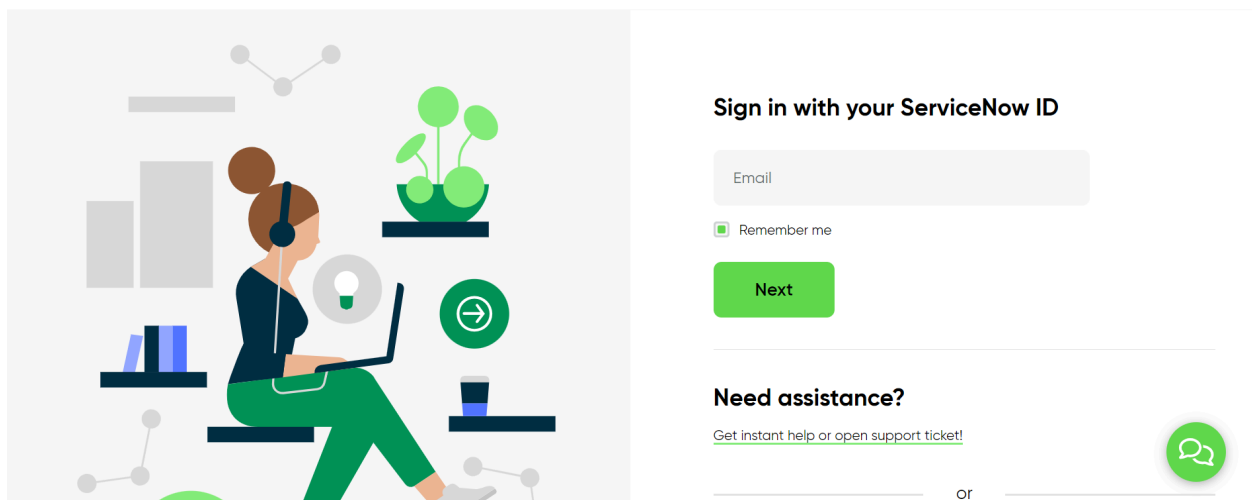
Objective: Client Scripts in ServiceNow involves understanding the context where client scripts run (the client-side, or browser side), and how they interact with form fields or tables. We create a client script that displays an alert when a specific field is updated on a form.

Skills: Client Scripts, Scripting

Solution:

Step 1 : Sign into ServiceNow.

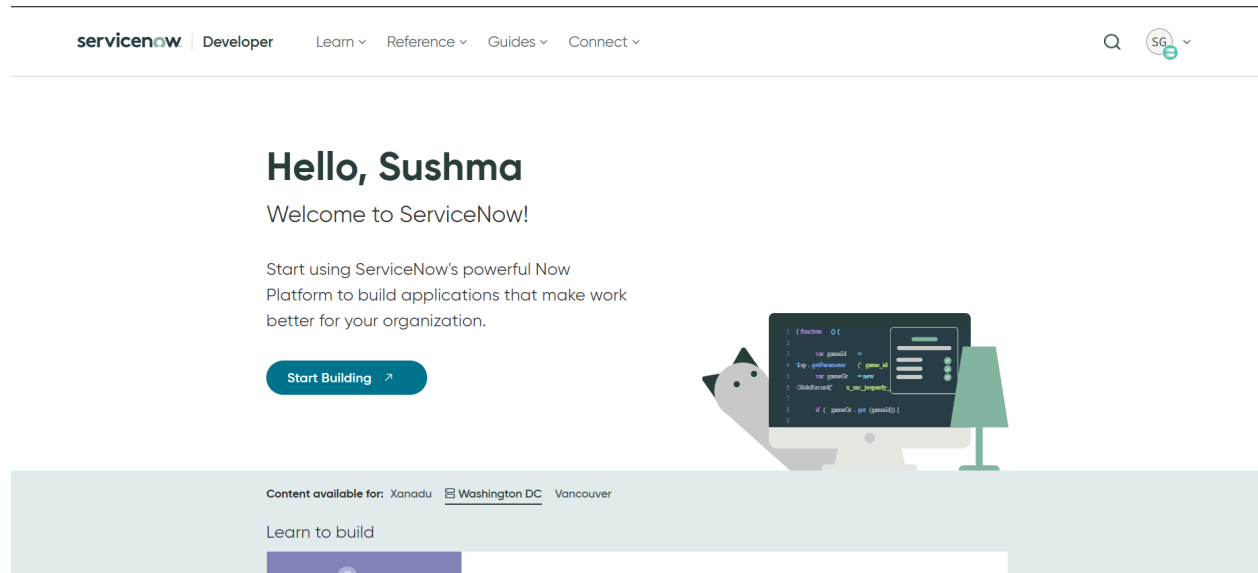
servicenow. | Developer Program



Step 2 : Sign up for a developer account on the ServiceNow Developer site
“<https://developer.servicenow.com>”.

