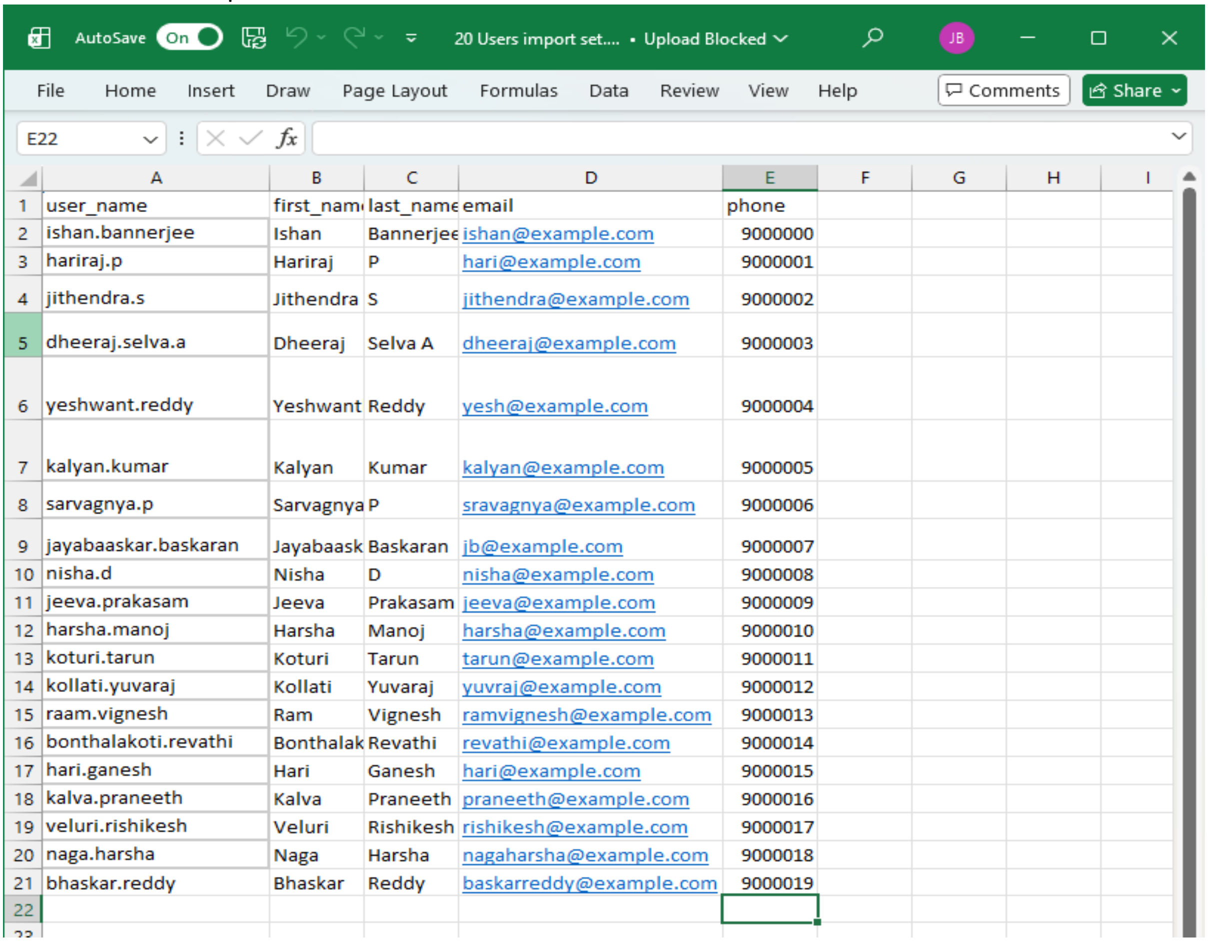
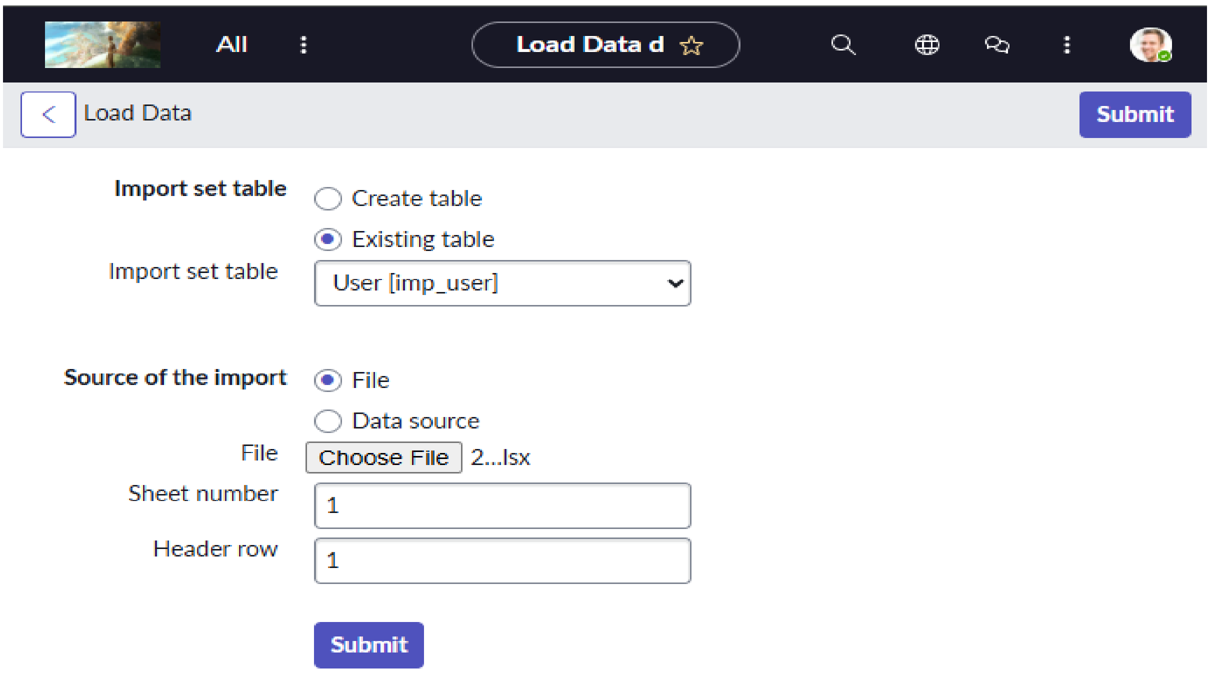
CSA SCENERIO-CASES

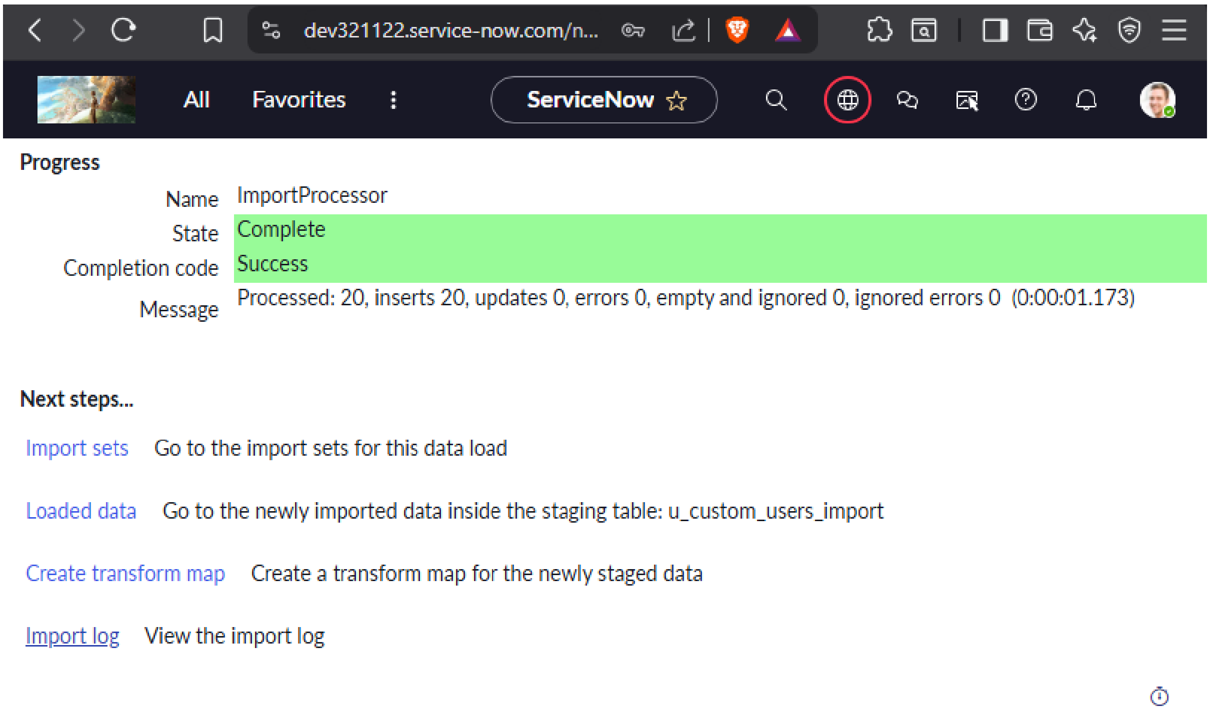
1. Import your batch members as 20 users into your personal developer environment through import set
    - Import data – Excel Format



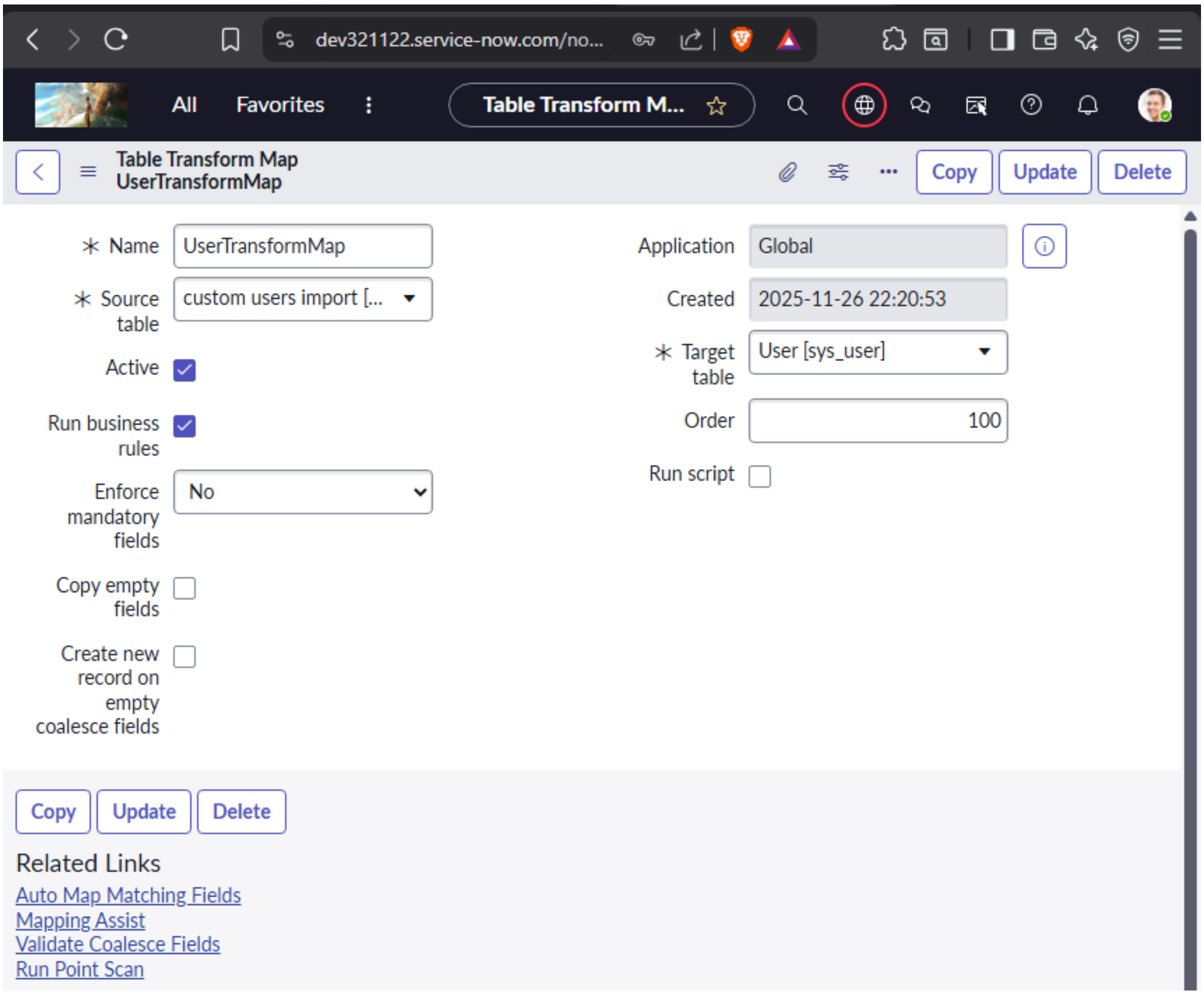
	A	B	C	D	E
1	user_name	first_nam	last_name	email	phone
2	ishan.bannerjee	Ishan	Bannerjee	ishan@example.com	9000000
3	hariraj.p	Hariraj	P	hari@example.com	9000001
4	jithendra.s	Jithendra	S	jithendra@example.com	9000002
5	dheeraj.selva.a	Dheeraj	Selva A	dheeraj@example.com	9000003
6	yeshwant.reddy	Yeshwant	Reddy	yesh@example.com	9000004
7	kalyan.kumar	Kalyan	Kumar	kalyan@example.com	9000005
8	sarvagnya.p	Sarvagnya	P	sravagnya@example.com	9000006
9	jayabaaskar.baskaran	Jayabaask	Baskaran	jb@example.com	9000007
10	nisha.d	Nisha	D	nisha@example.com	9000008
11	jeeva.prakasam	Jeeva	Prakasam	jeeva@example.com	9000009
12	harsha.manoj	Harsha	Manoj	harsha@example.com	9000010
13	koturi.tarun	Koturi	Tarun	tarun@example.com	9000011
14	kollati.yuvaraj	Kollati	Yuvaraj	yuvraj@example.com	9000012
15	raam.vignesh	Ram	Vignesh	ramvignesh@example.com	9000013
16	bonthalakoti.revathi	Bonthalak	Revathi	revathi@example.com	9000014
17	hari.ganesh	Hari	Ganesh	hari@example.com	9000015
18	kalva.praneeth	Kalva	Praneeth	praneeth@example.com	9000016
19	veluri.rishikesh	Veluri	Rishikesh	rishikesh@example.com	9000017
20	naga.harsha	Naga	Harsha	nagaharsha@example.com	9000018
21	bhaskar.reddy	Bhaskar	Reddy	baskarreddy@example.com	9000019
22					

- To import data from excel sheet : All > Import Sets > Load Data

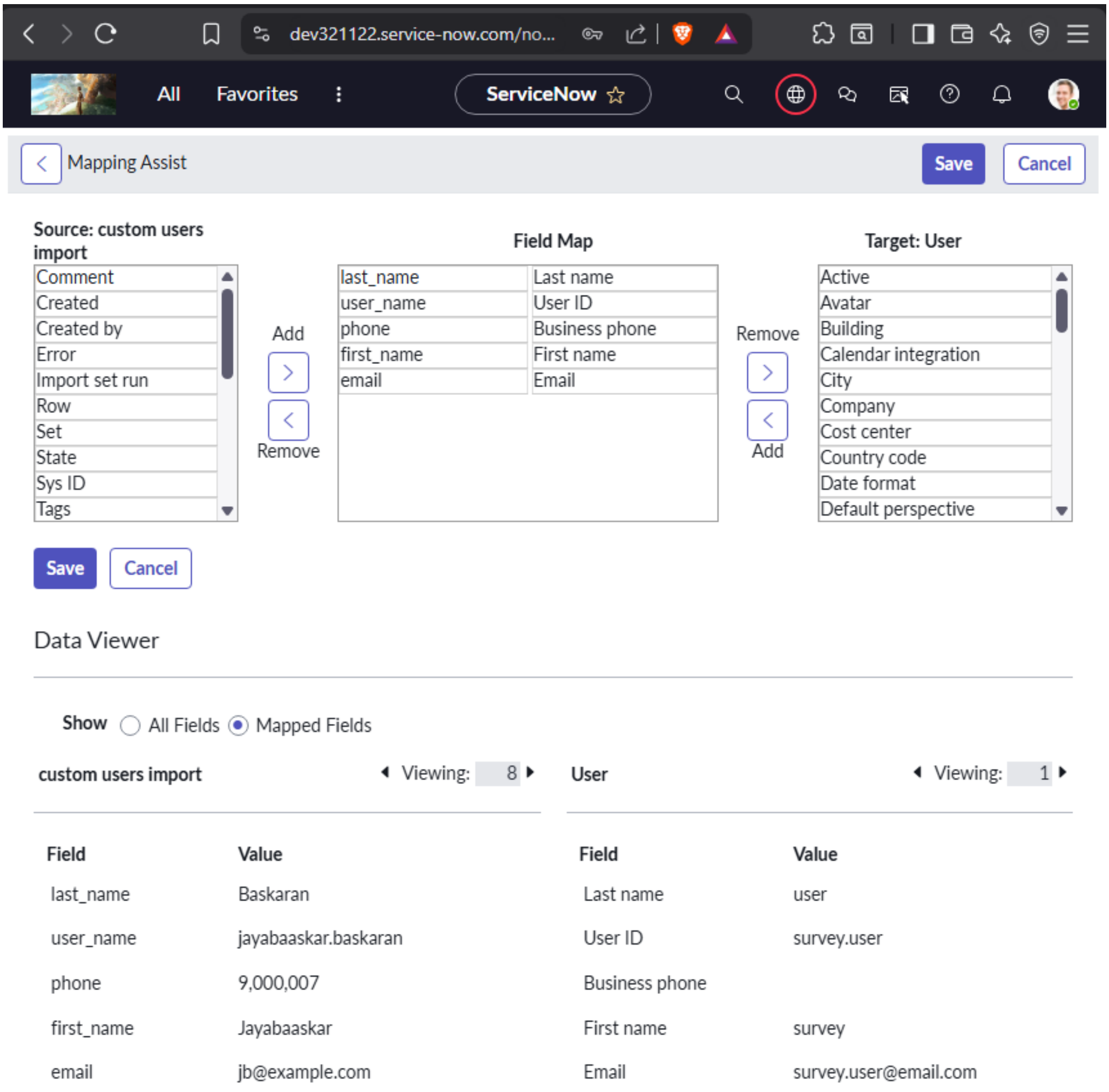




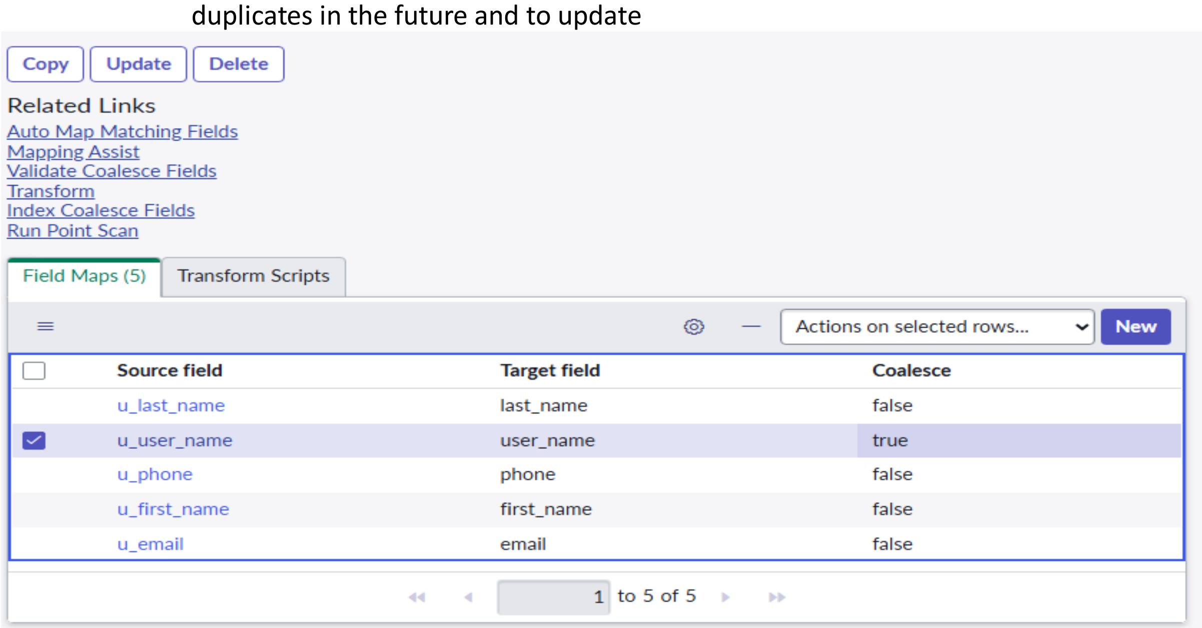
- Create Transform Map for Mapping fields



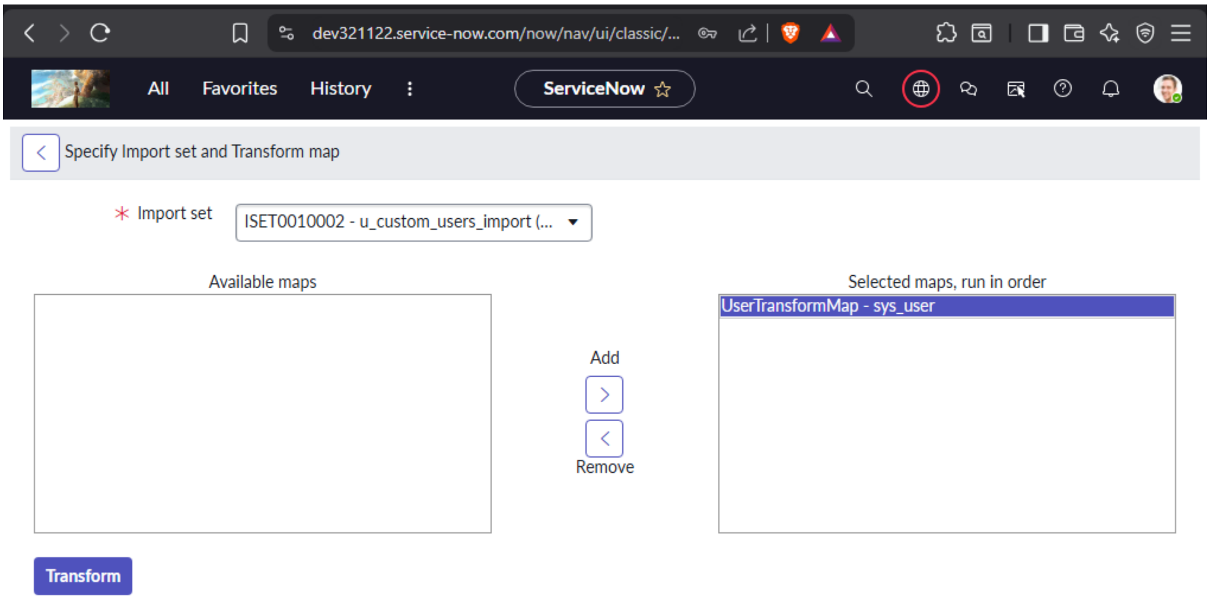
- Using Mapping Assist Map fields properly

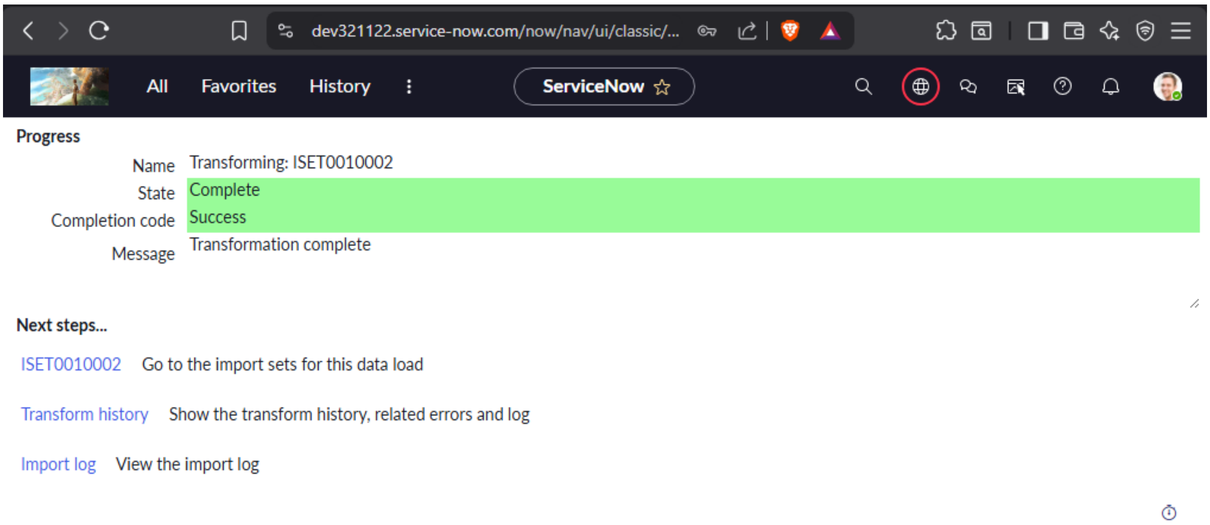


- Check the Coalesce Field true for the Unique fields to make sure there are no duplicates in the future and to update

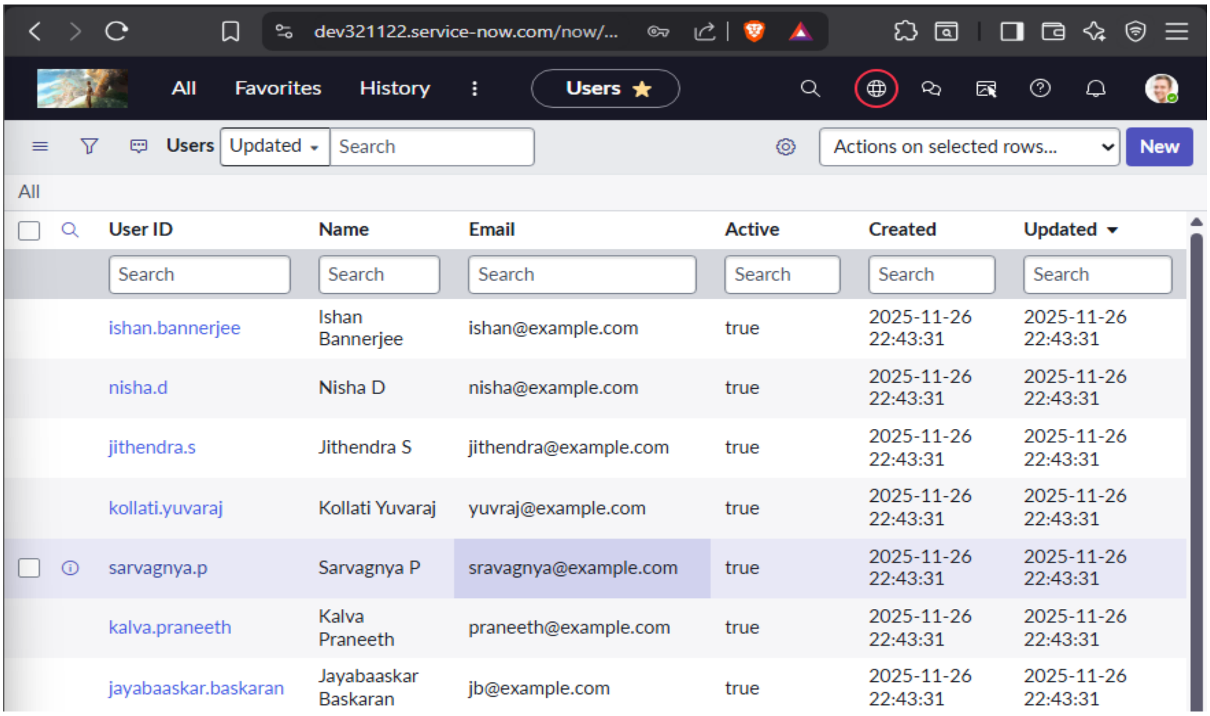


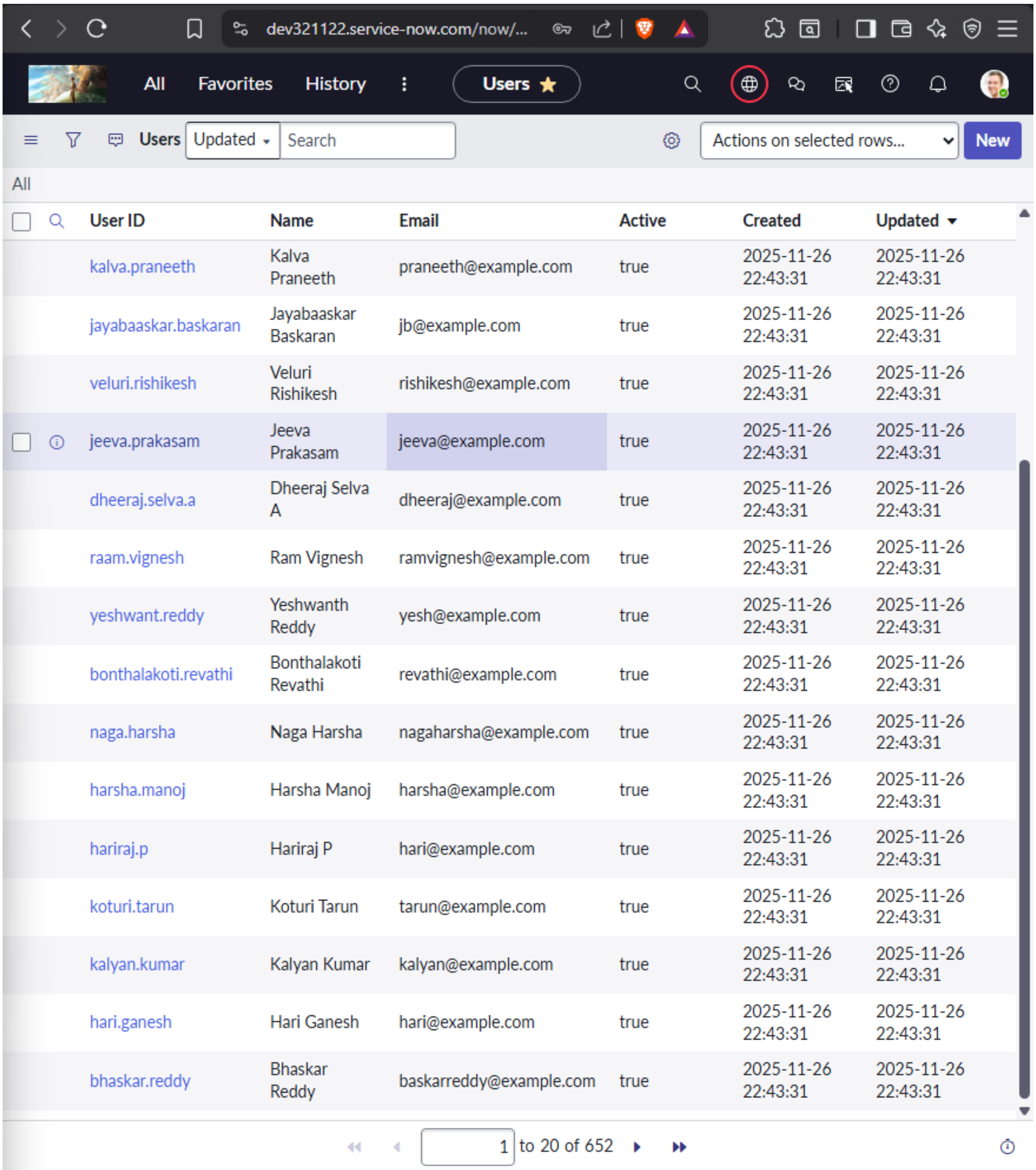
- Run the Transform Map Created





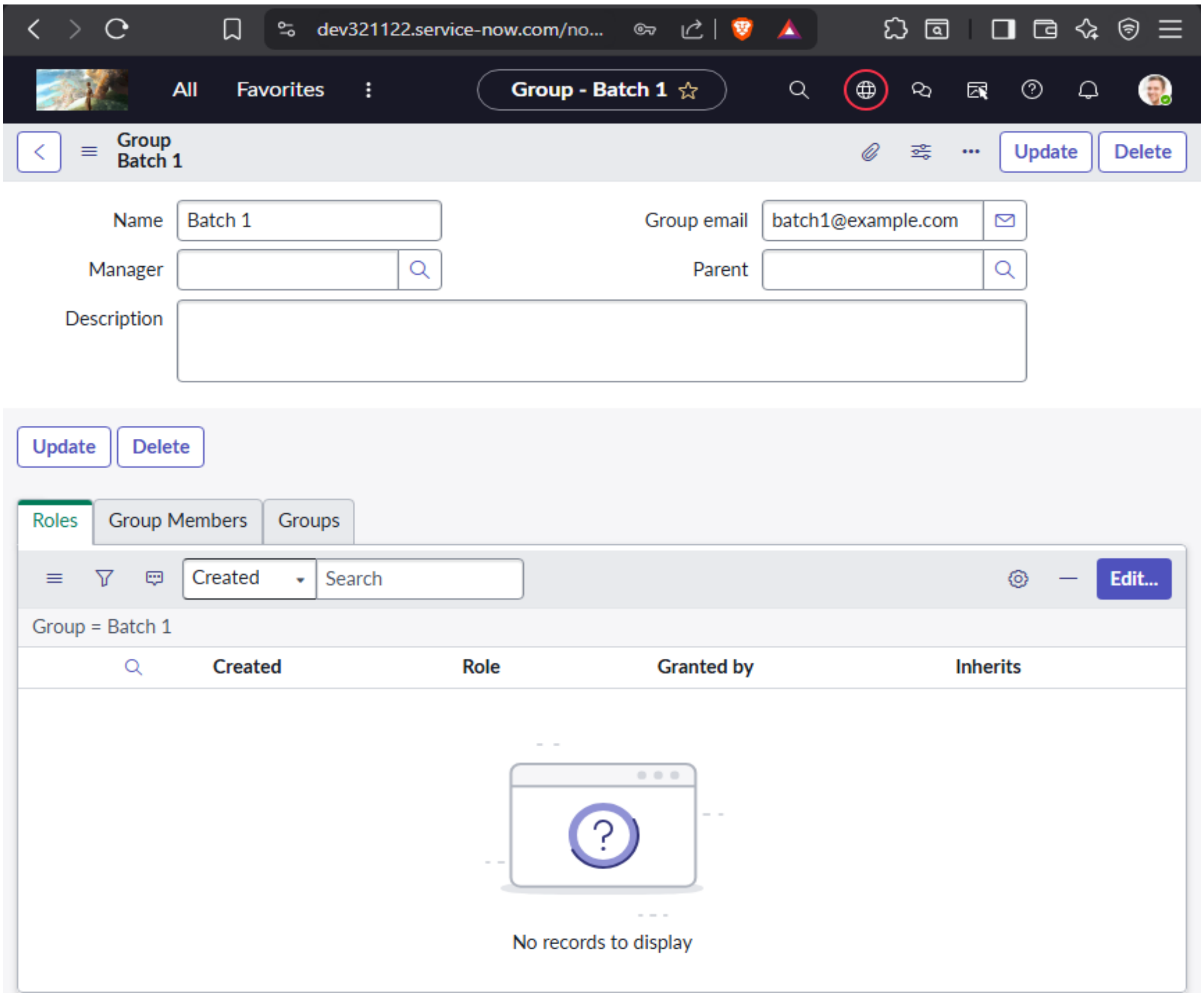
- Check the User table for imported Users and details.

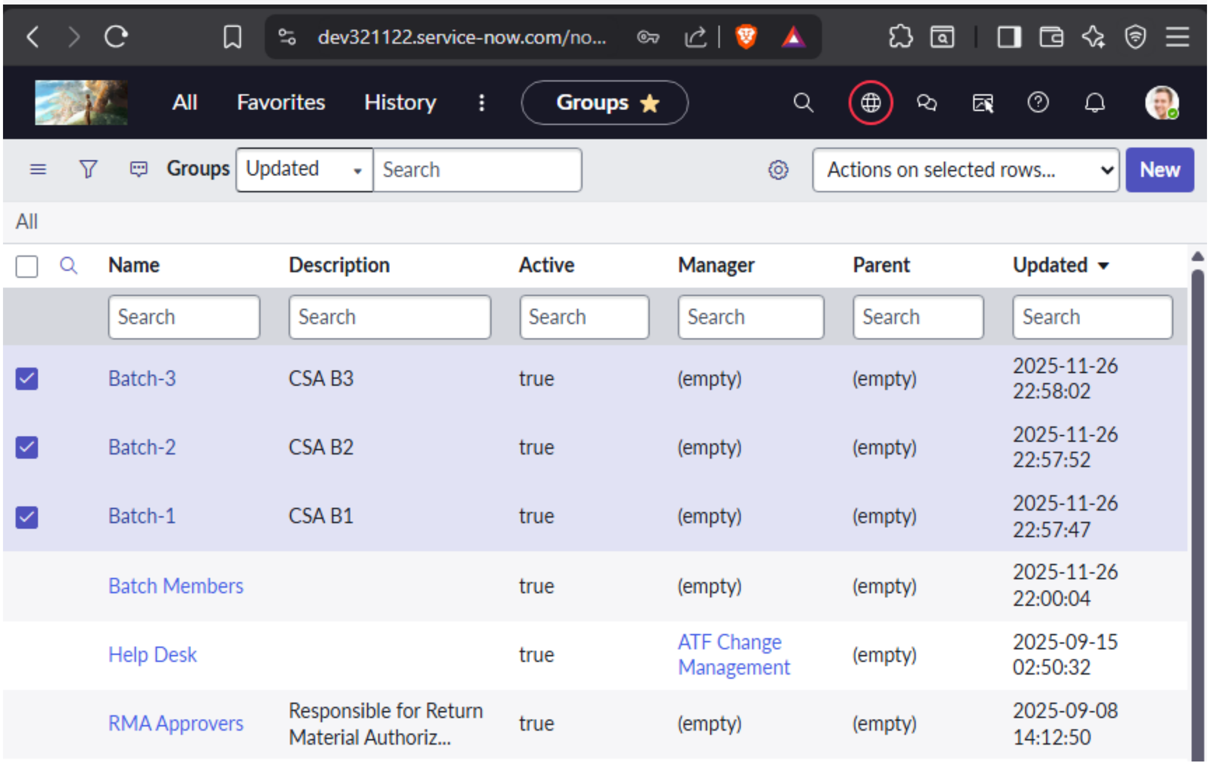




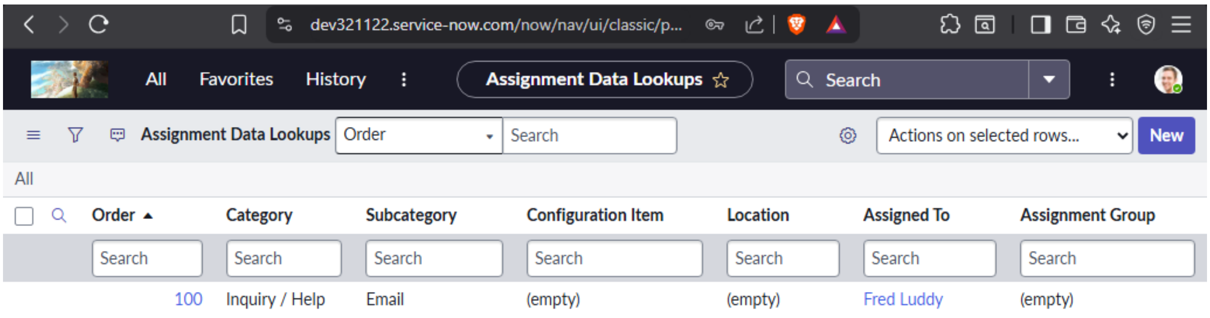
User ID	Name	Email	Active	Created	Updated
kalva.praneeth	Kalva Praneeth	praneeth@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
jayabaaskar.baskaran	Jayabaaskar Baskaran	jb@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
veluri.rishikesh	Veluri Rishikesh	rishikesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
jeeva.prakasam	Jeeva Prakasam	jeeva@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
dheeraj.selva.a	Dheeraj Selva A	dheeraj@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
raam.vignesh	Ram Vignesh	ramvignesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
yeshwant.reddy	Yeshwanth Reddy	yesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
bonthalakoti.revathi	Bonthalakoti Revathi	revathi@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
naga.harsha	Naga Harsha	nagaharsha@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
harsha.manoj	Harsha Manoj	harsha@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
hariraj.p	Hariraj P	hari@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
koturi.tarun	Koturi Tarun	tarun@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
kalyan.kumar	Kalyan Kumar	kalyan@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
hari.ganesh	Hari Ganesh	hari@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
bhaskar.reddy	Bhaskar Reddy	baskarreddy@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31

2. Create 3 groups called Batch-1 and Batch-2 and Batch-3.
   - Go to Groups under User Administraion – All > User Administration > Groups >New
   - Table Name: sys_user_group

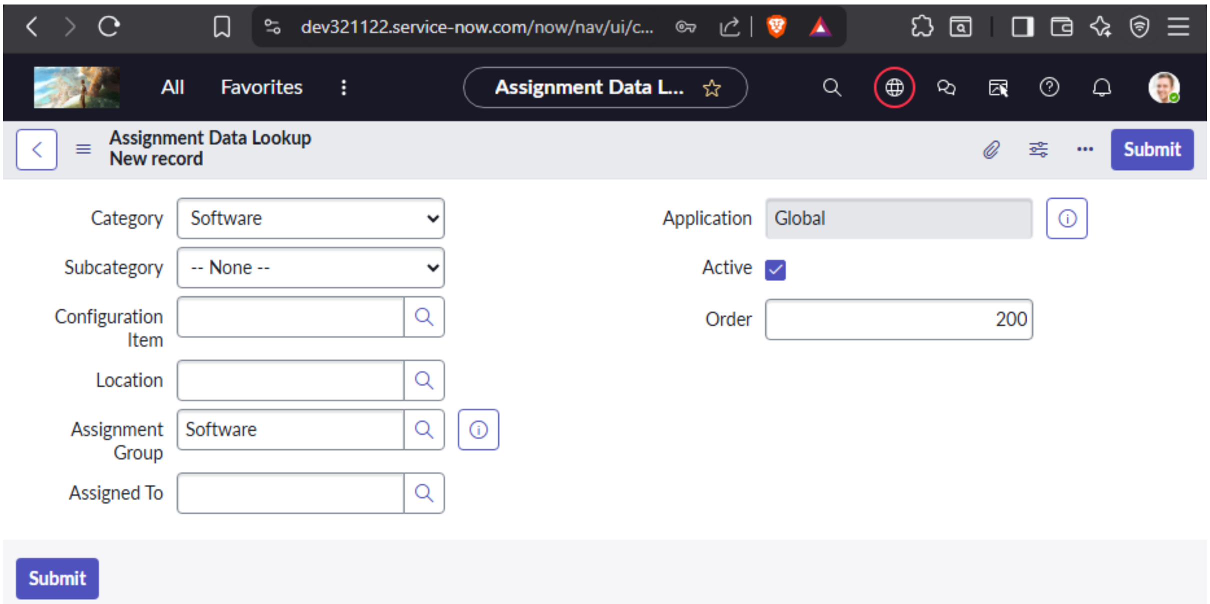


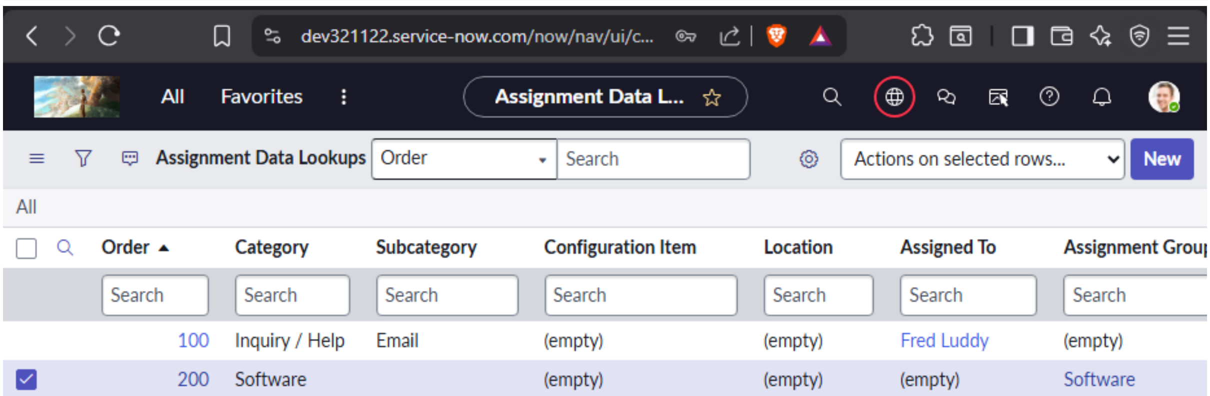


3. Create Assignment lookup rules when category is software the assignment group should be software.
    - Go to Assignment Data Lookup table – table name – dl_u_assignment
    - Type dl_u_assignment.list on All Filters and Enter to open the table.