Step 3 : Once logged in, navigate to the "Personal Developer Instance" section.

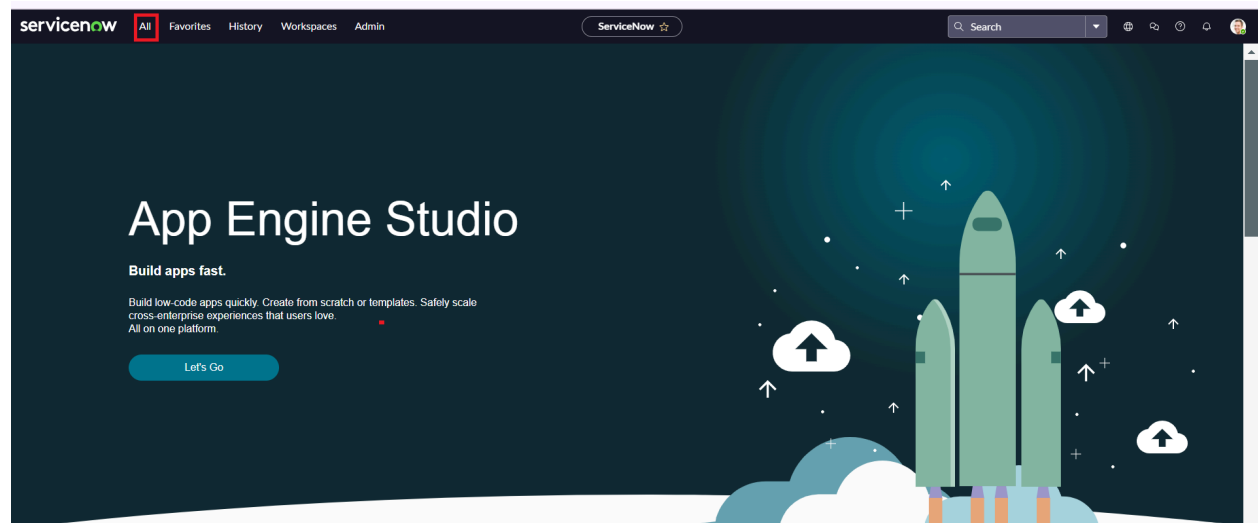
Click on "Request Instance" to create a new ServiceNow instance.



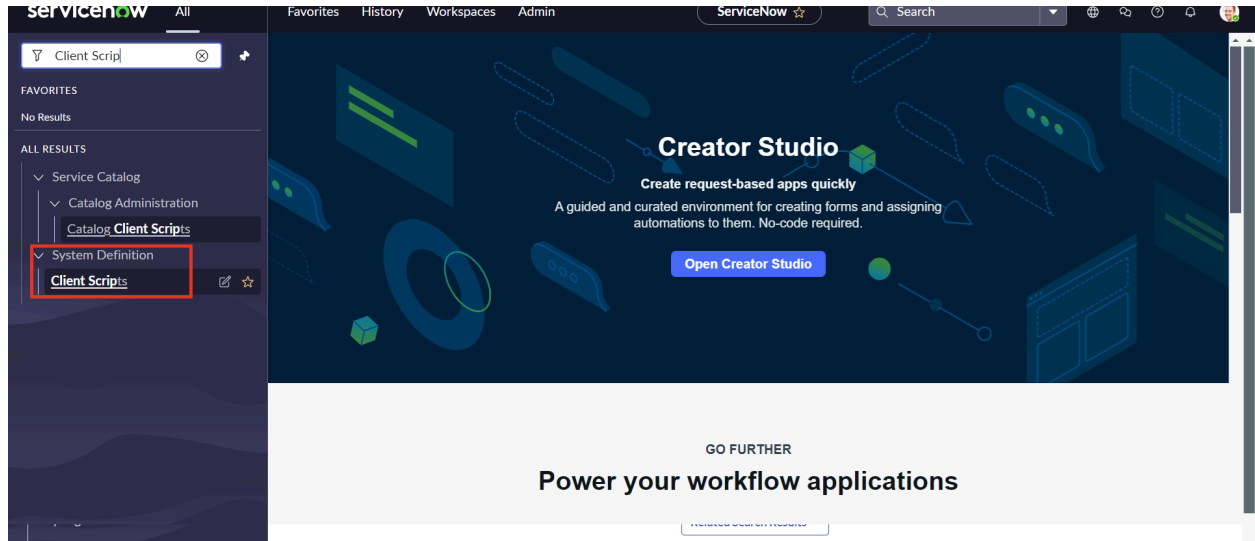
Step 4 : Fill out the required information and submit the request.