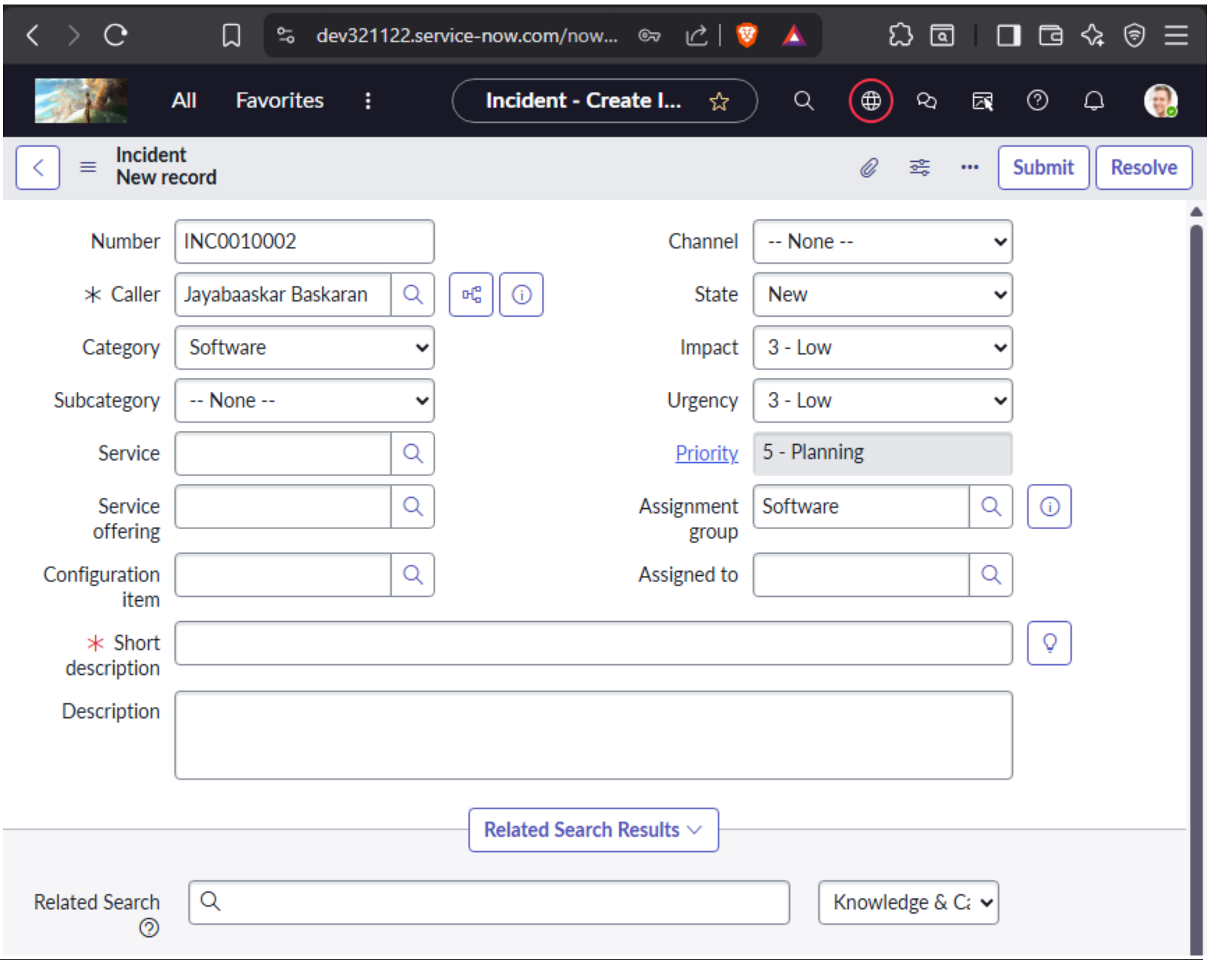


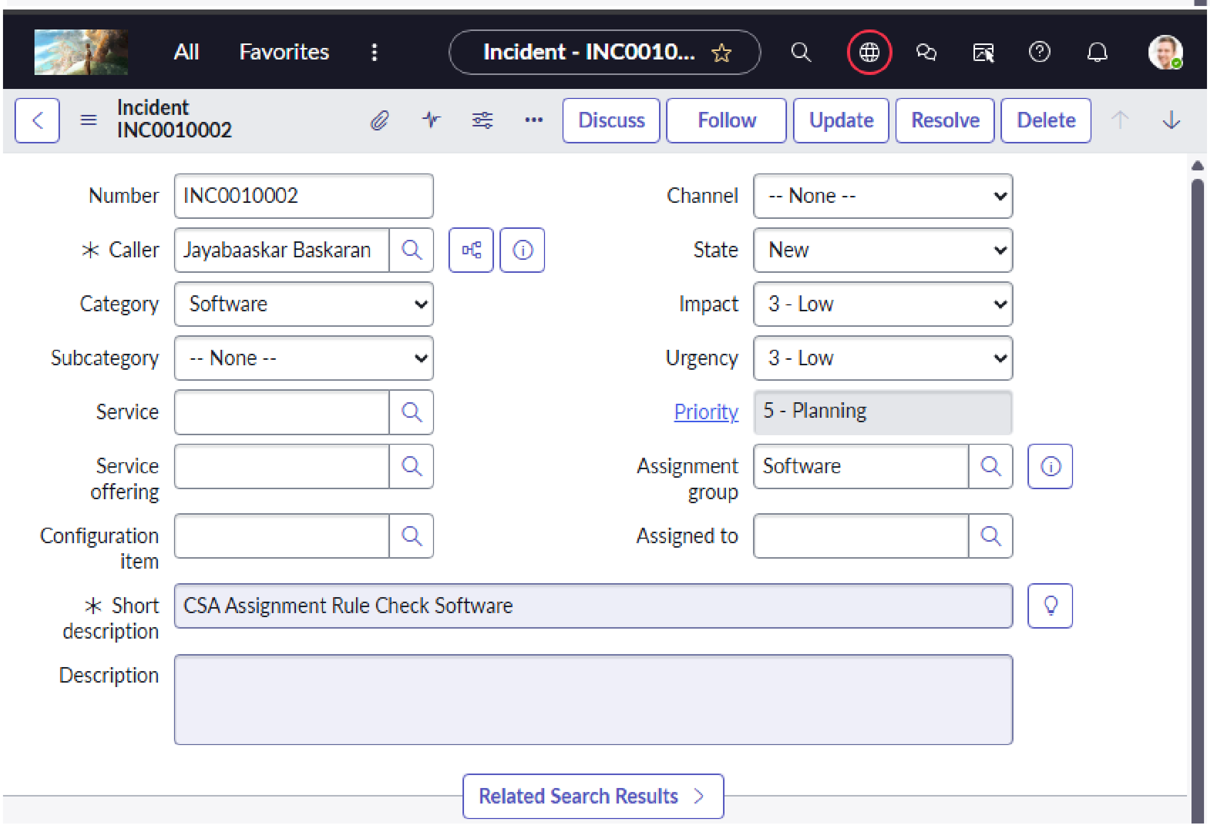
- Create New Data Lookup for Software



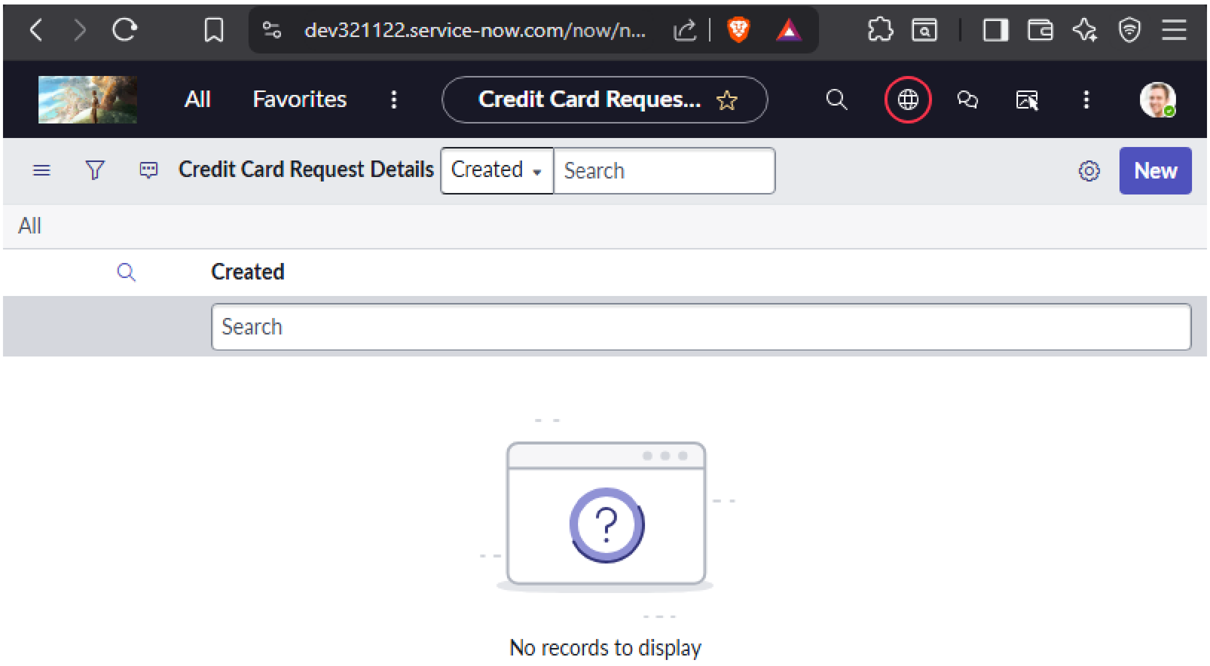


- Check If the assignment work in Incident Table

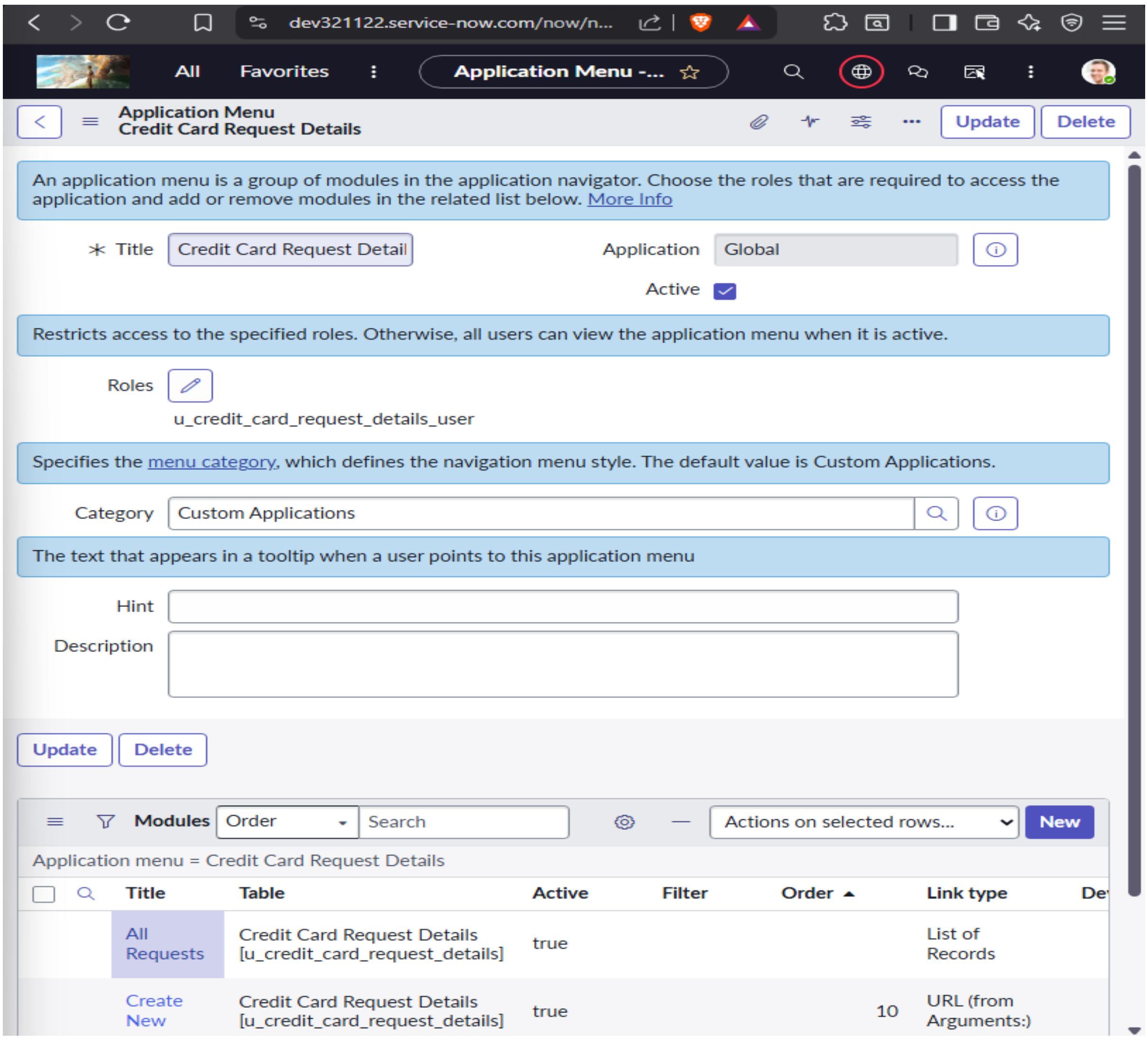




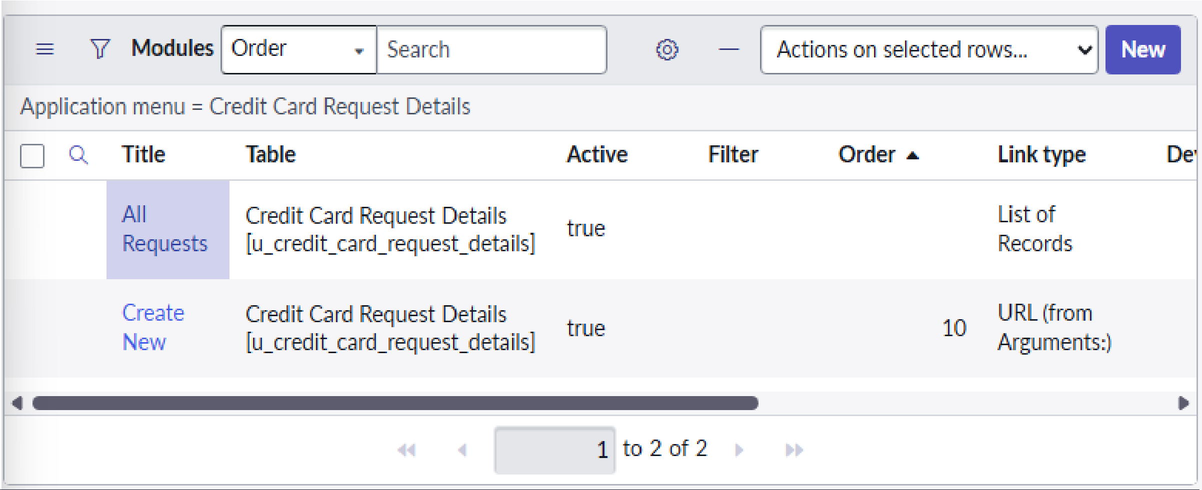
4. Create a custom table to store Credit card request details.
    - custom table name – u_credit_card_request_details.

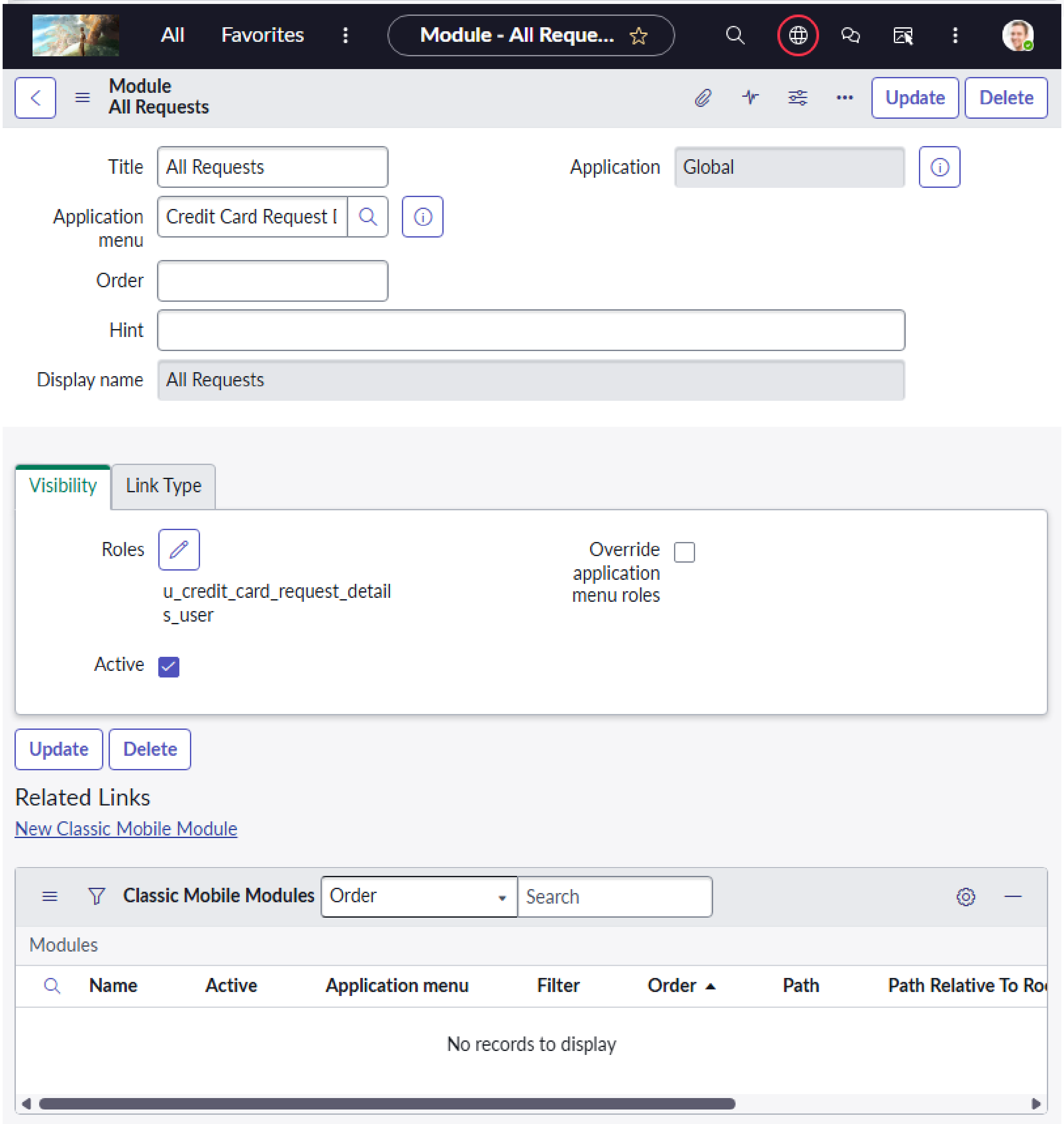


    - Along with an application with the same name is created

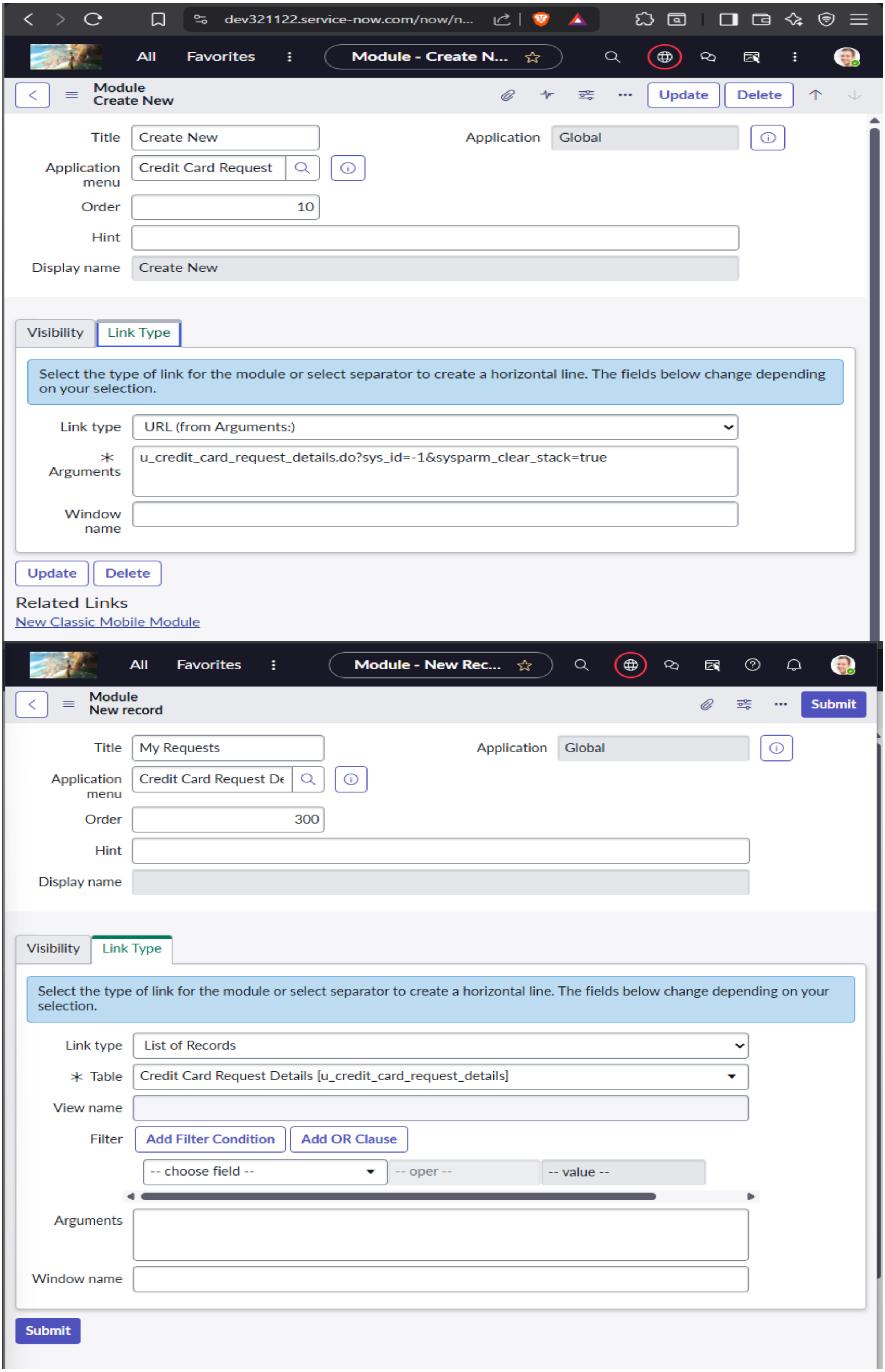


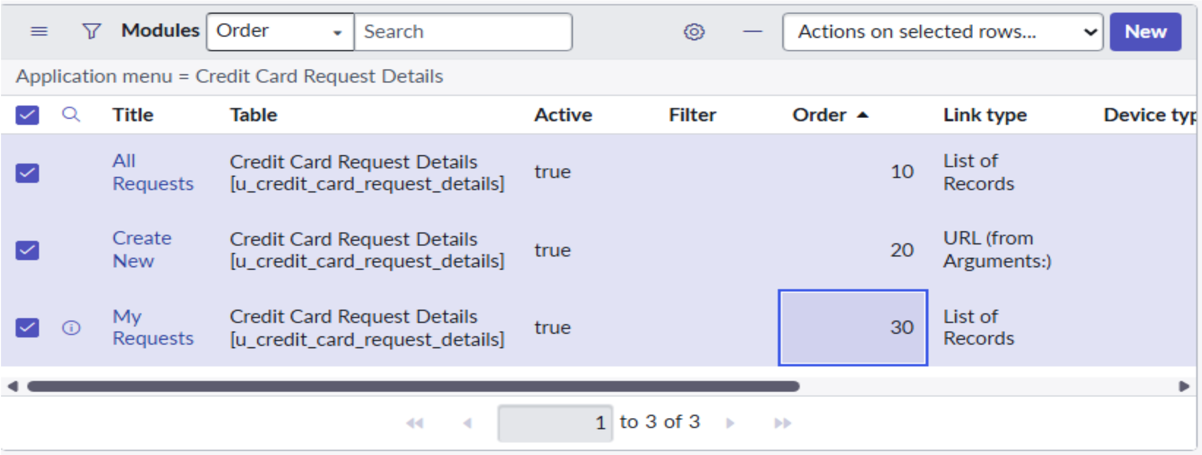
- Module –Create New & All Request & My Request



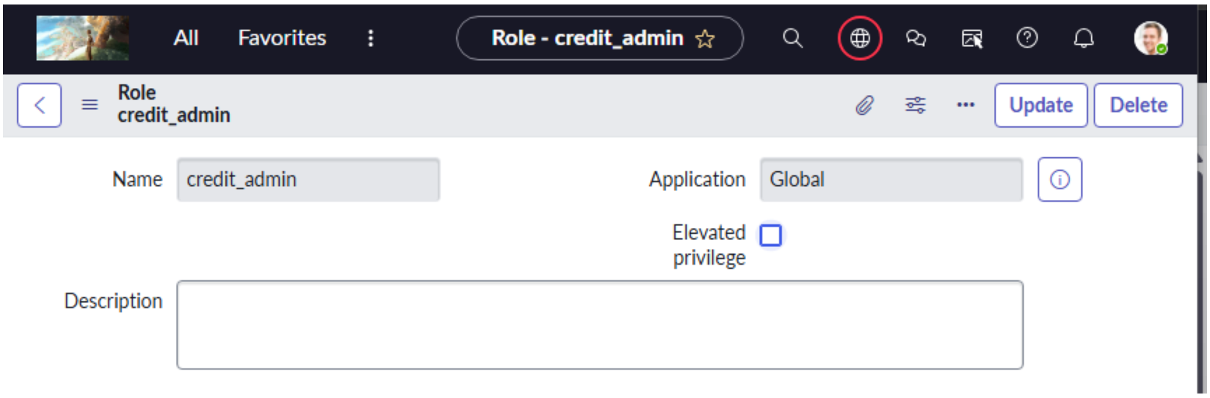


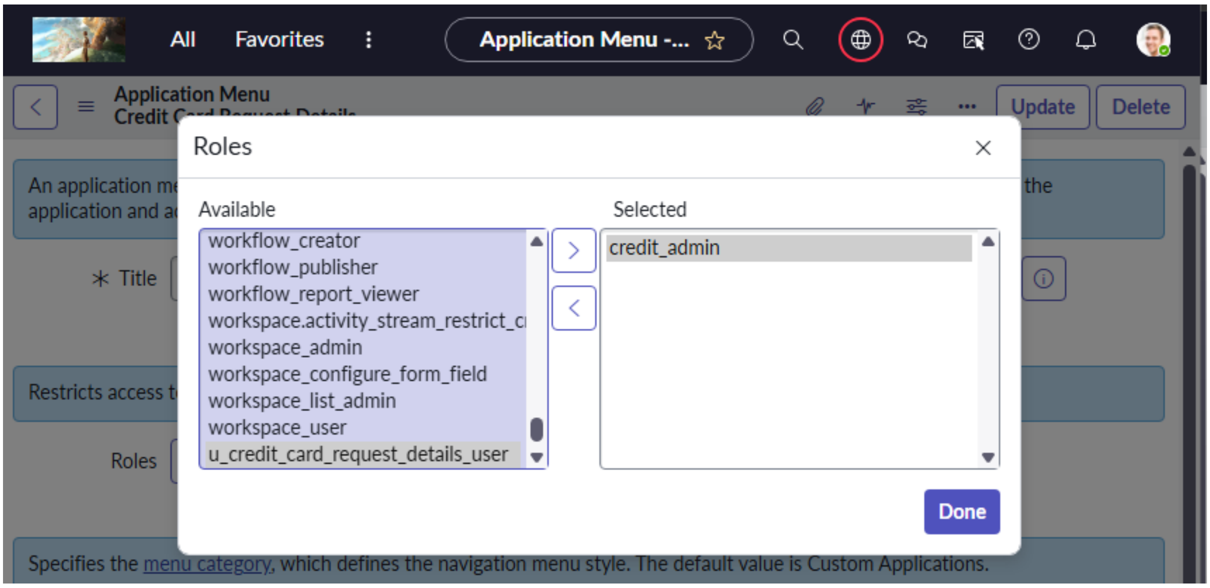
- Add Link type URL and in Arguments add the Form link Suffix for Create New

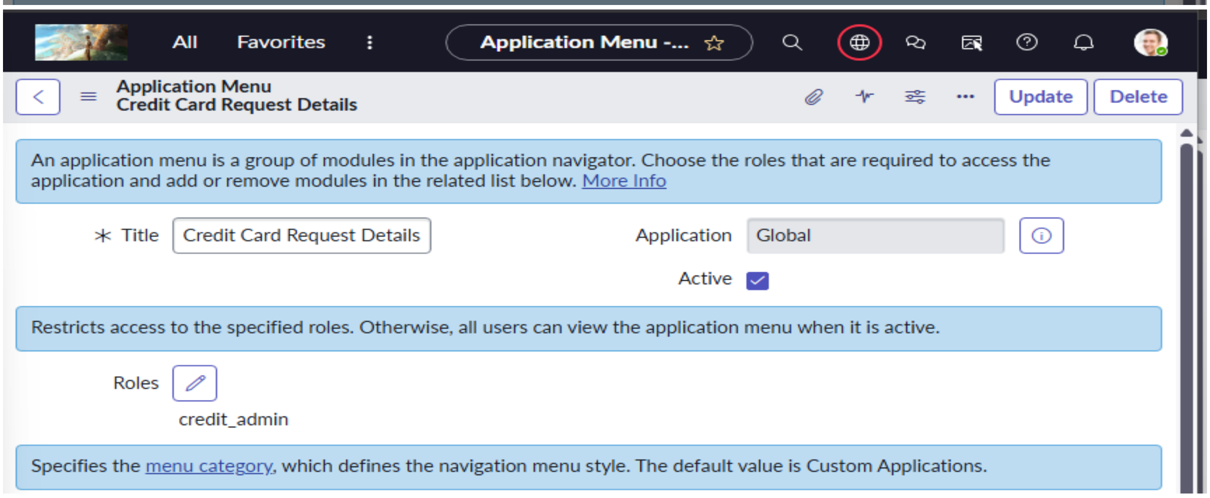




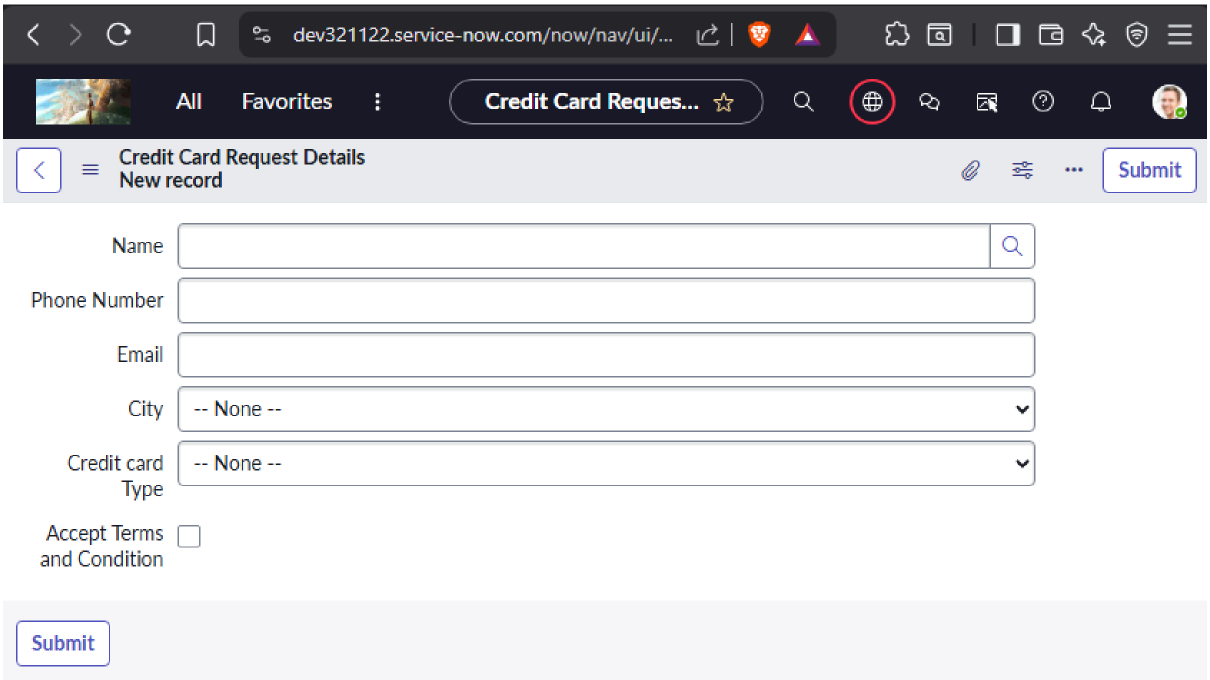
- Custom Role Creation credit_admin for application



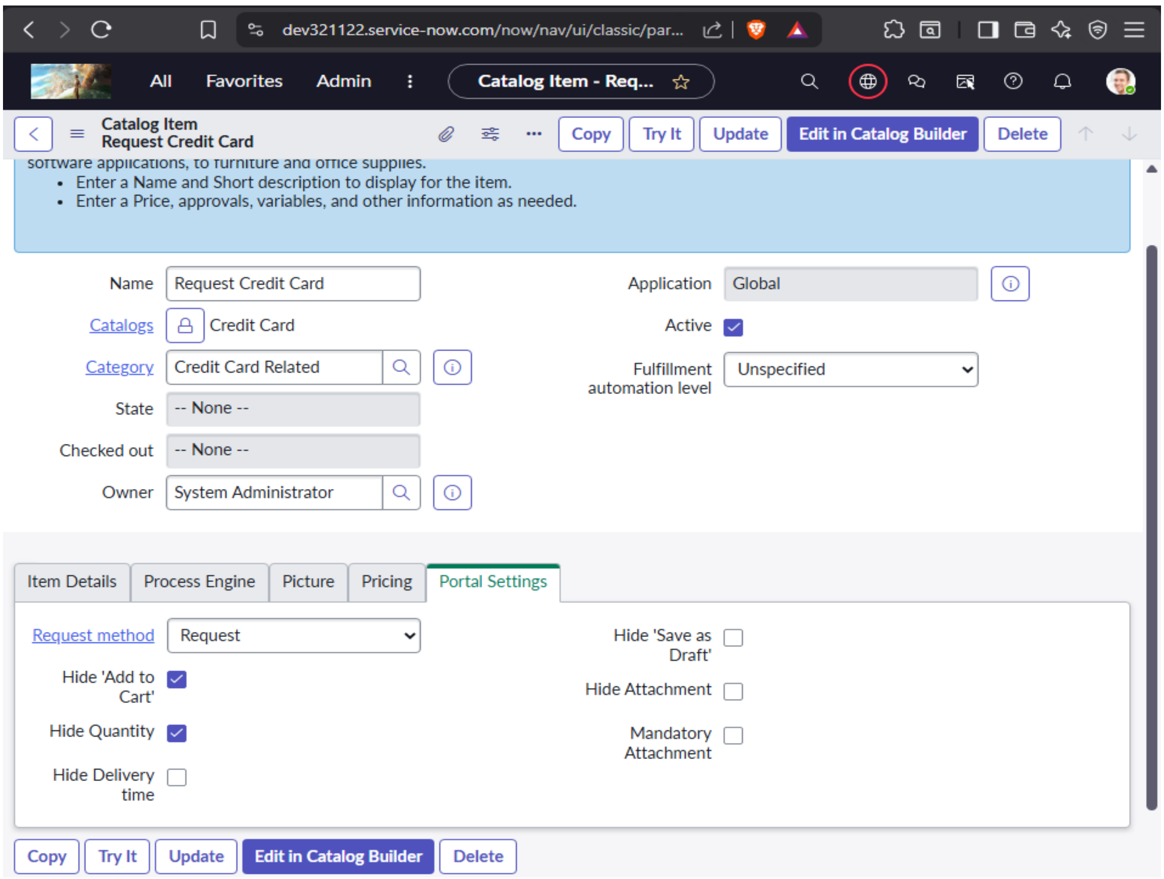


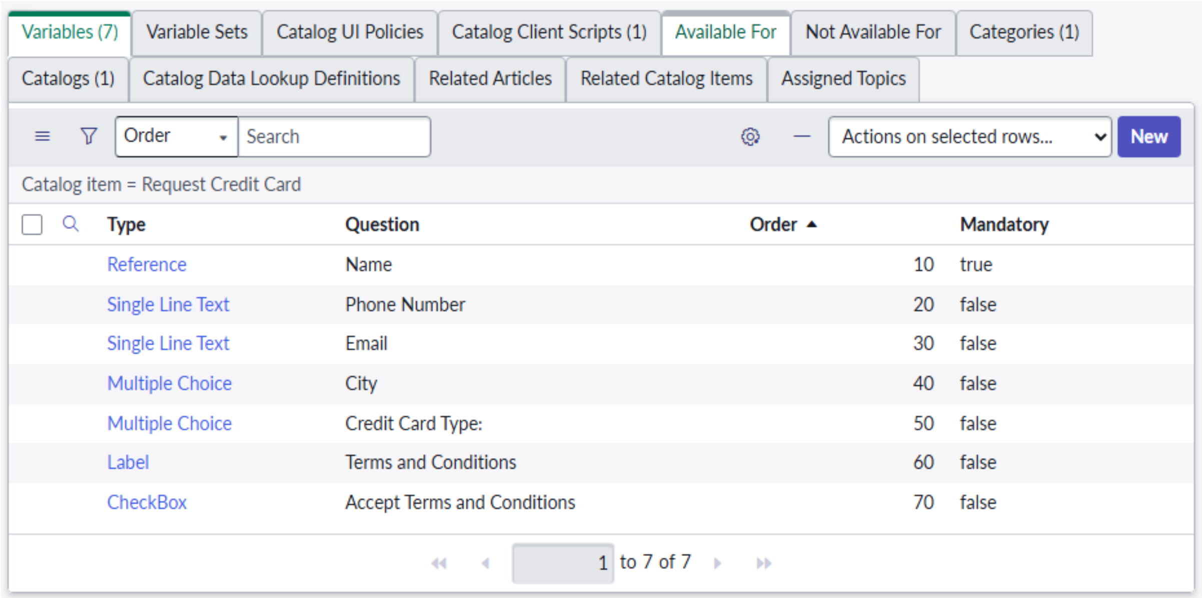


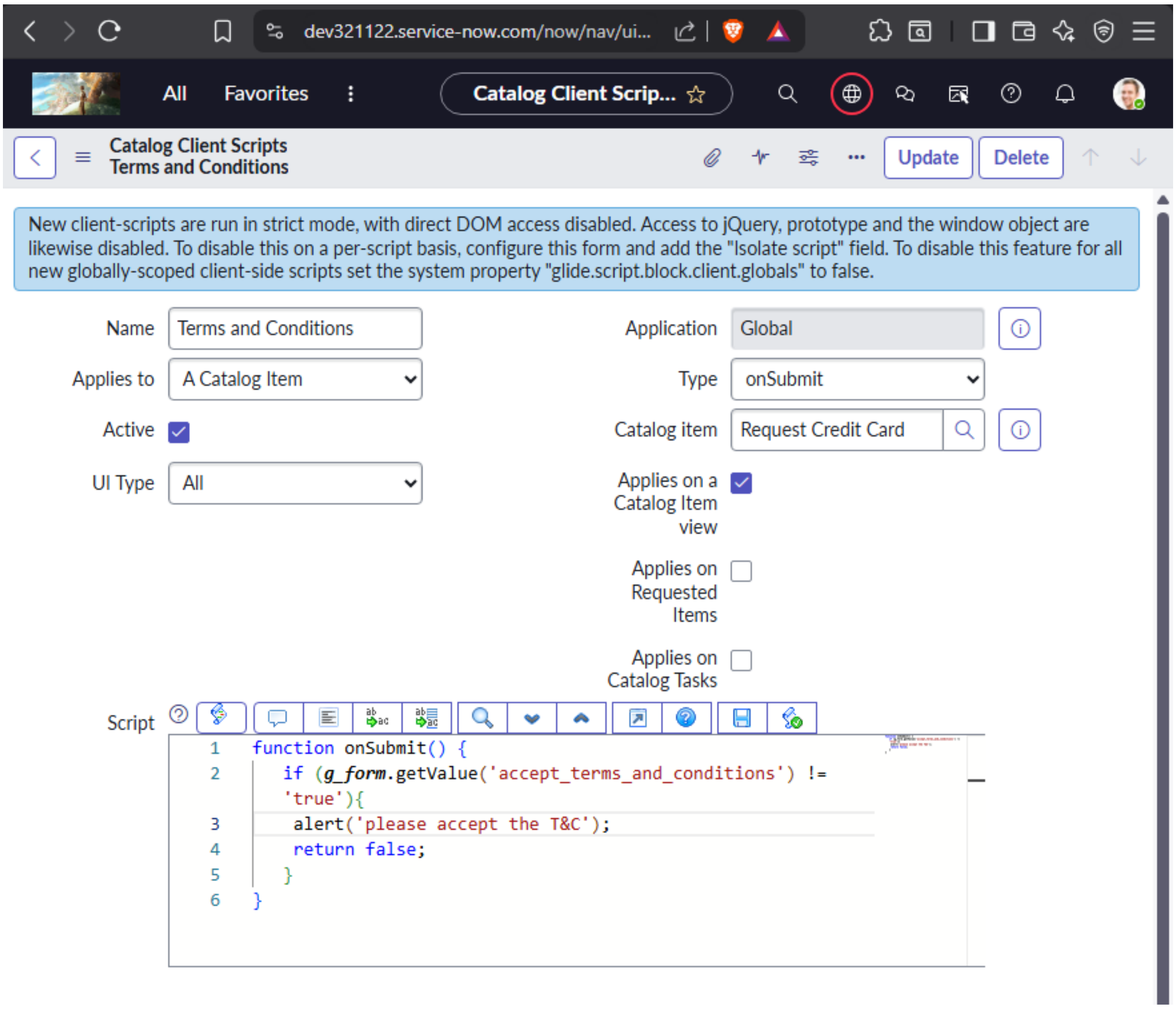
- Required fields: 1) Name: refer to user table. 2) Phone Number: String 3) Email: String 4) City: Choice type –All metro cities. 5) Credit card Type: any 4 choices as your wish. 6) Accept Terms and Condition: check box
- Using Either Form Builder or Form Layout create Fields add choices

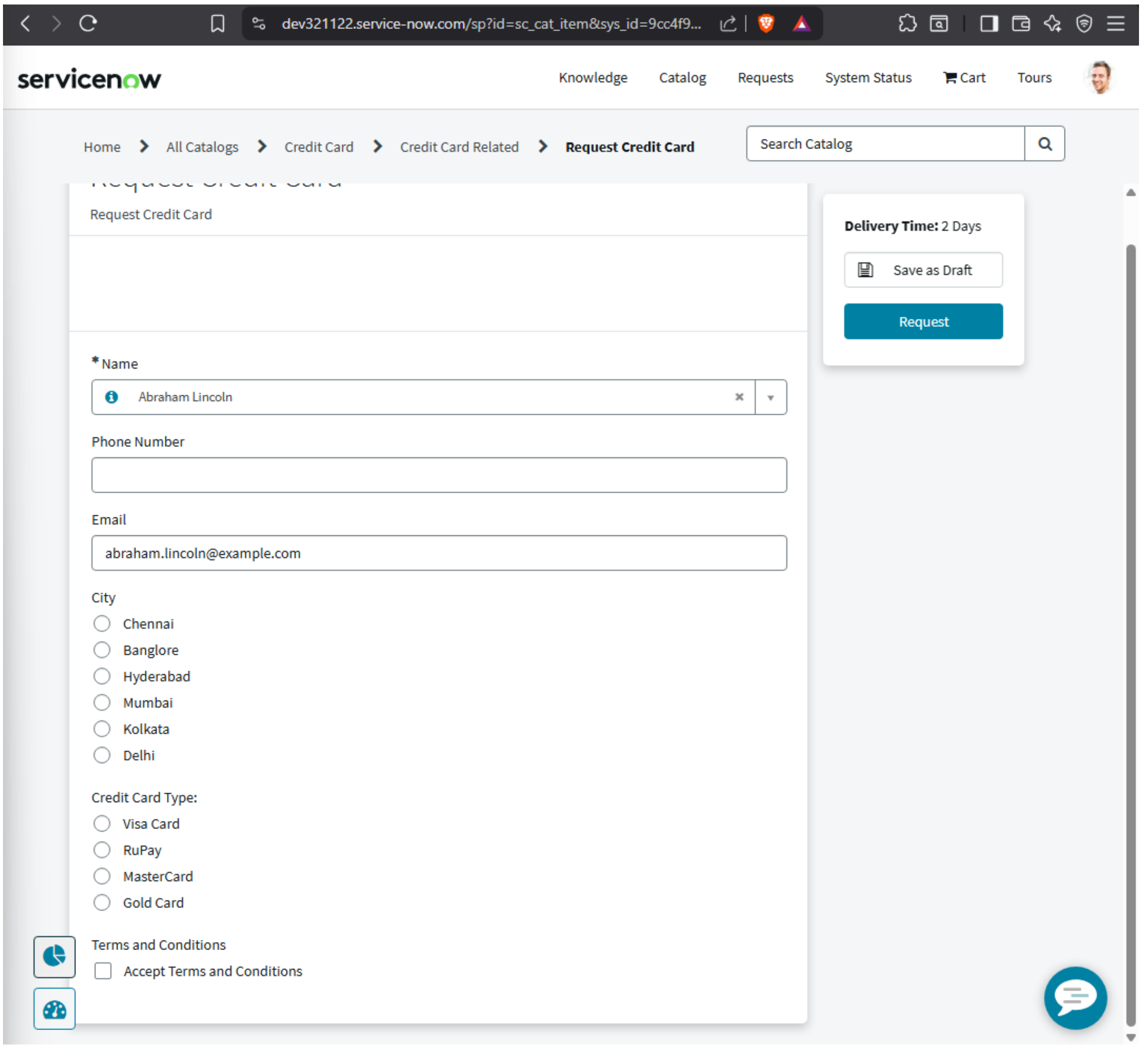


- Create catalog to request credit card *Required Variables 1) Name : refer to user table.-→mandatory 2) Phone Number : String 3) Email : String 4) City : Choice type –All metro cities. 5) Credit card Type: any 4 choices as your wish. 6) Accept Terms and Condition : check box-→if not accepted then catalog should not be submitted and need to alert user “please accept the T&C”

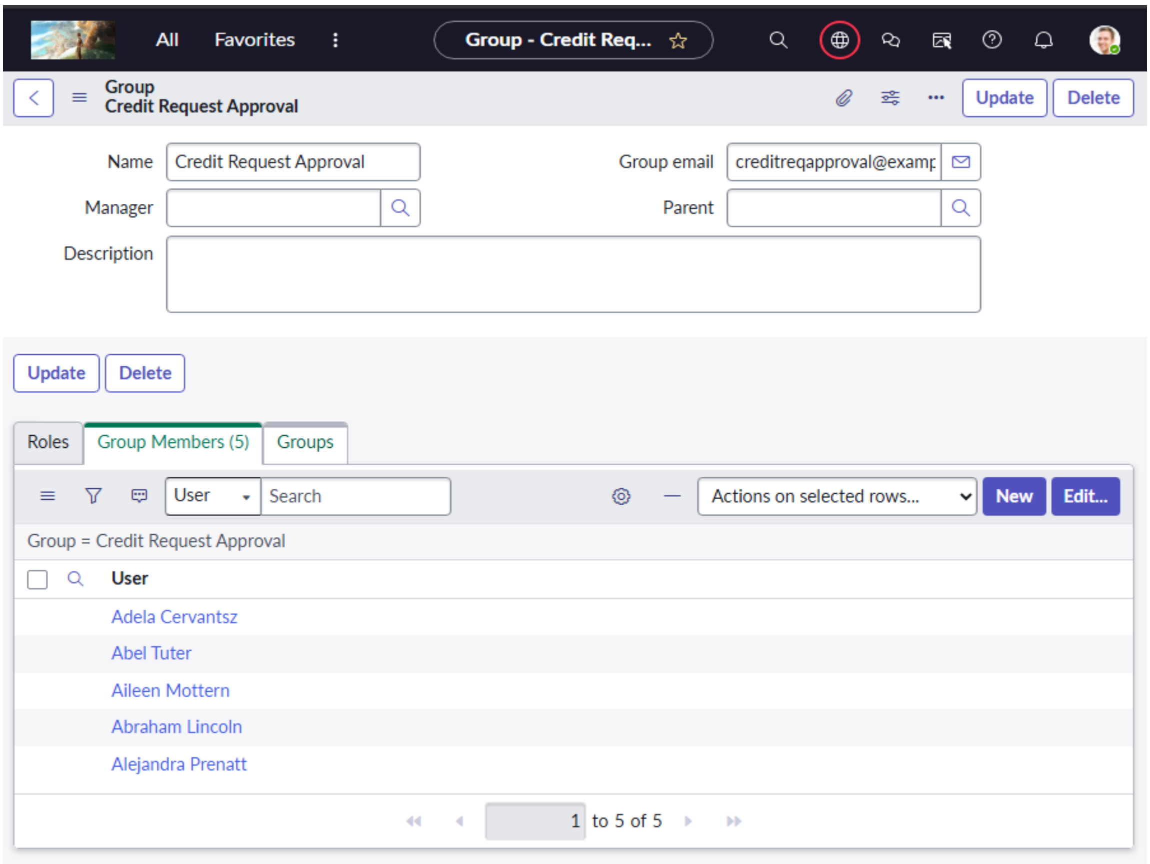



Variables (7)
Variable Sets
Catalog UI Policies
Catalog Client Scripts (1)
Available For
Not Available For
Categories (1)
Catalogs (1)
Catalog Data Lookup Definitions
Related Articles
Related Catalog Items
Assigned Topics
Order
Search
Actions on selected rows...
New
Catalog item = Request Credit Card
Type
Question
Order
Mandatory
Reference
Name
10
true
Single Line Text
Phone Number
20
false
Single Line Text
Email
30
false
Multiple Choice
City
40
false
Multiple Choice
Credit Card Type:
50
false
Label
Terms and Conditions
60
false
CheckBox
Accept Terms and Conditions
70
false
1 to 7 of 7

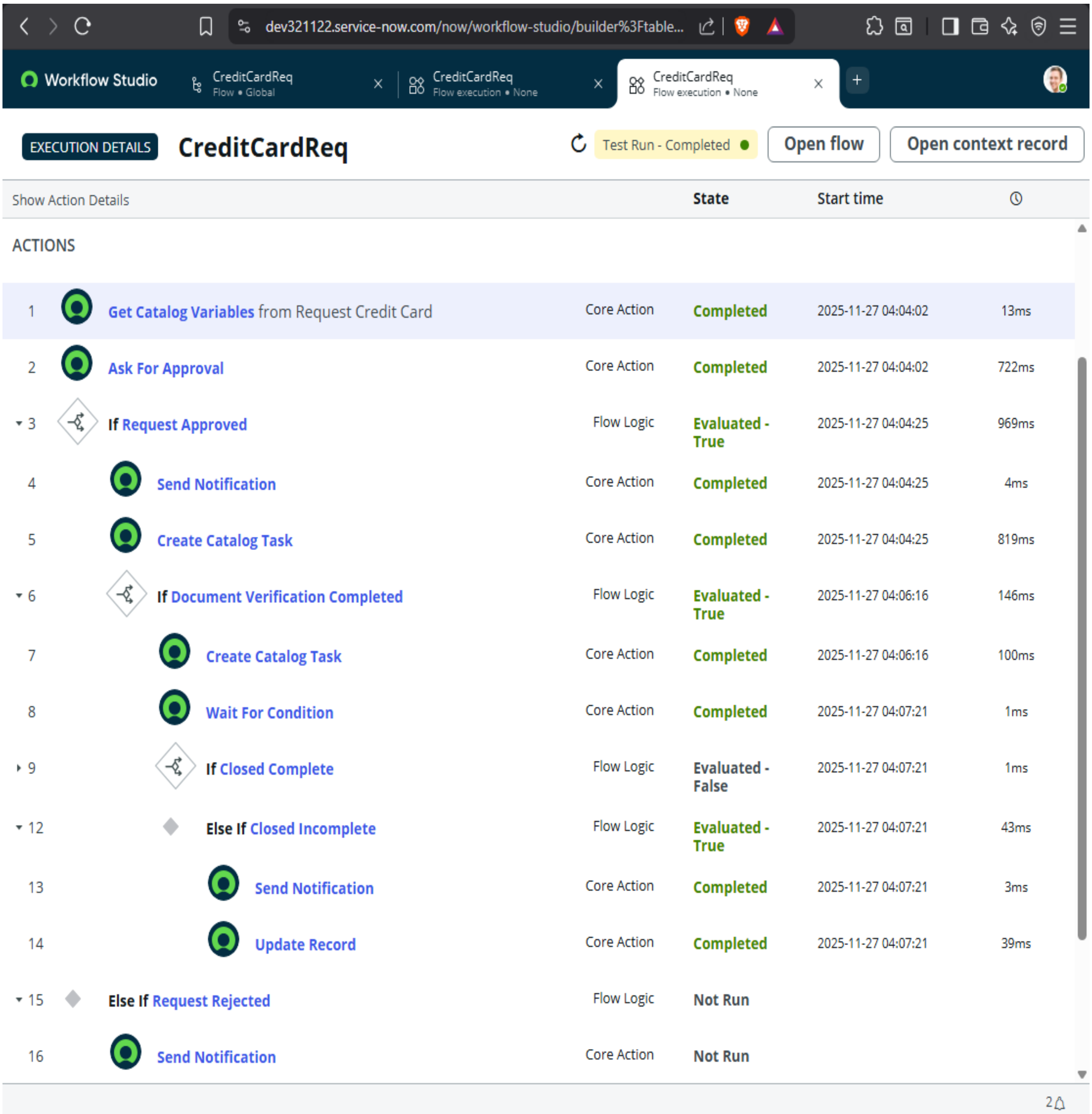

dev321122.service-now.com/now/nav/ui...
All
Favorites
Catalog Client Scrip...
Catalog Client Scripts
Terms and Conditions
Update
Delete
New client-scripts are run in strict mode, with direct DOM access disabled. Access to jQuery, prototype and the window object are likewise disabled. To disable this on a per-script basis, configure this form and add the "Isolate script" field. To disable this feature for all new globally-scoped client-side scripts set the system property "glide.script.block.client.globals" to false.
Name
Terms and Conditions
Application
Global
Applies to
A Catalog Item
Type
onSubmit
Active
Catalog item
Request Credit Card
UI Type
All
Applies on a Catalog Item view
Applies on Requested Items
Applies on Catalog Tasks
Script
function onSubmit() {
if (g_form.getValue('accept_terms_and_conditions') != 'true'){
alert('please accept the T&C');
return false;
}
}



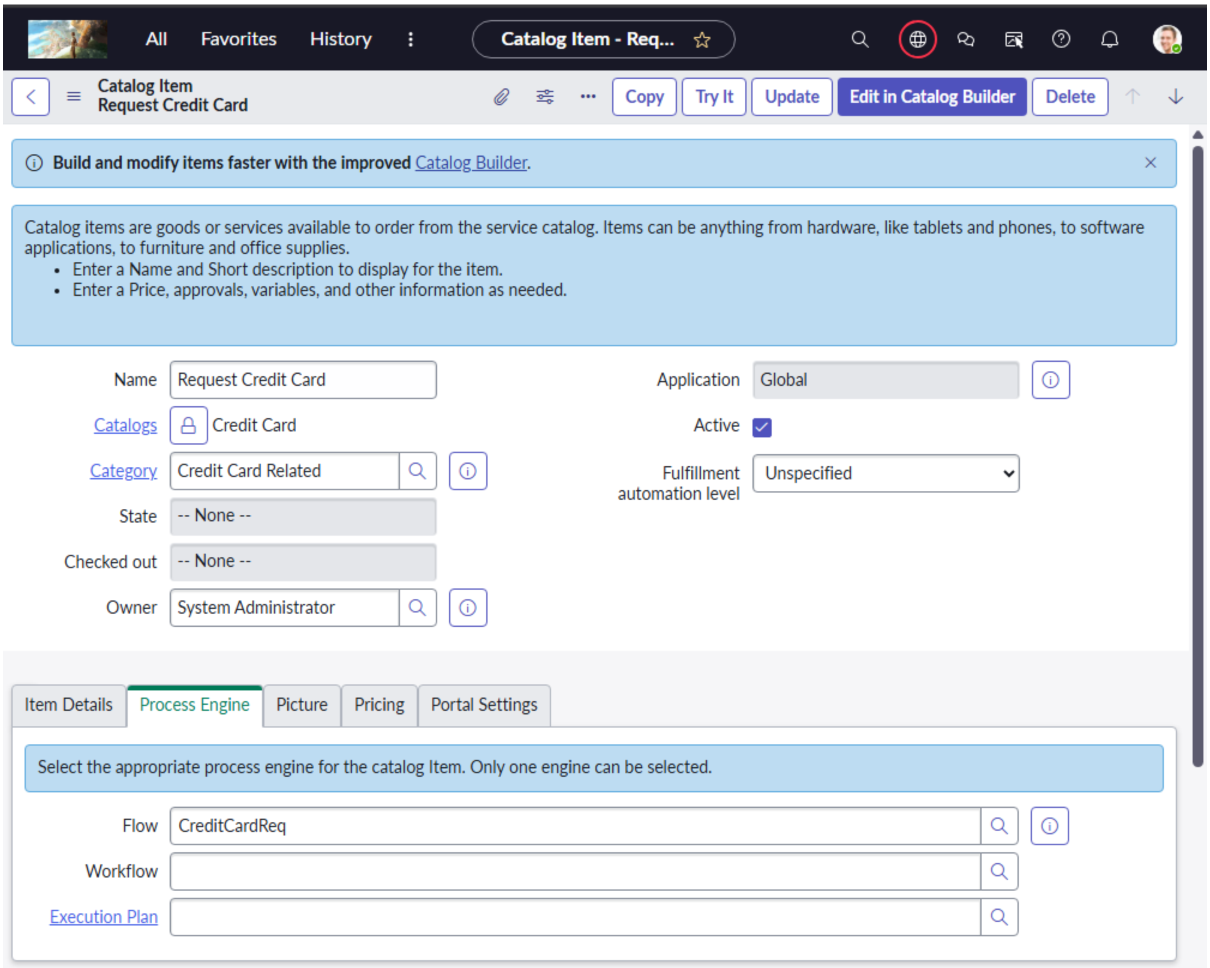
- Create Group Credit req approval group. Add the few user to this group.



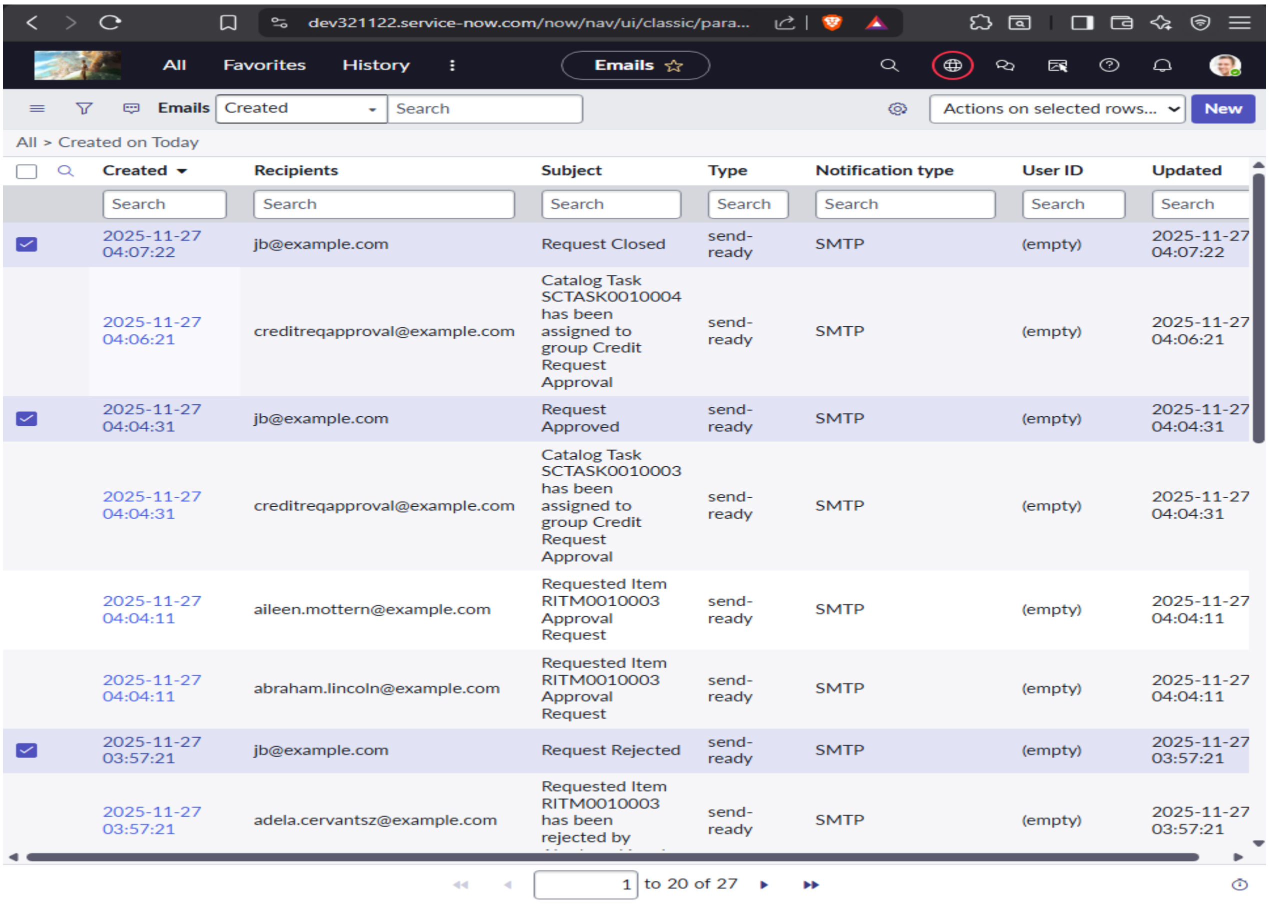
5. Once user requested the credit card service it should go approval for Credit req approval group.
    - 1) If approval approved then need to create a document verification task.
    - 2) if rejected or completed then notify the user with rejected content or approved content.
    - 3) if task completed successfully then create a delivery task.
    - 4) if delivery task completed then need to close RITM and Req records.
    - 5) if delivery task closed incomplete, then notify user req has not been processed and incomplete the req and ritm.
    - 6) The Assignment group for above tasks should be i.e., Credit req approval group.