Step 5 : You'll receive an email with the instance details once it's ready.

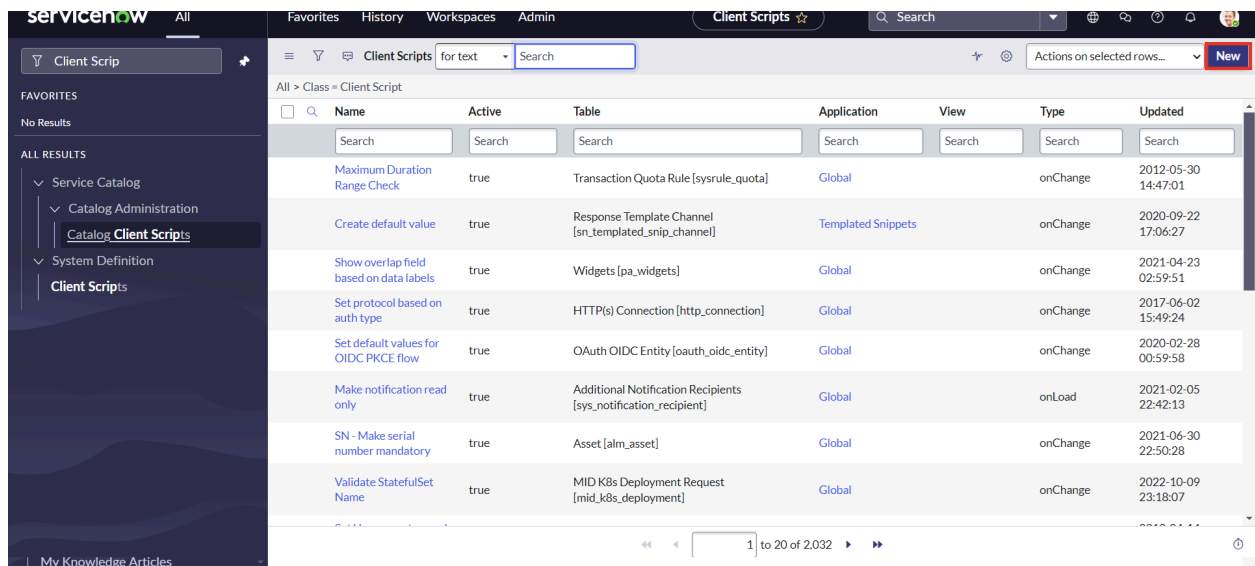
Step 6 : Log in to your ServiceNow instance using the provided credentials.
Now you will navigate to the ServiceNow.



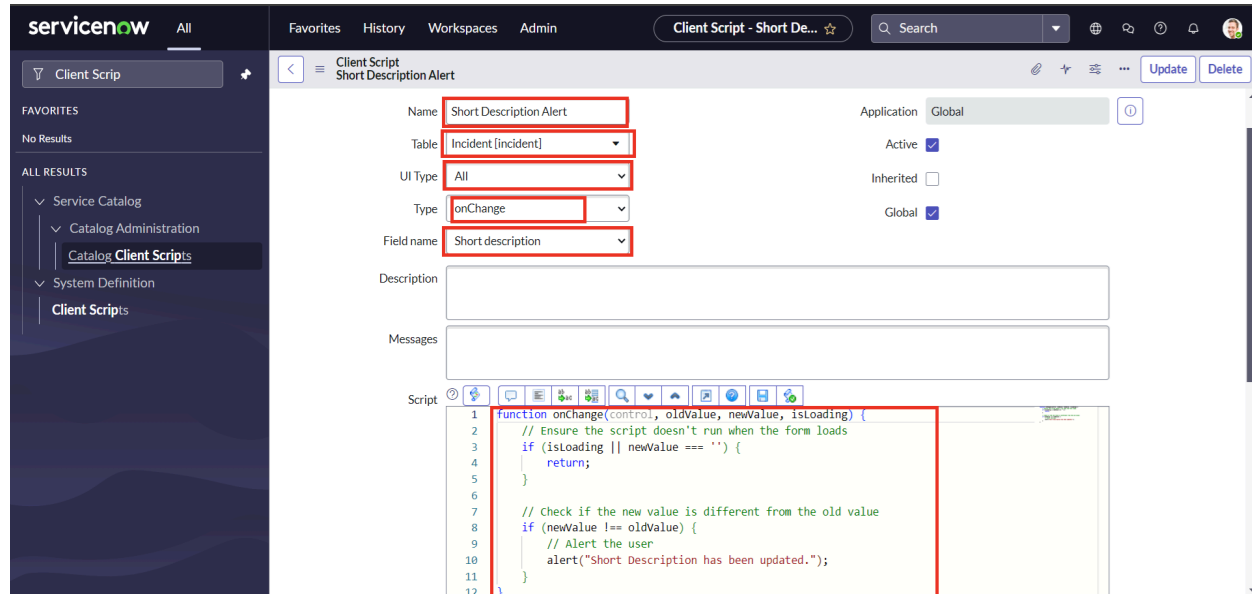
Step 7 : Open “Client Scripts Under System Definition”.