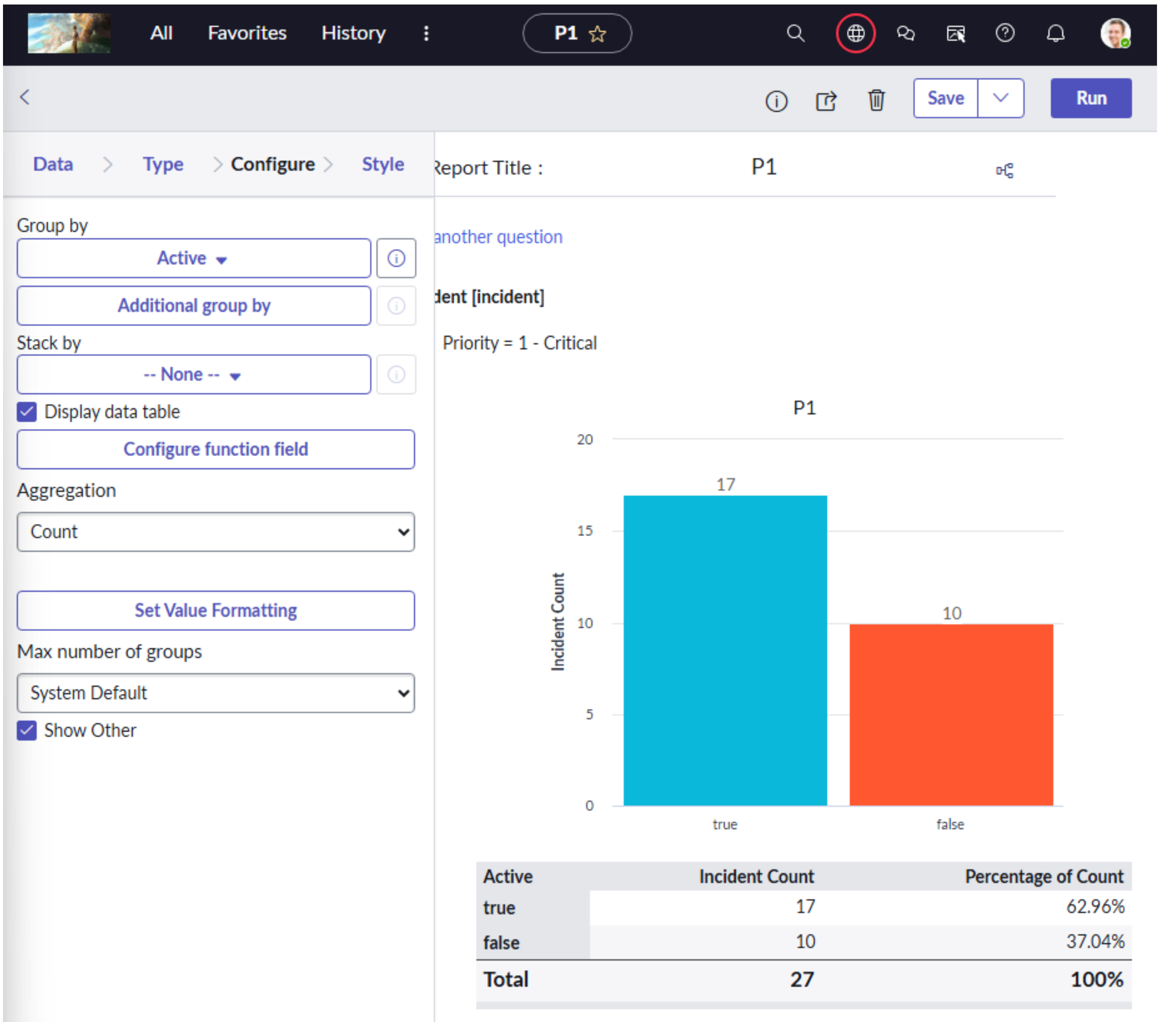
- Attaching the flow as Process Engine

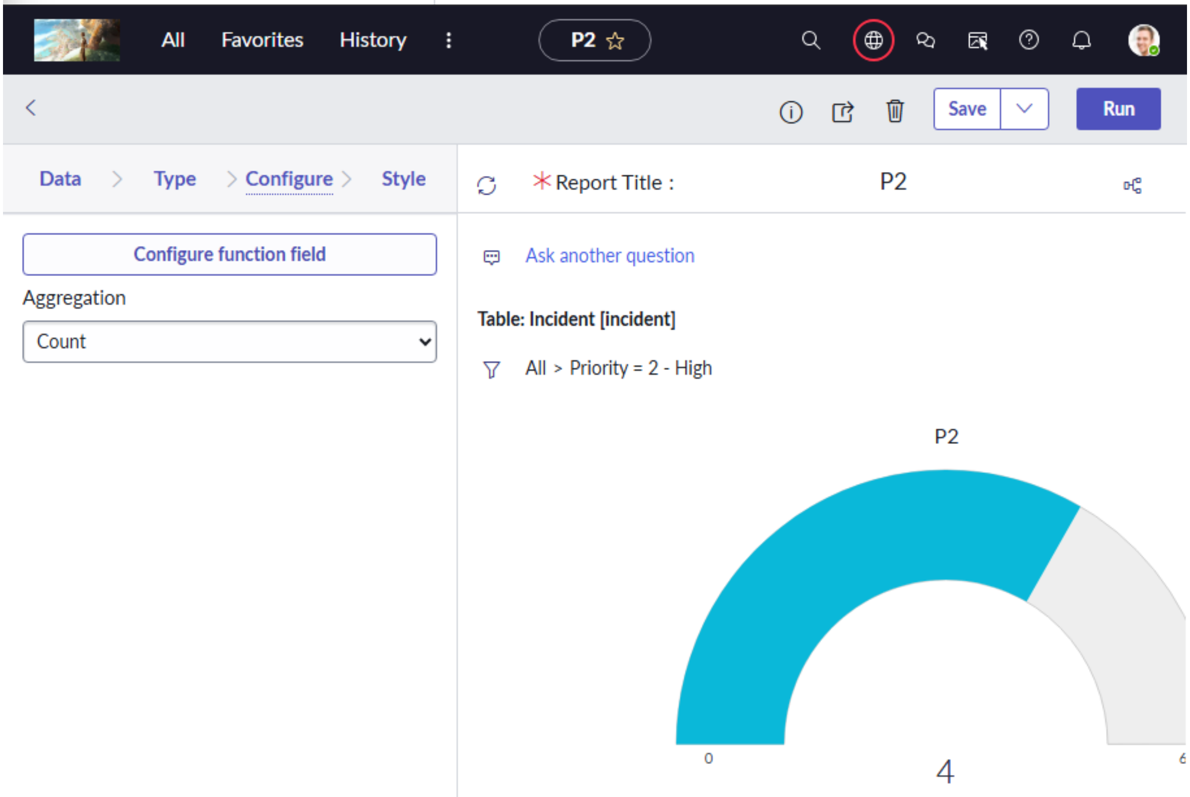


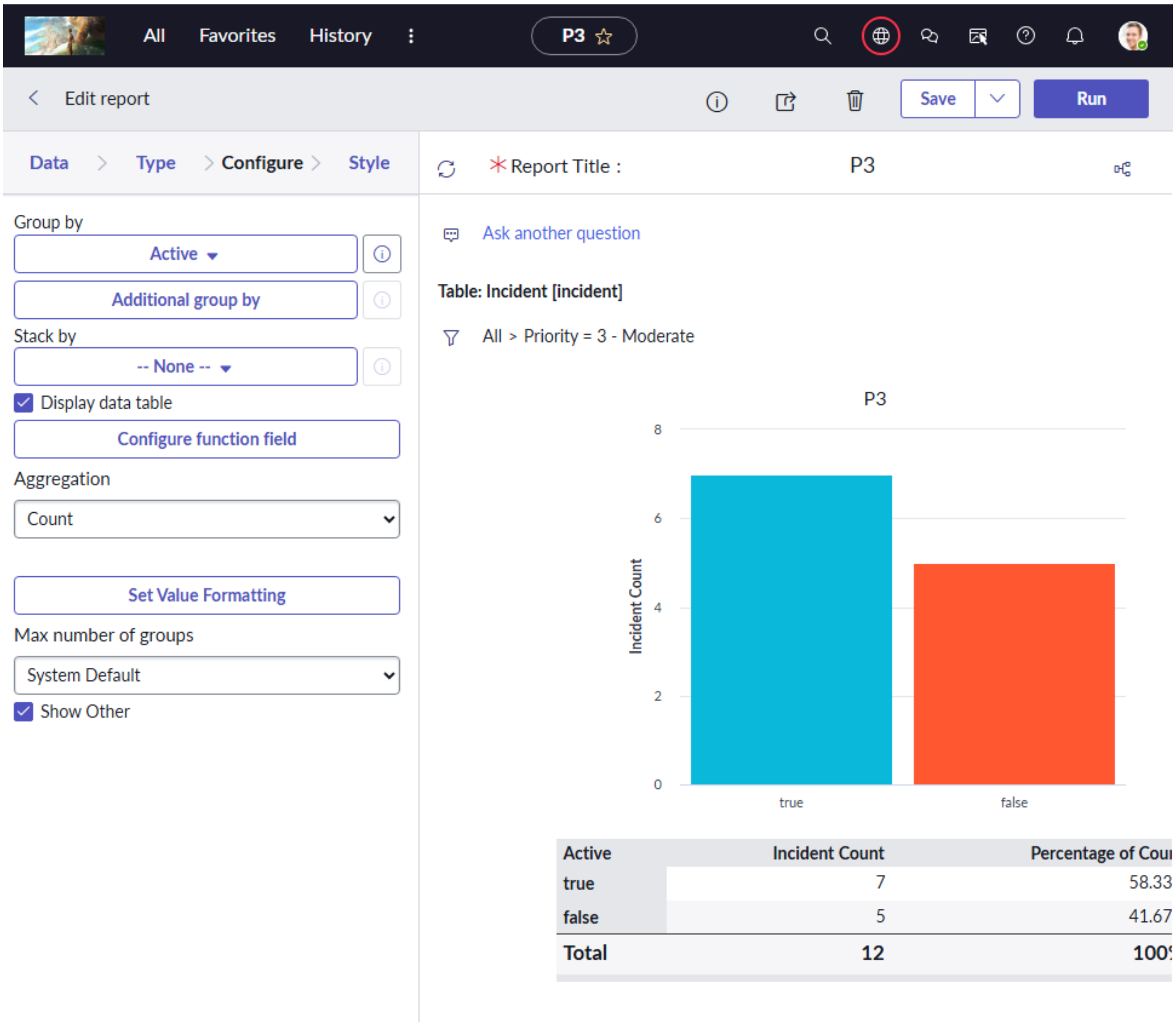
- email trigger for the user



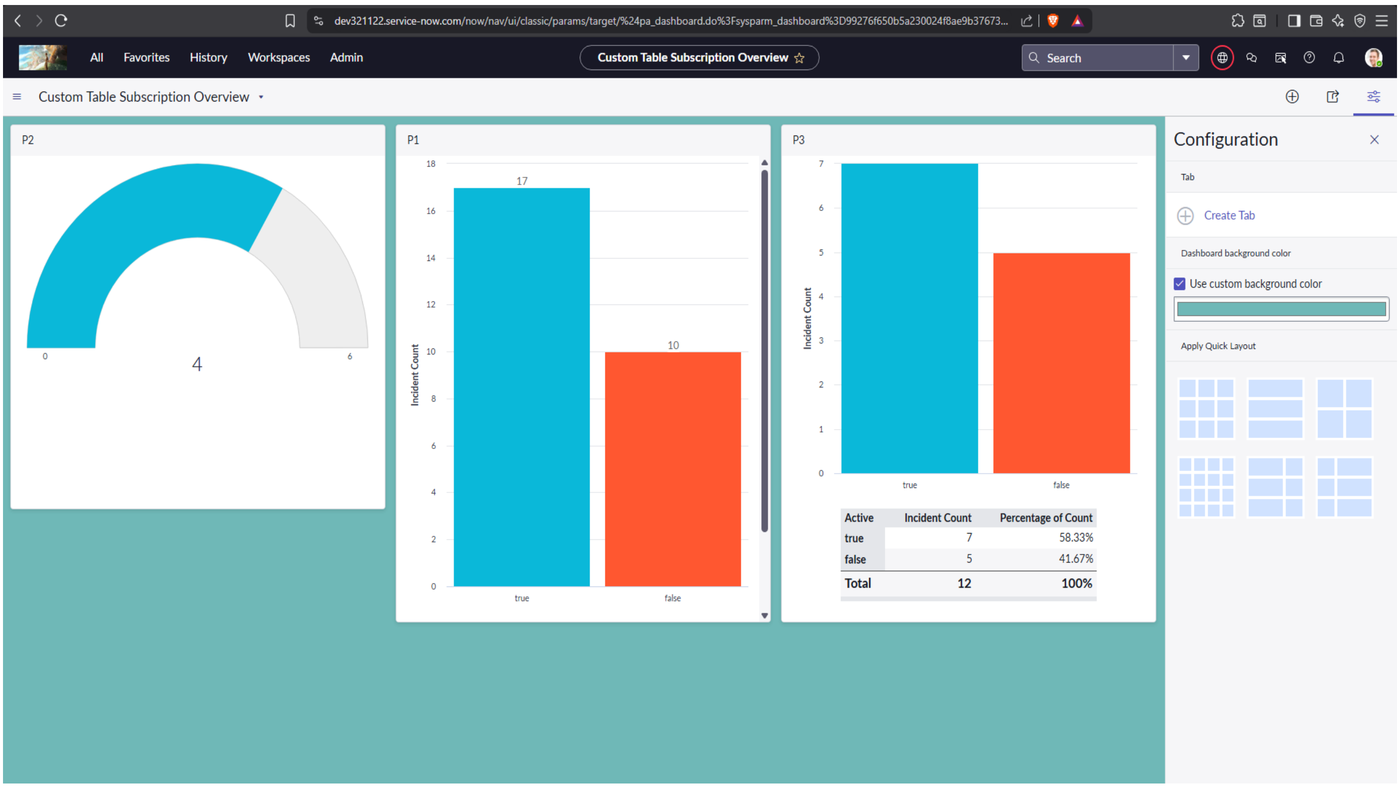
6. Create A dashboard called Incident Priorities. ADD a P1 P2 P3 report of count type to respective dashboard.



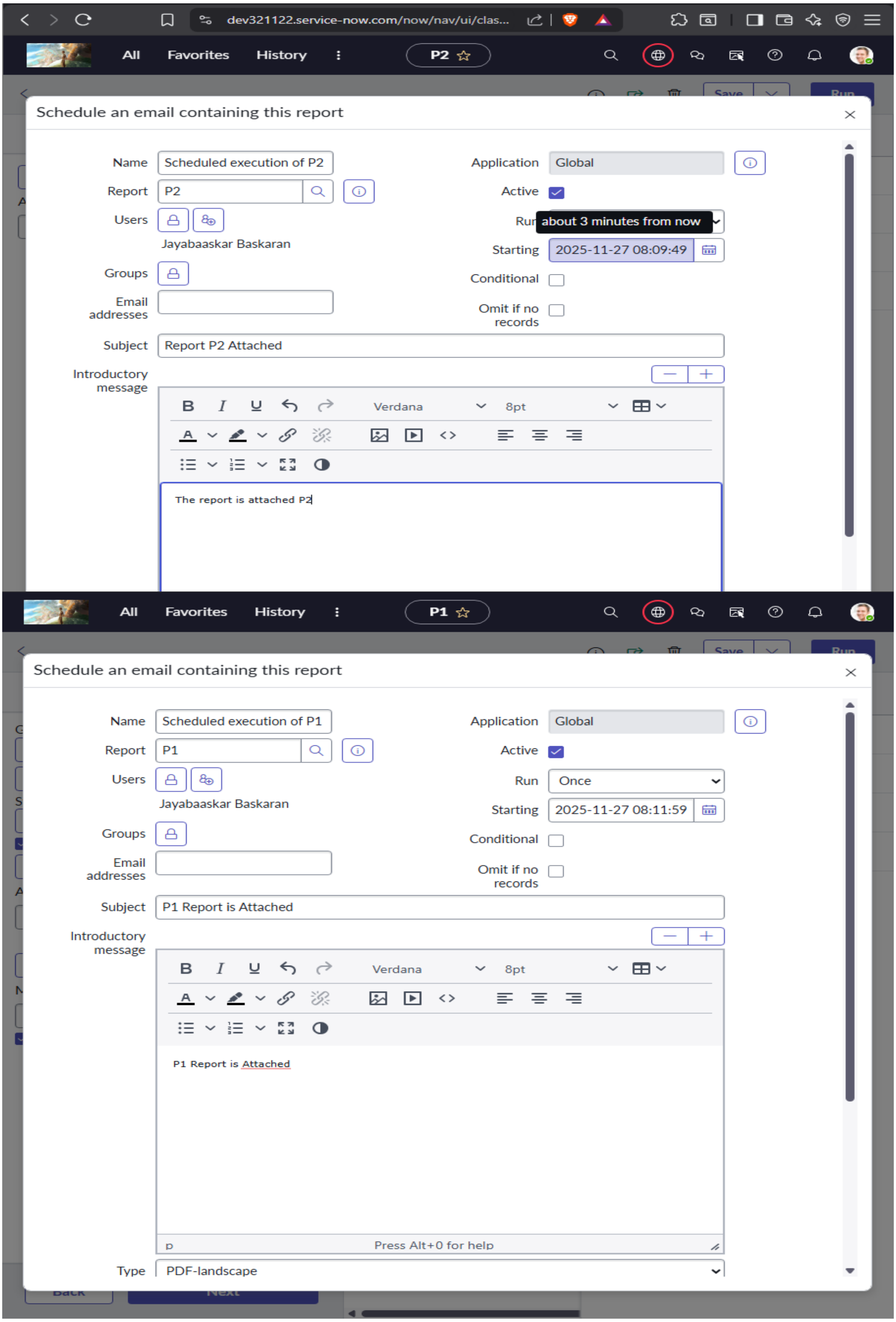


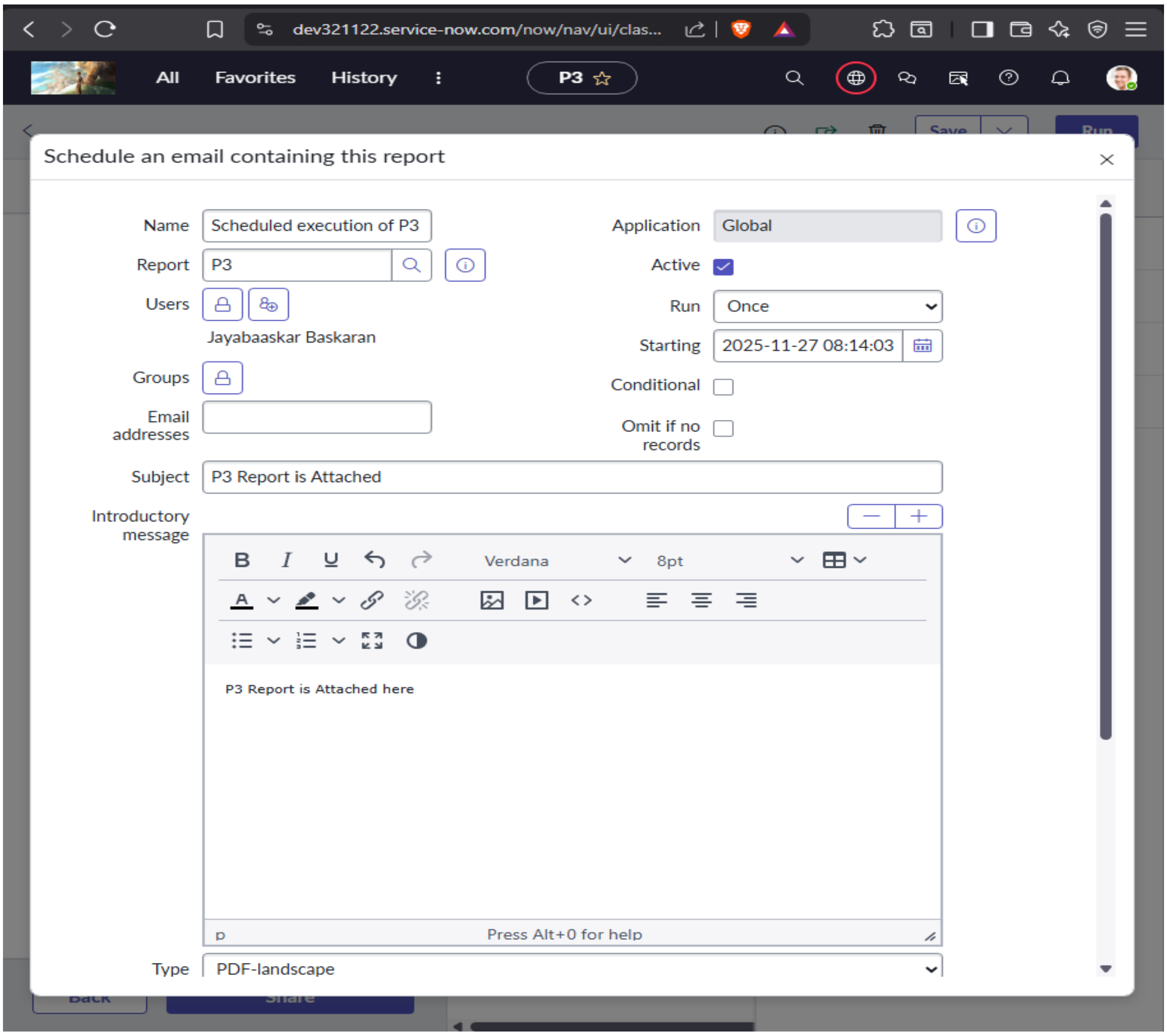

All
Favorites
History
P3
Edit report
Save
Run
Data
Type
Configure
Style
Report Title :
P3
Group by
Active
Additional group by
Stack by
-- None --
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Ask another question
Table: Incident [incident]
All > Priority = 3 - Moderate
P3
Incident Count
true
false
Active
Incident Count
Percentage of Cou
true 7 58.33
false 5 41.67
Total 12 100

- DashBoard

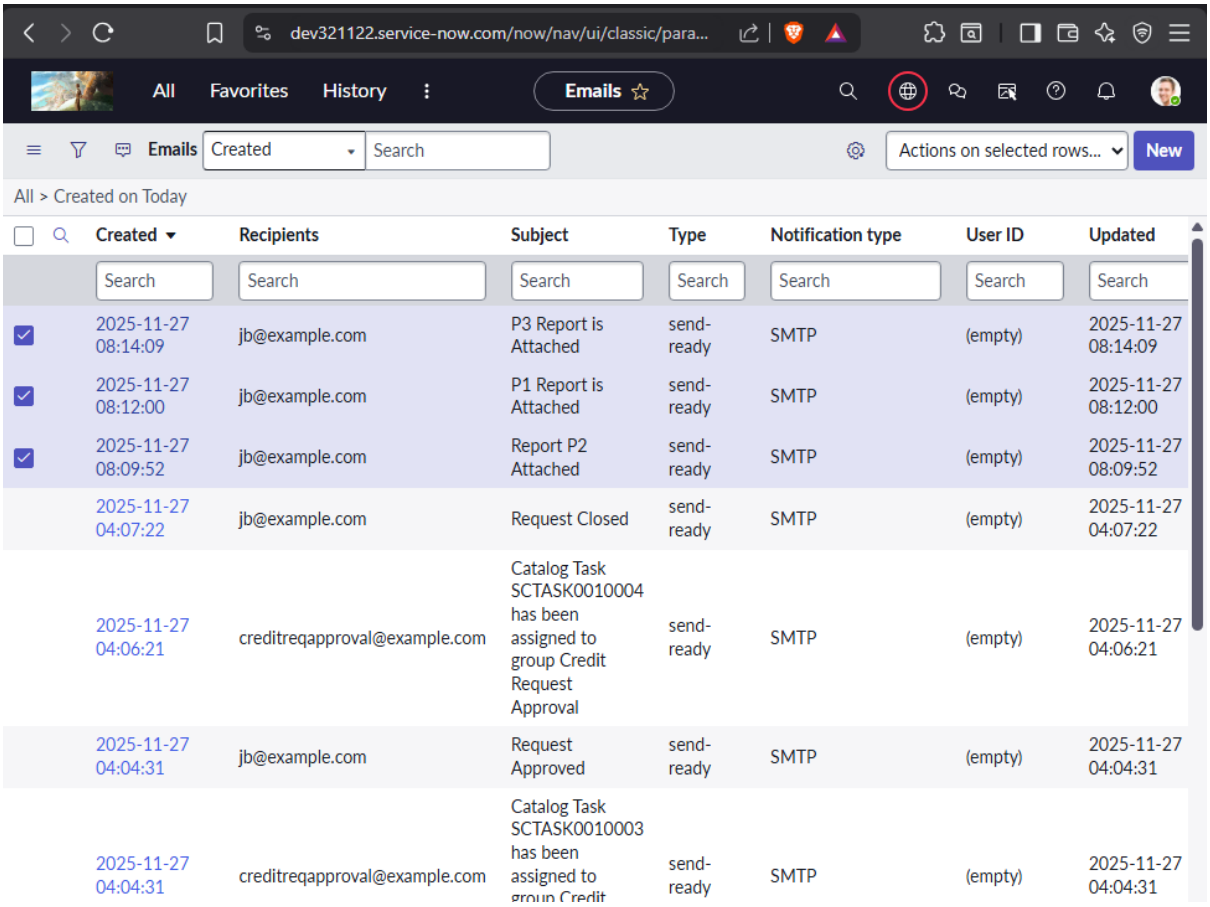

Custom Table Subscription Overview
P2
P1
P3
Configuration
Create Tab
Dashboard background color
Use custom background color
Apply Quick Layout
Active
Incident Count
Percentage of Count
true 7 58.33%
false 5 41.67%
Total 12 100%

7. Create a P1 , P2 , P3 reports , schedule it and send to one user
    - Scheduling Report

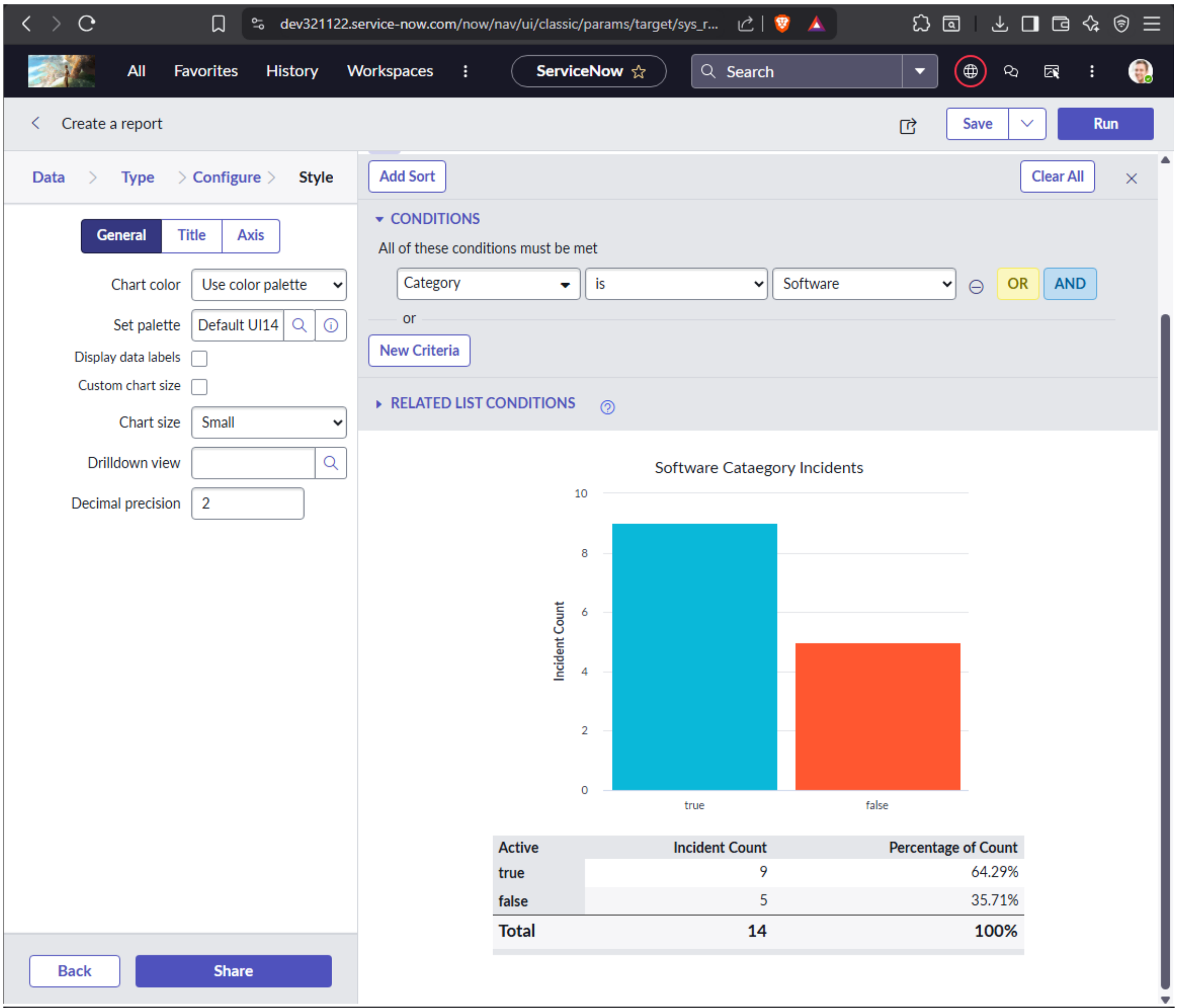


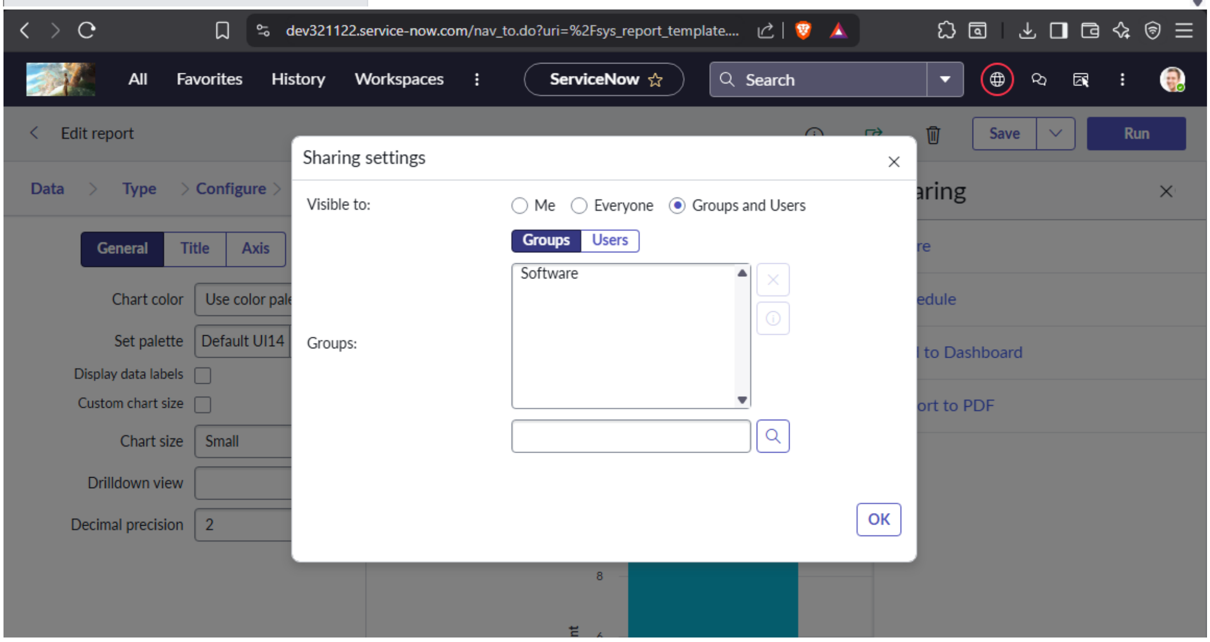


- Check if triggered on scheduled time

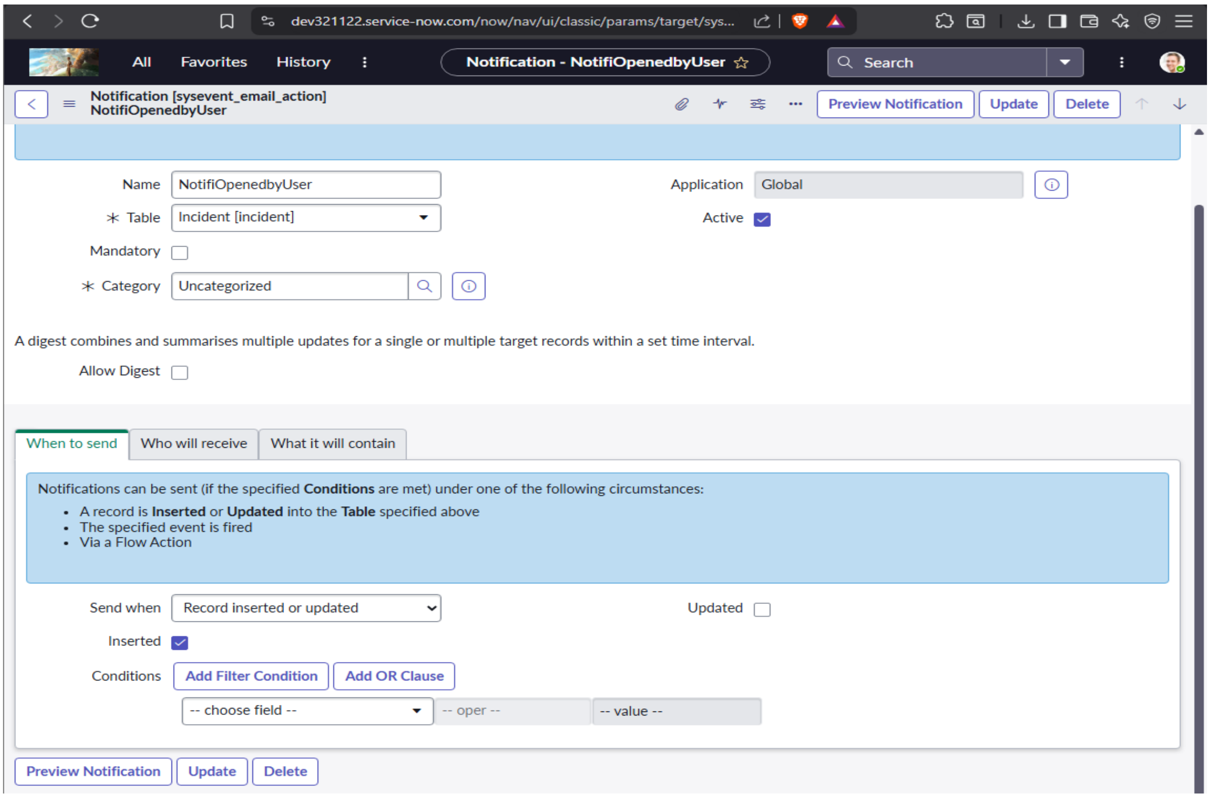


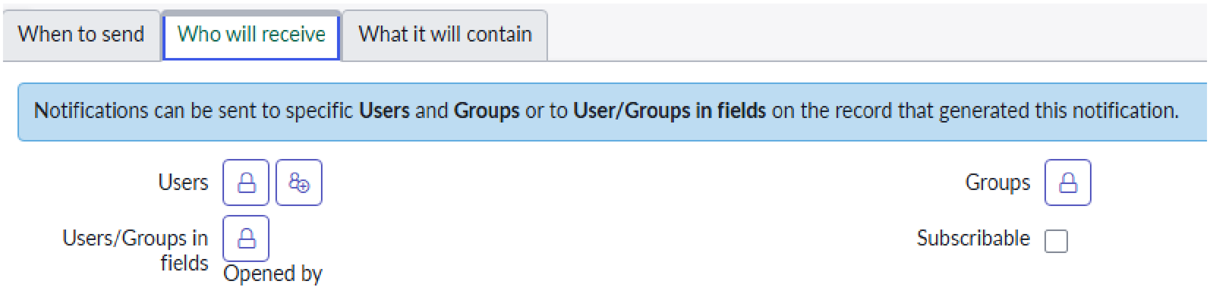
8. Create a report to Find a software category incident in bar graph and share it and publish it to groups

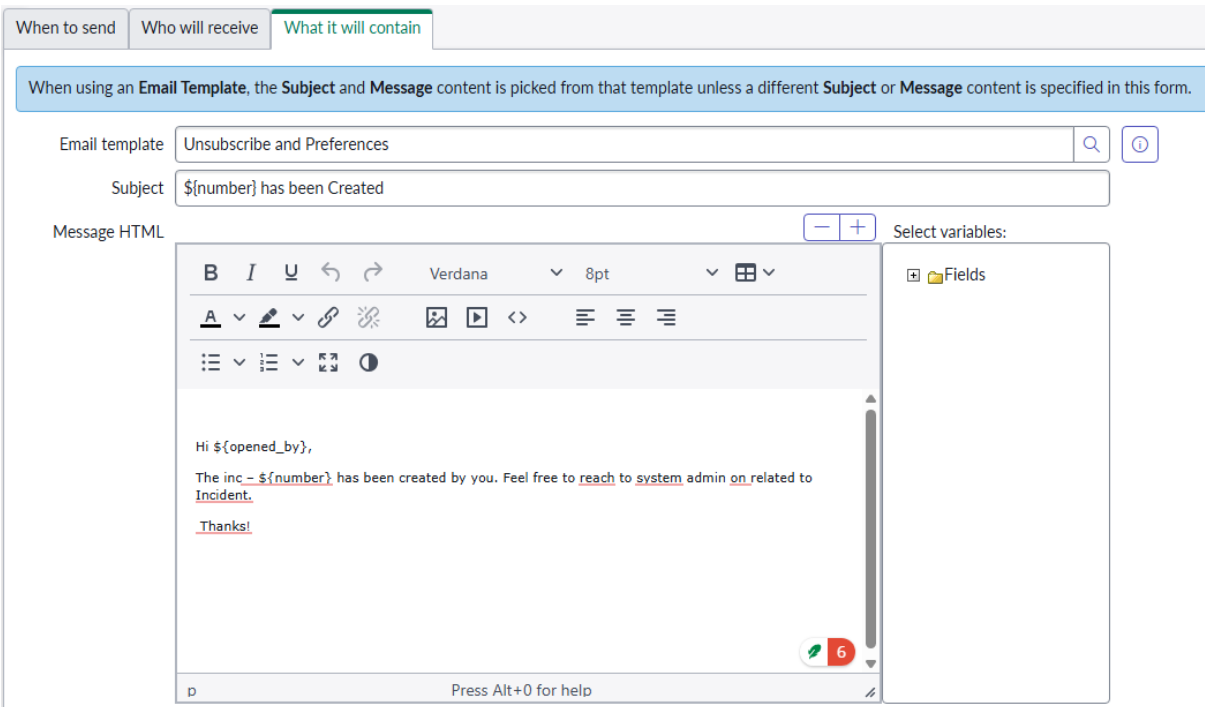




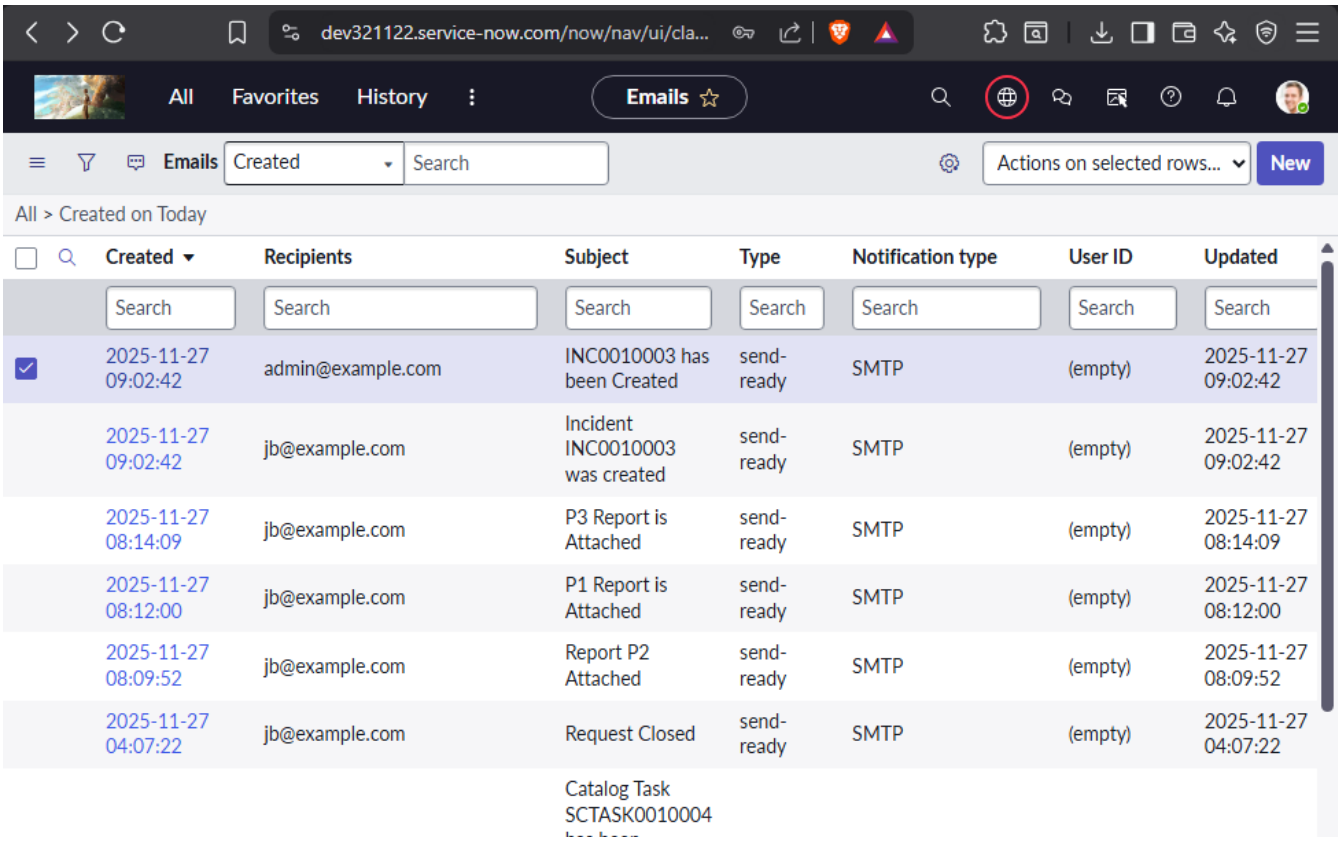
9. Create Notification to opened by user when incident is inserted.
    - Sub : IncXXXX123 has been created.
    - Body : Hi XXXX, The inc –number has been created by you. Feel free to reach to syst em admin on related to Incident. Thanks!

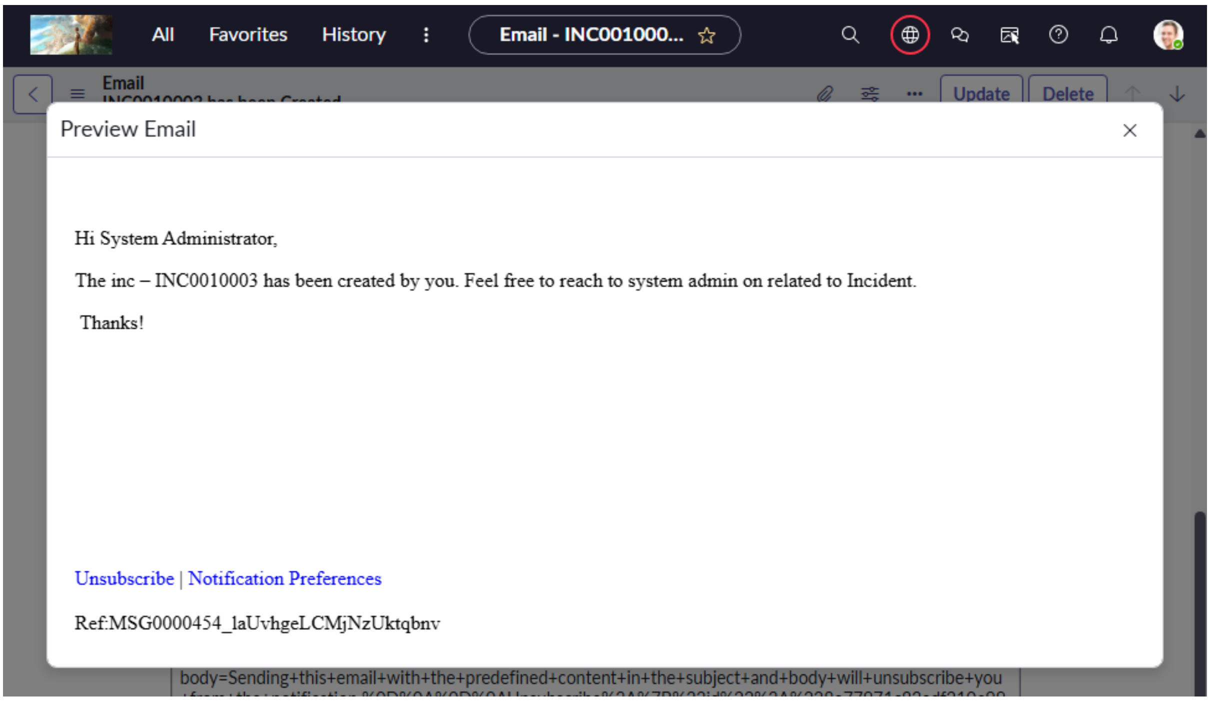




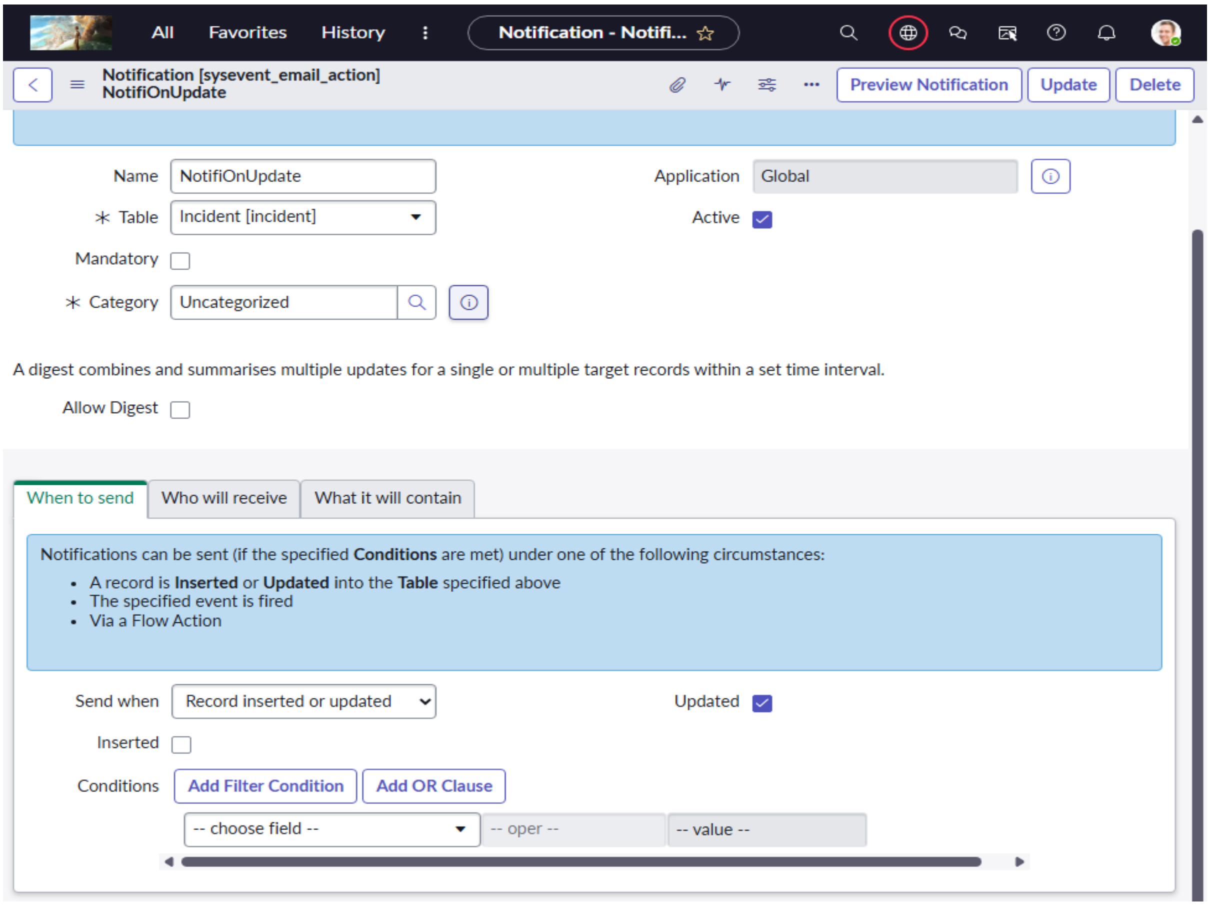


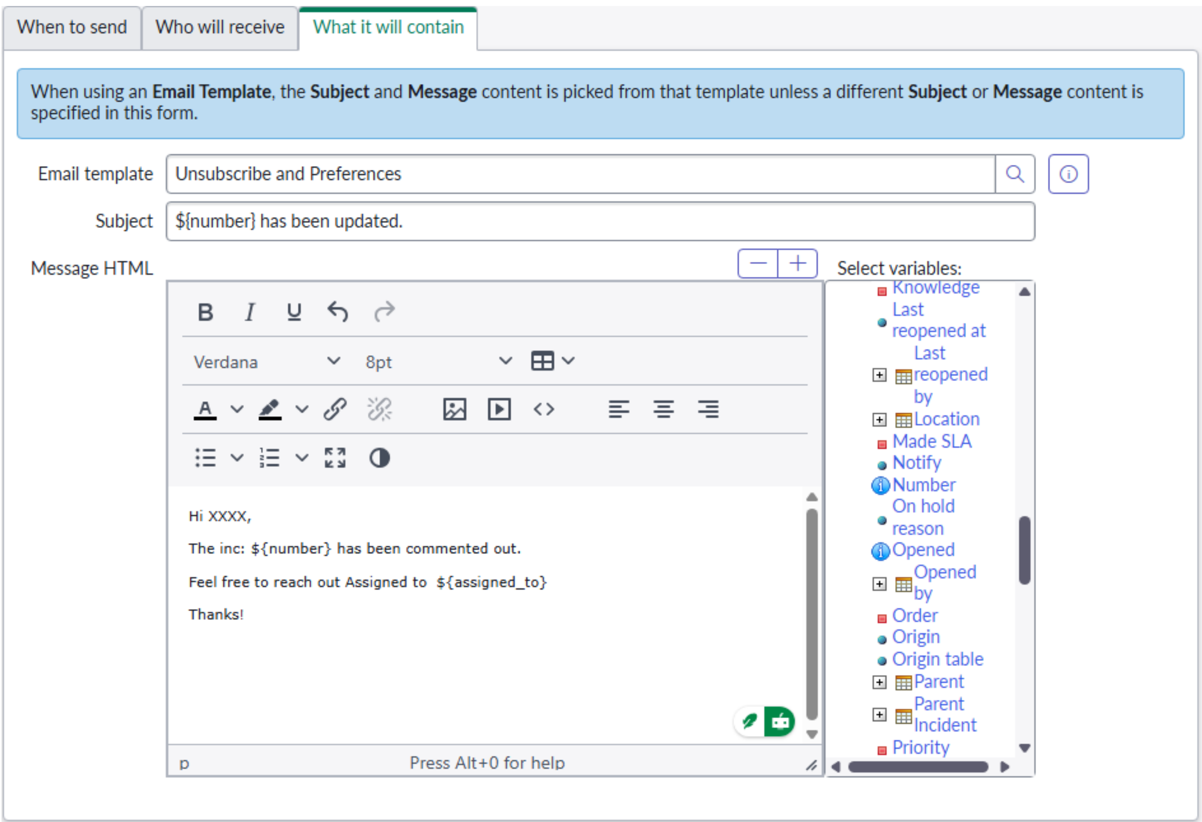
- Email Trigger check – All > System Logs > Emails.