Step 8 : Click on “New”



Step 9 : Fill the Details as below.



The screenshot shows the ServiceNow interface for configuring a Client Script. The script is named 'Short Description Alert' and is associated with the 'Incident' table. The configuration includes the following fields:

- Name: Short Description Alert
- Table: Incident [incident]
- UI Type: All
- Type: onChange
- Field name: Short description
- Application: Global
- Active: ☒
- Inherited: ☐
- Global: ☒

The script code is as follows:

```

1 function onChange(control, oldValue, newValue, isLoading) {
2   // Ensure the script doesn't run when the form loads
3   if (isLoading || newValue === '') {
4     return;
5   }
6
7   // Check if the new value is different from the old value
8   if (newValue !== oldValue) {
9     // Alert the user
10    alert("Short Description has been updated.");
11  }
12 }

```

Step 10 : Enter the given Code Below.

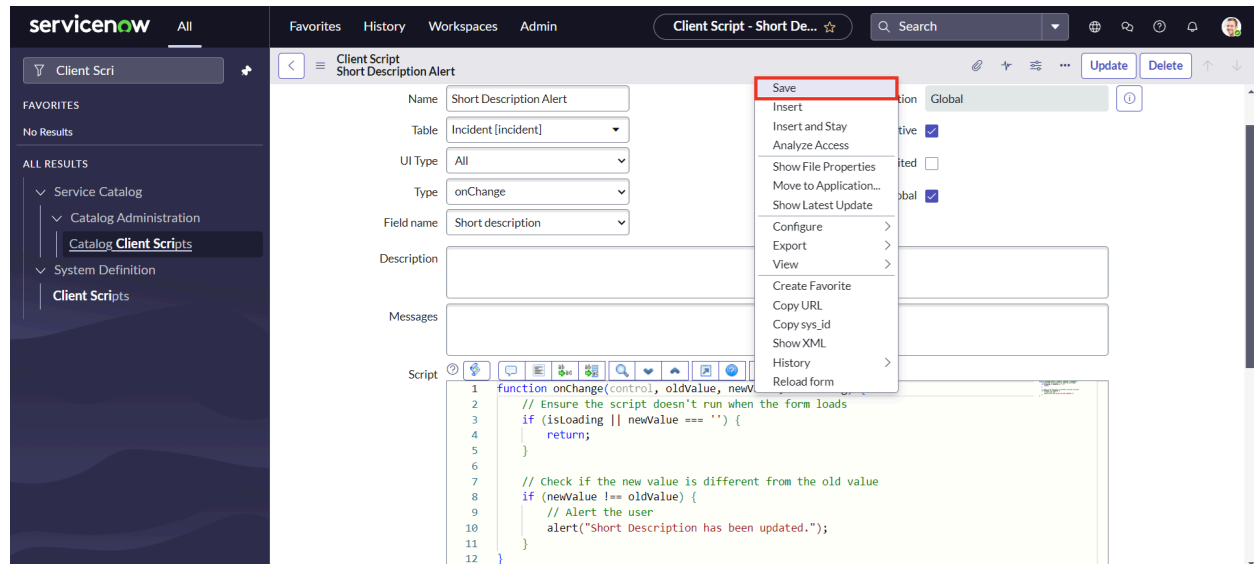
```

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  // Ensure the script doesn't run when the form loads
  if (isLoading || newValue === "") {
    return;
  }

  // Check if the new value is different from the old value
  if (newValue !== oldValue) {
    // Alert the user
    alert("Short Description has been updated.");
  }
}

```

Step 11 : Save and Submit.



Result :

Update the Short Description field and observe the alert that pops up as a result of your client script.