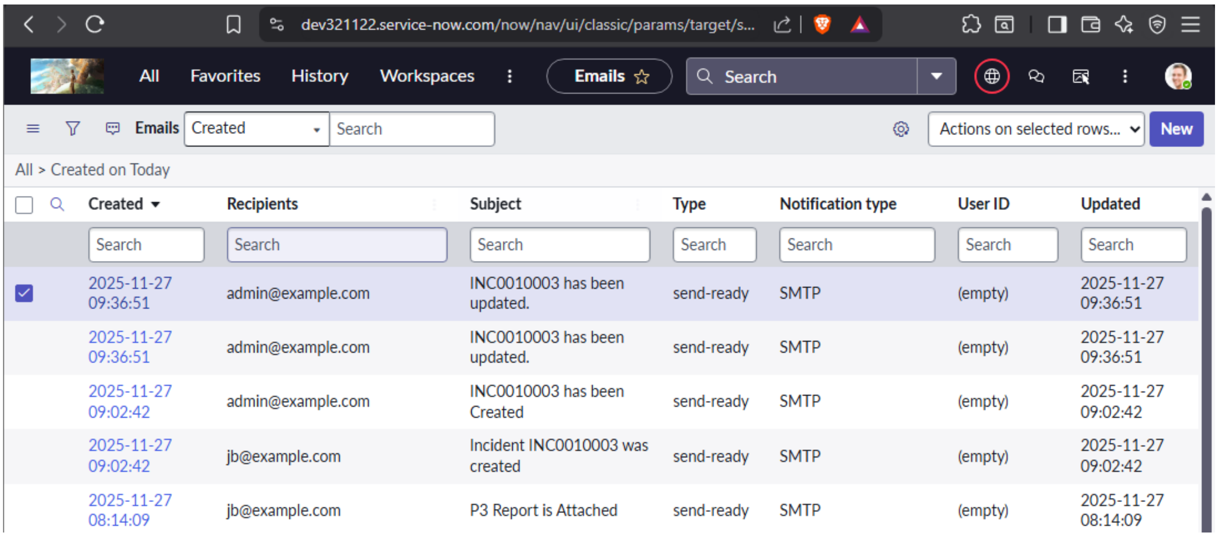


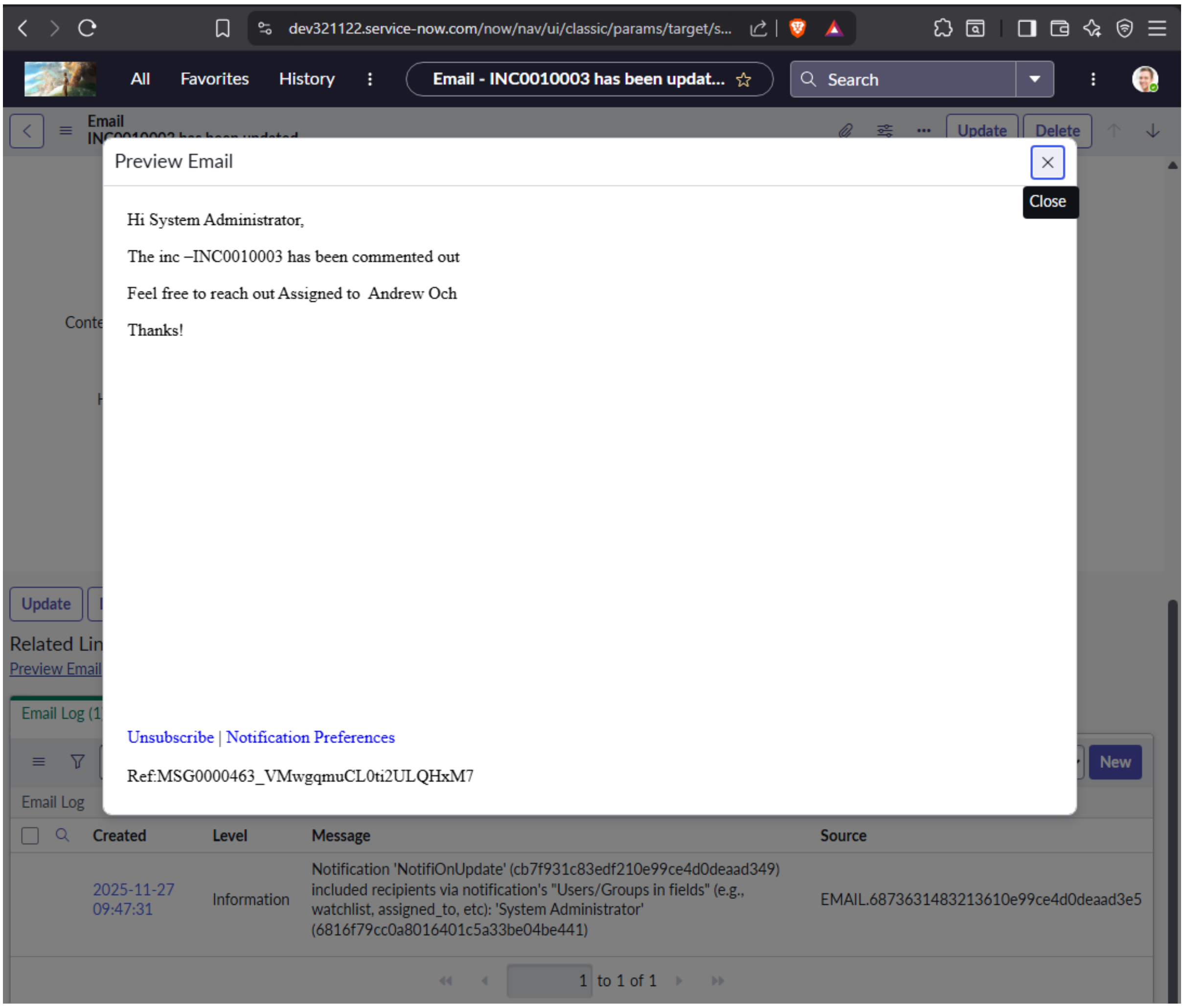
10. Create a notification on update of incident to opened by. with the same body content as above.
    - Sub : IncXXXX123 has been updated.
    - Body : Hi XXXX, The inc –number has been commented out Feel free to reach out Assigned to {assigned to person name} Thanks!



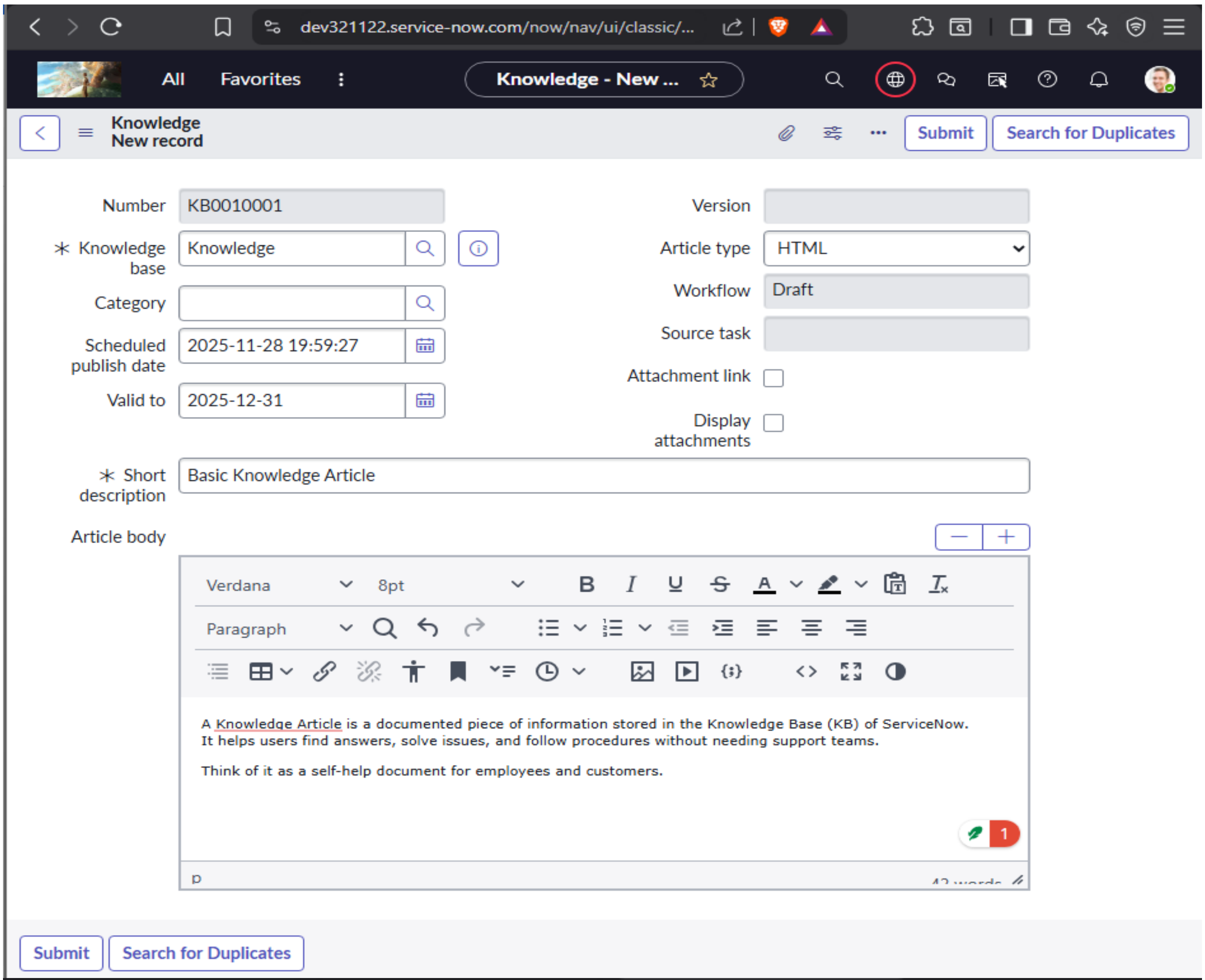


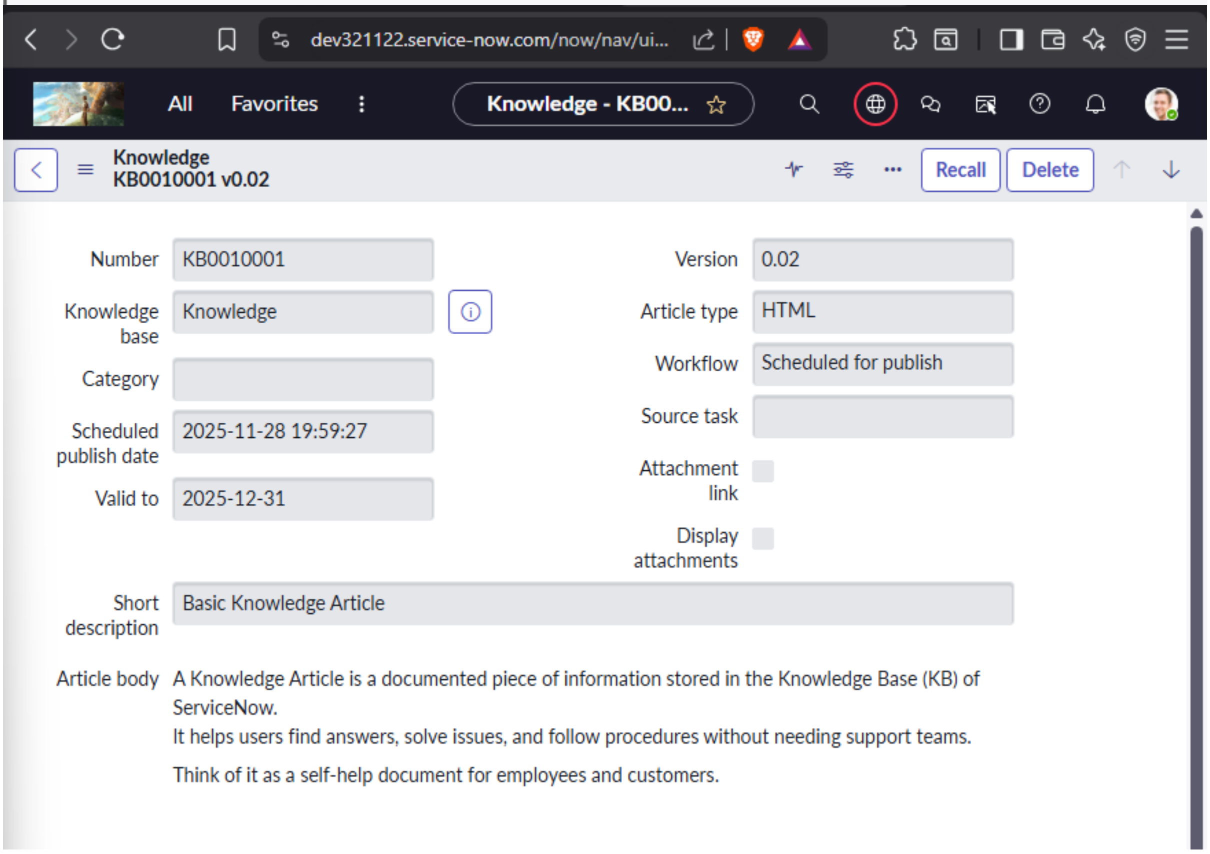
- Mail Log Check

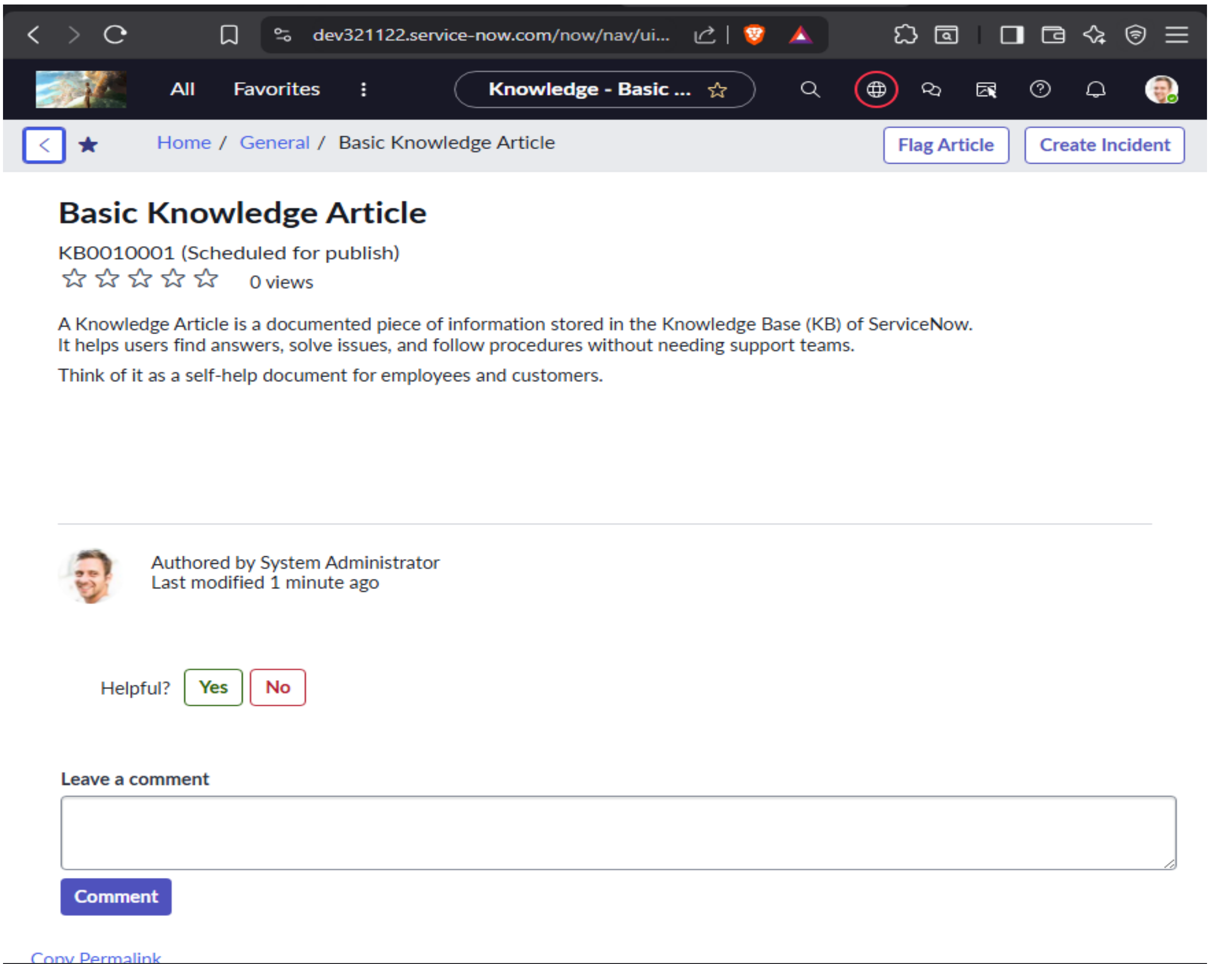


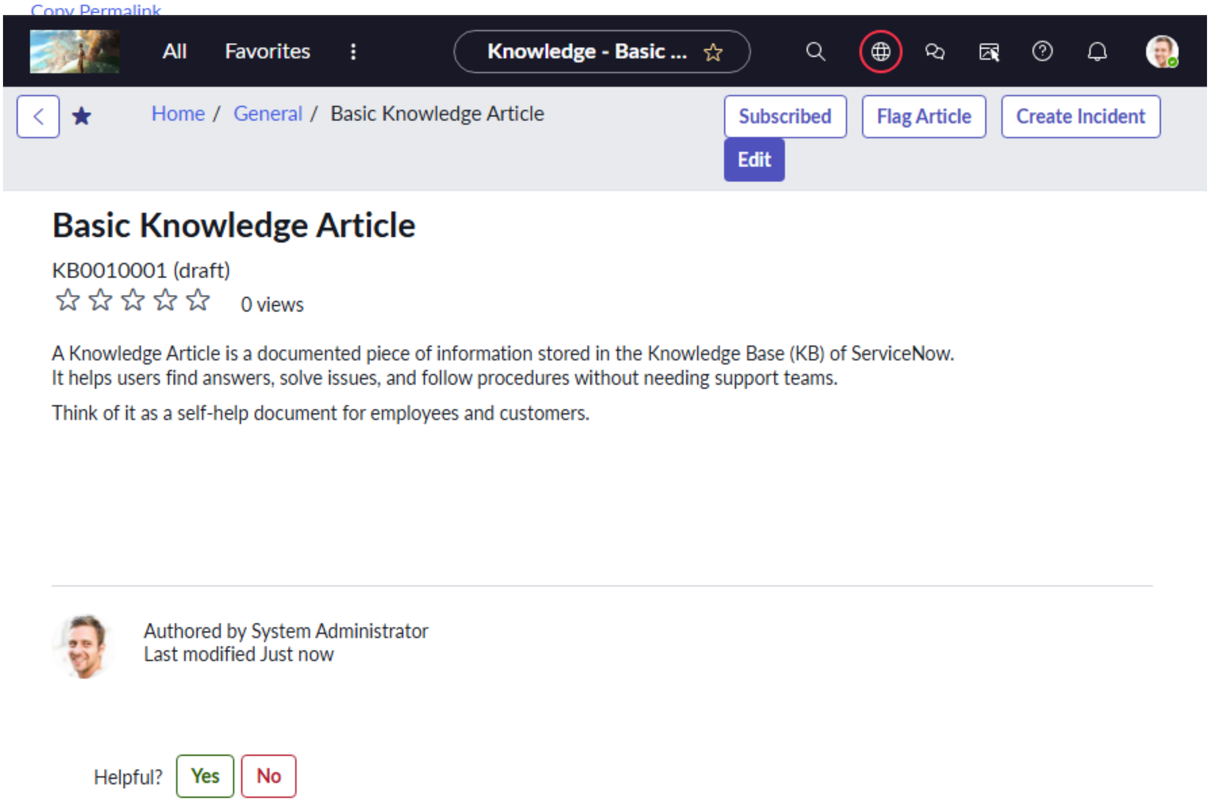


11. Create a Basic Knowledge article and publish them and retire them. Content: off your own choice.

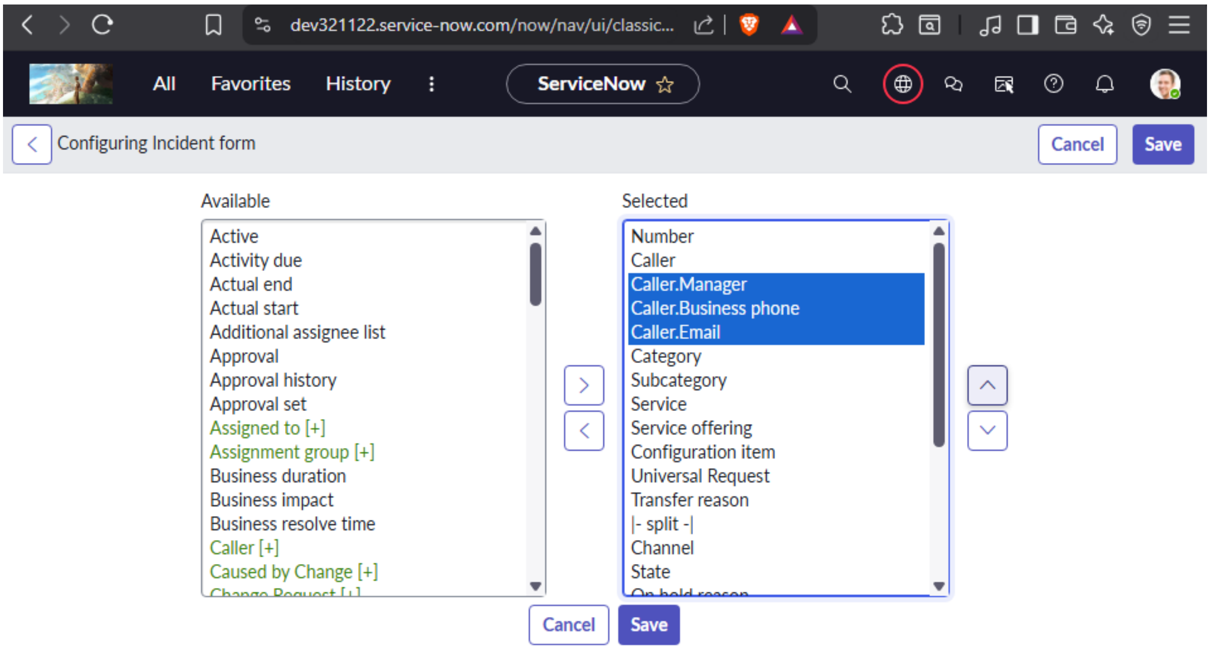


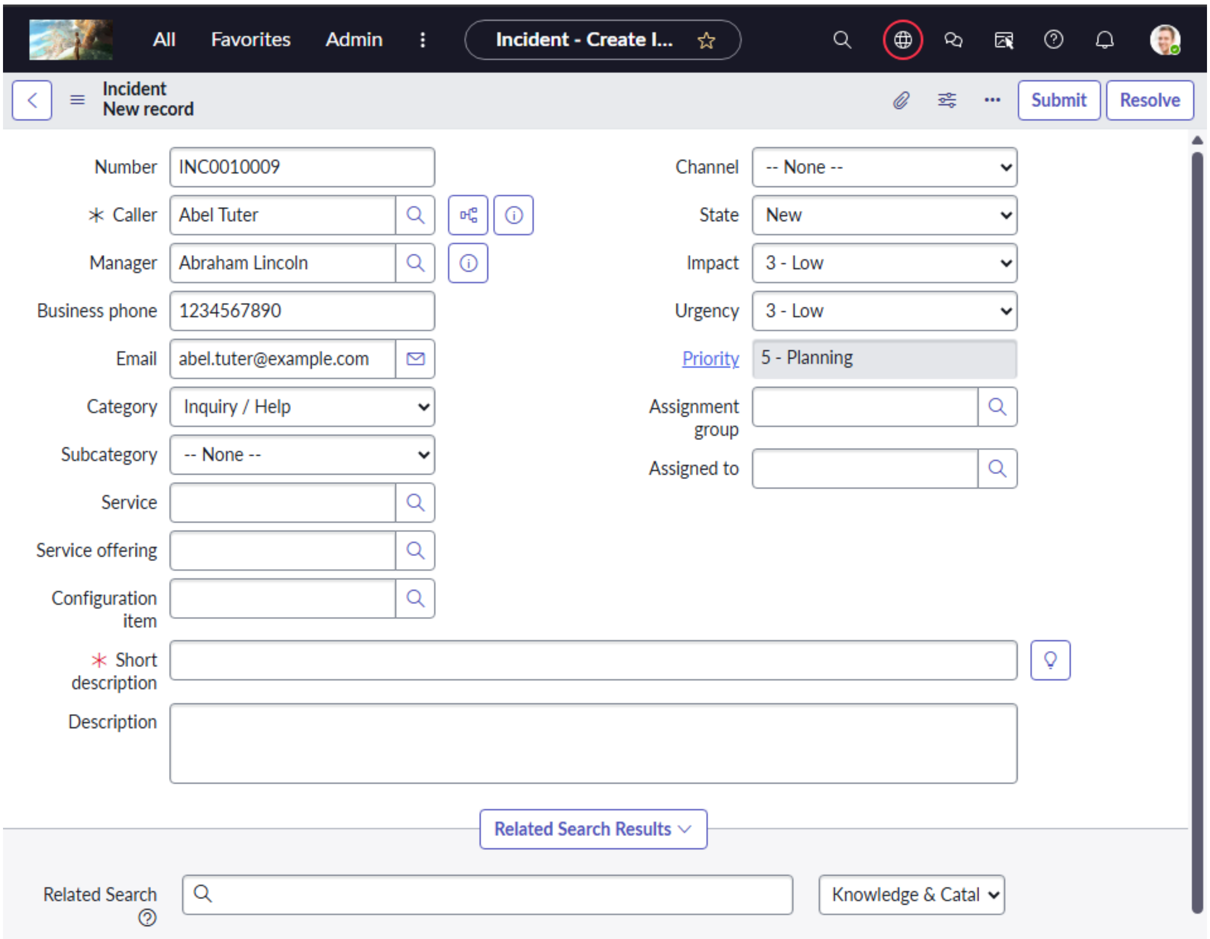



dev321122.service-now.com/now/nav/ui...
All
Favorites
Knowledge - Basic ...
Home / General / Basic Knowledge Article
Flag Article
Create Incident
Basic Knowledge Article
KB0010001 (Scheduled for publish)
0 views
A Knowledge Article is a documented piece of information stored in the Knowledge Base (KB) of ServiceNow.
It helps users find answers, solve issues, and follow procedures without needing support teams.
Think of it as a self-help document for employees and customers.
Authored by System Administrator
Last modified 1 minute ago
Helpful?
Yes
No
Leave a comment
Comment

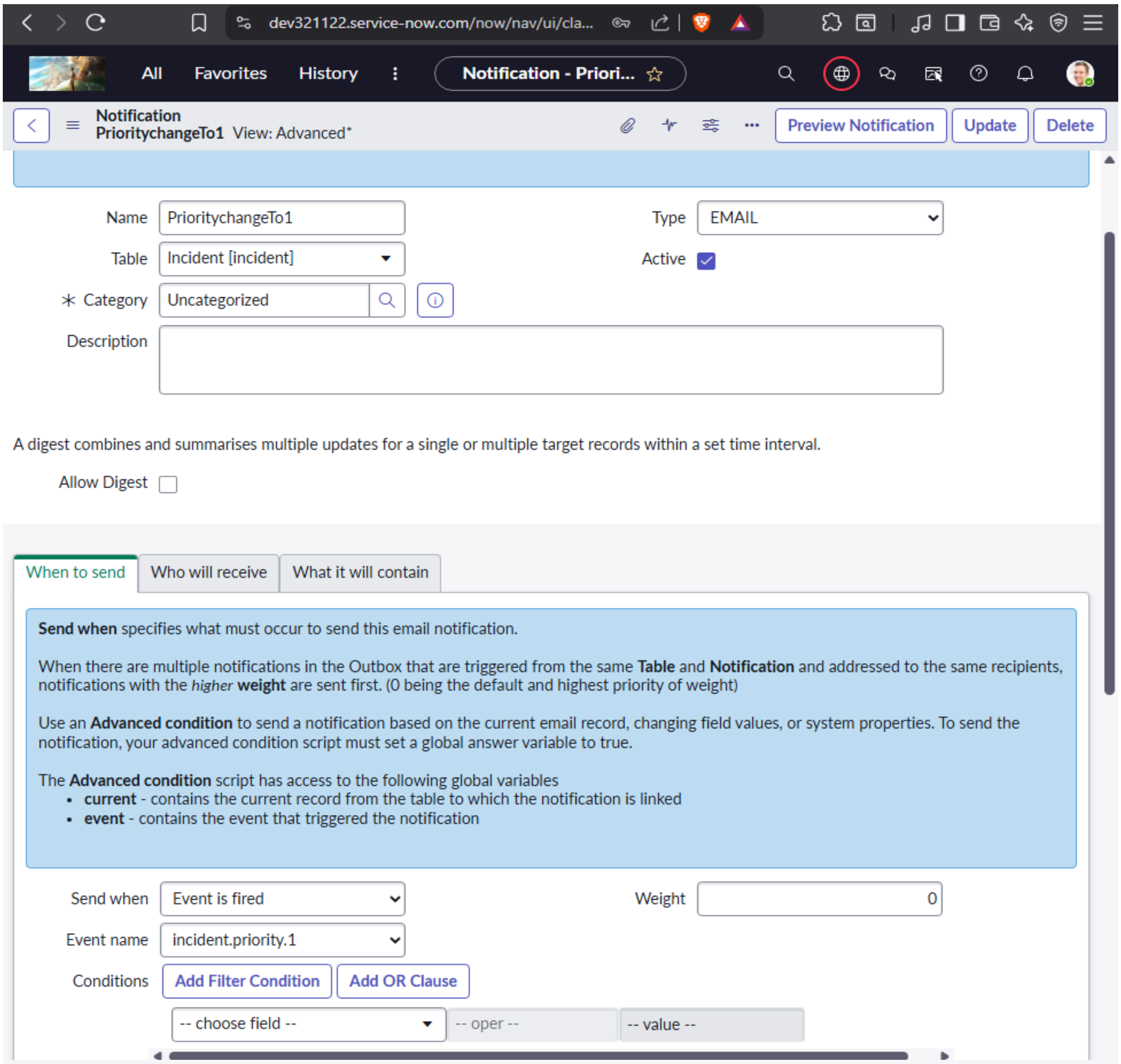

All
Favorites
Knowledge - Basic ...
Home / General / Basic Knowledge Article
Subscribed
Flag Article
Create Incident
Edit
Basic Knowledge Article
KB0010001 (draft)
0 views
A Knowledge Article is a documented piece of information stored in the Knowledge Base (KB) of ServiceNow.
It helps users find answers, solve issues, and follow procedures without needing support teams.
Think of it as a self-help document for employees and customers.
Authored by System Administrator
Last modified Just now
Helpful?
Yes
No

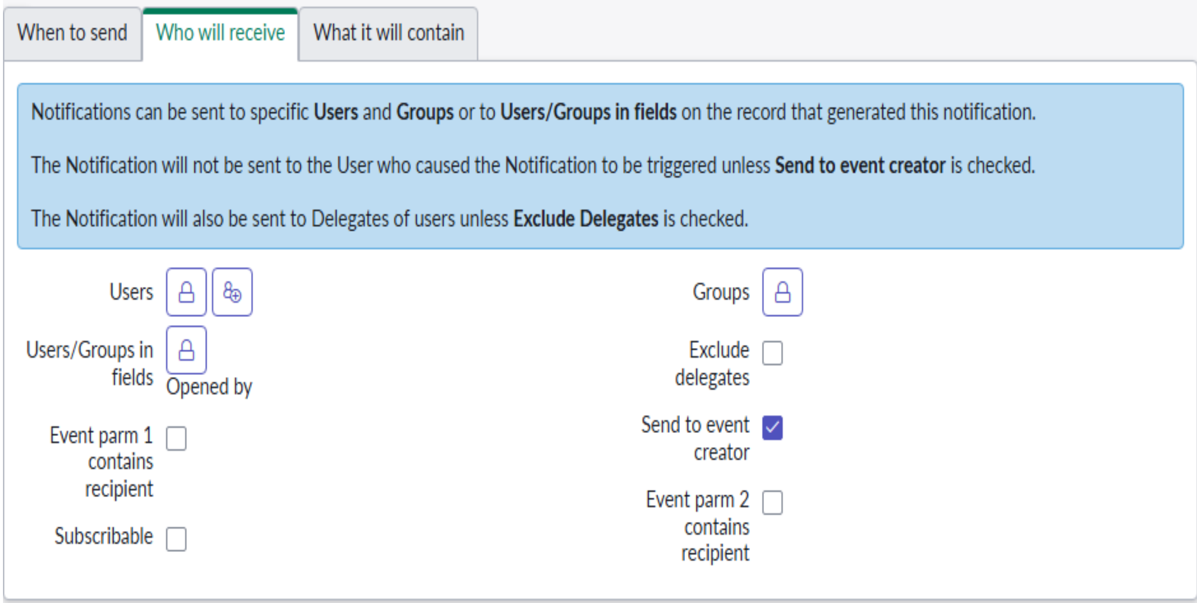
12. On incident form create a custom field called manager, phone number and Email. On select of caller the caller details need to be auto populated.
    - Dot walk caller manager phone and email

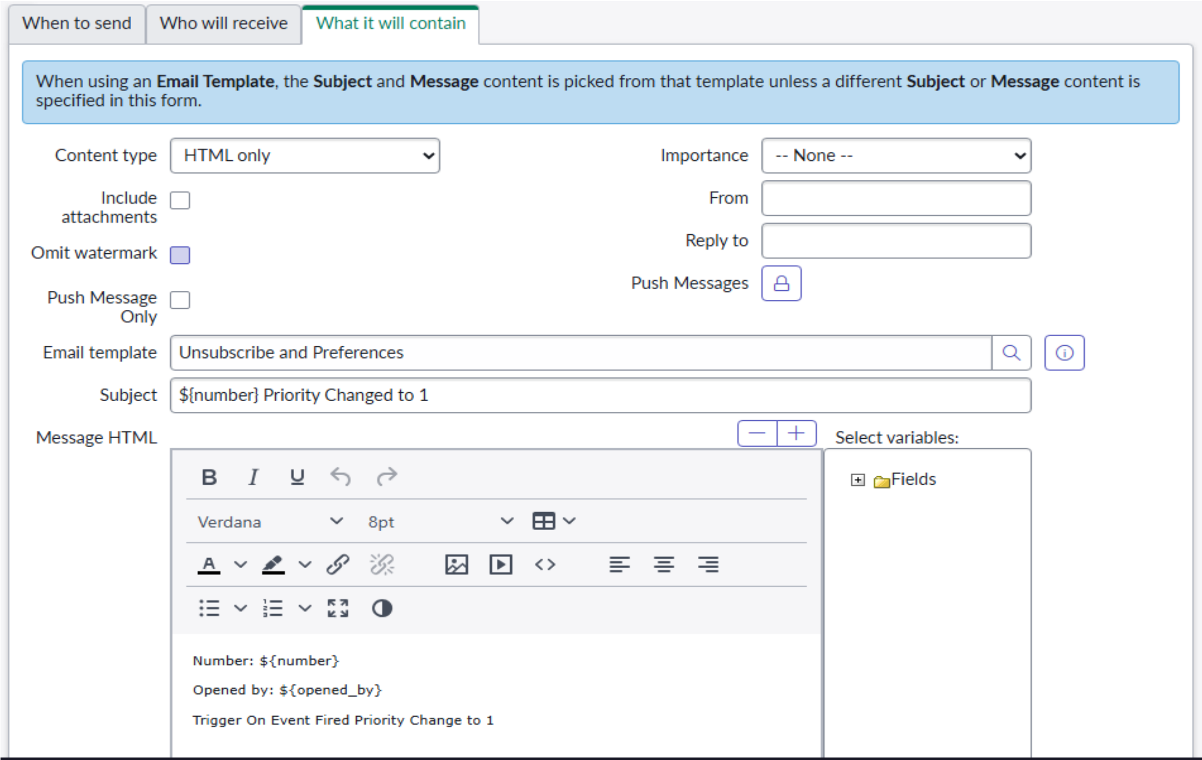


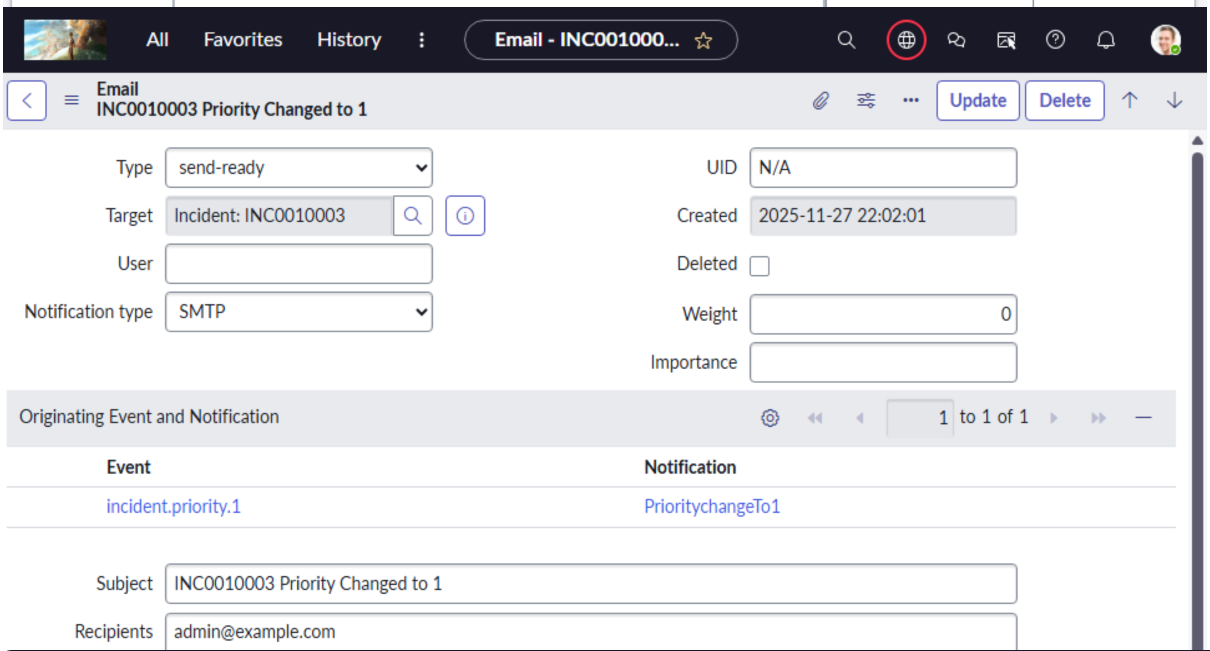


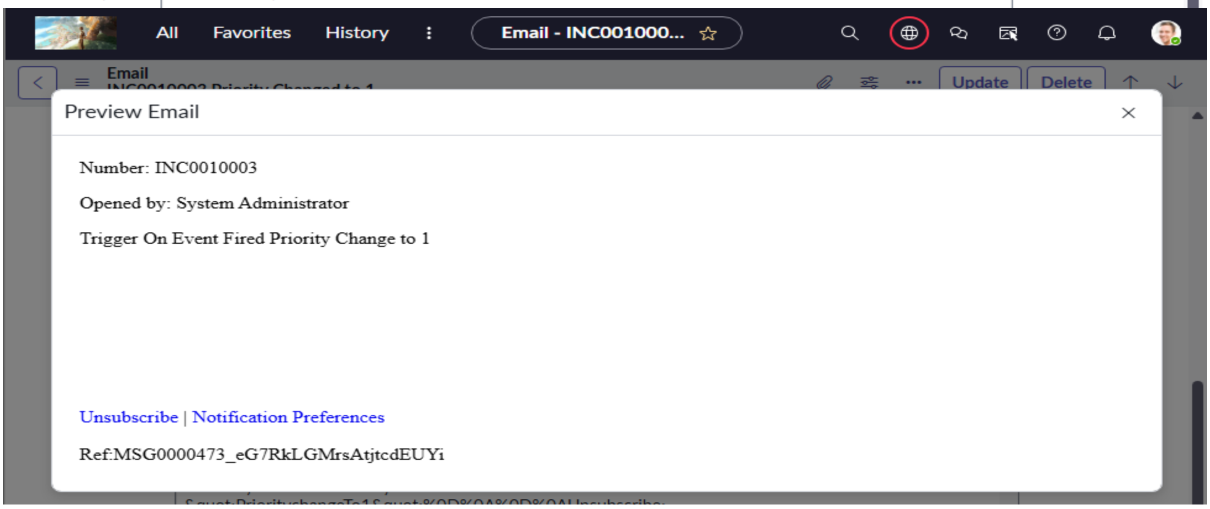
13. Trigger a notification to opened by user through event when priority changes to P1.. Body content of your own.





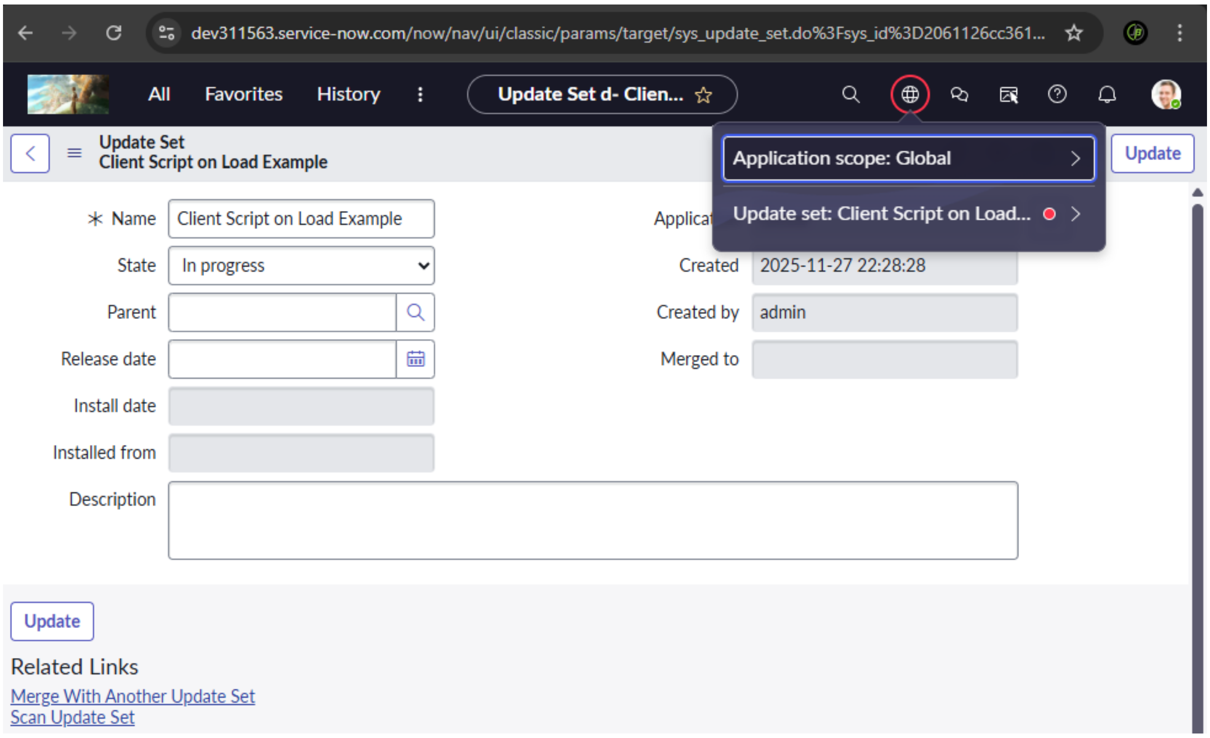

When to send
Who will receive
What it will contain
When using an Email Template, the Subject and Message content is picked from that template unless a different Subject or Message content is specified in this form.
Content type
HTML only
Importance
-- None --
Include attachments
From
Omit watermark
Reply to
Push Message Only
Push Messages
Email template
Unsubscribe and Preferences
Subject
${number} Priority Changed to 1
Message HTML
Select variables:
Fields
Verdana
8pt
Number: ${number}
Opened by: ${opened_by}
Trigger On Event Fired Priority Change to 1


All
Favorites
History
Email - INC001000...
Email
INC0010003 Priority Changed to 1
Update
Delete
Type
send-ready
UID
N/A
Target
Incident: INC0010003
Created
2025-11-27 22:02:01
User
Deleted
Notification type
SMTP
Weight
0
Importance
Originating Event and Notification
1 to 1 of 1
Event
Notification
incident.priority.1
PrioritychangeTo1
Subject
INC0010003 Priority Changed to 1
Recipients
admin@example.com

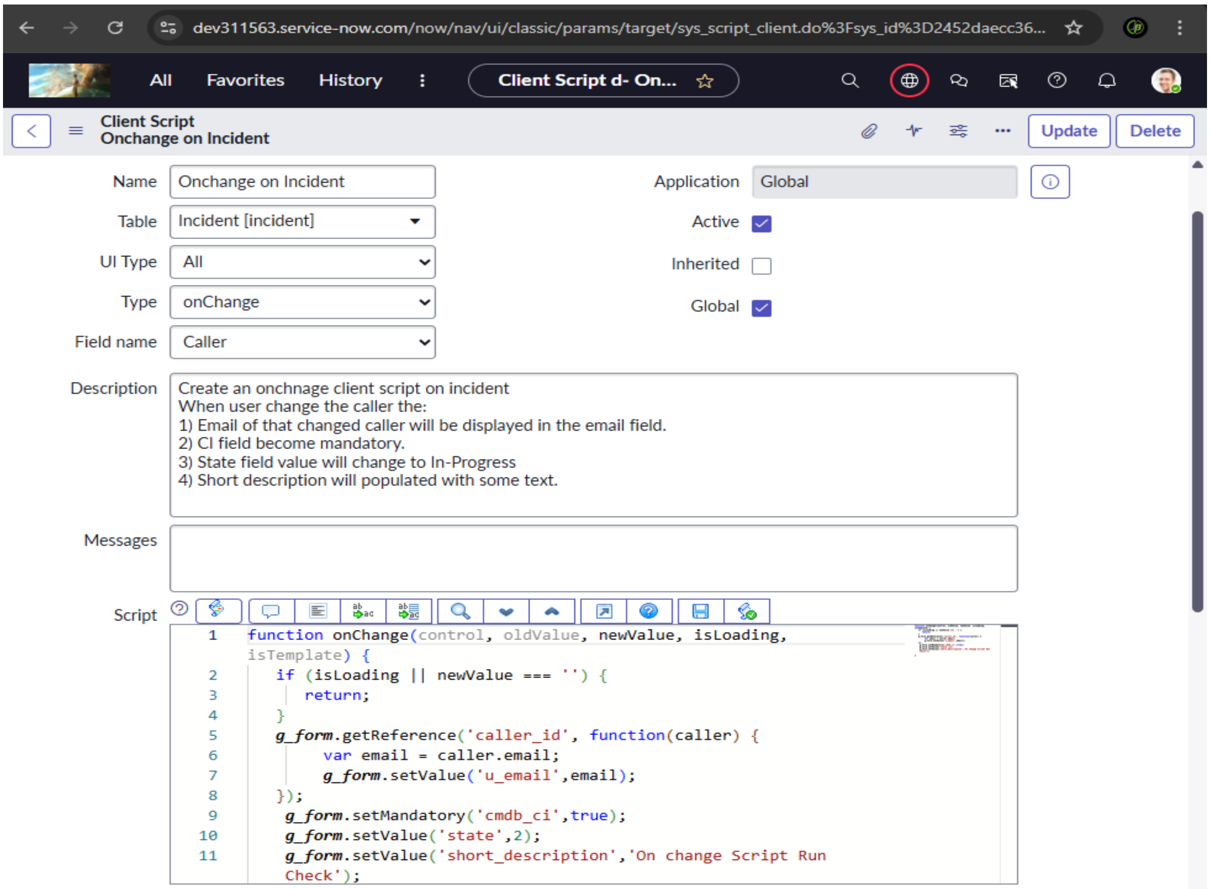

All
Favorites
History
Email - INC001000...
Preview Email
Number: INC0010003
Opened by: System Administrator
Trigger On Event Fired Priority Change to 1
Unsubscribe | Notification Preferences
Ref:MSG0000473_eG7RkLGMrsAtjtcdEUYi

14.Capture below client script on a update set and move to other pdi

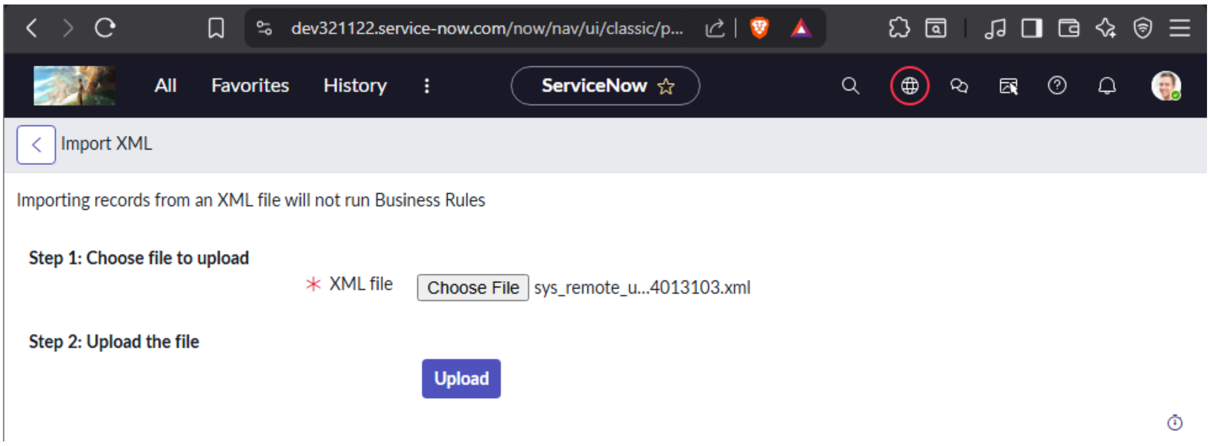
- ex: update set name: Client script on load example

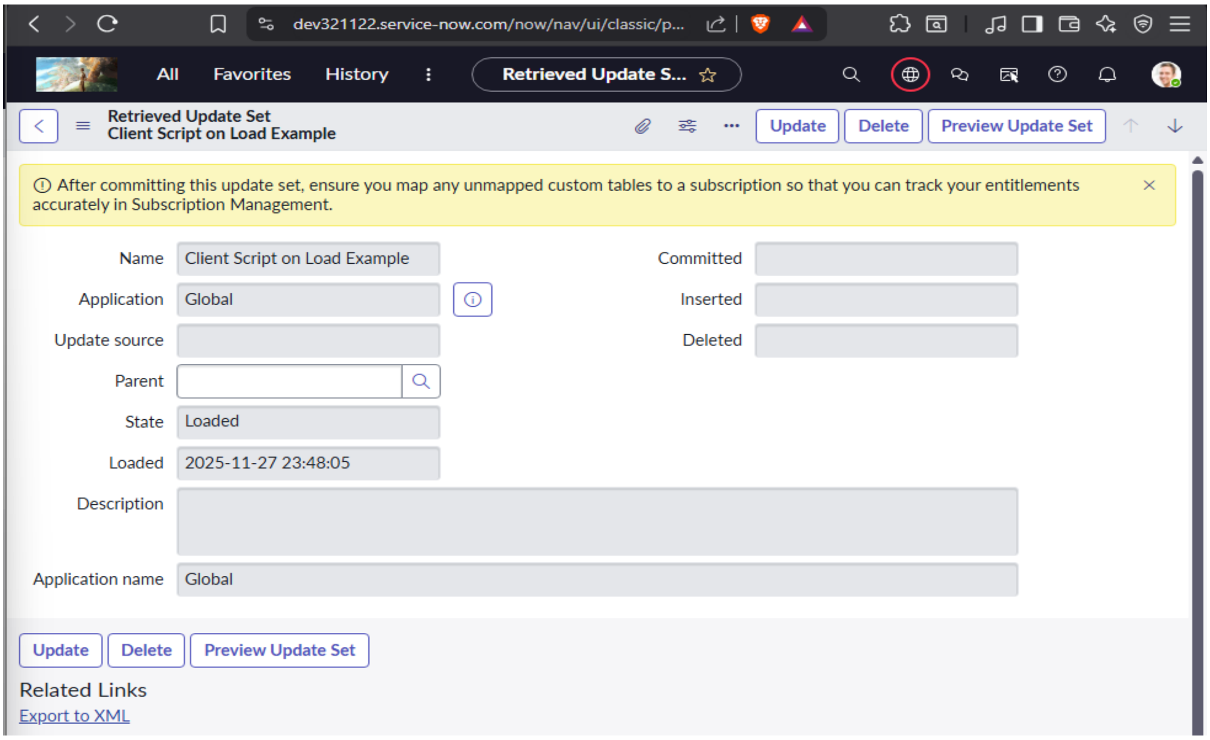


- Create an on change client script on incident When user change the caller the:
  - 1) Email of that changed caller will be displayed in the email field.
  - 2) CI field become mandatory.
  - 3) State field value will change to In-Progress
  - 4) Short description will populated with some text.

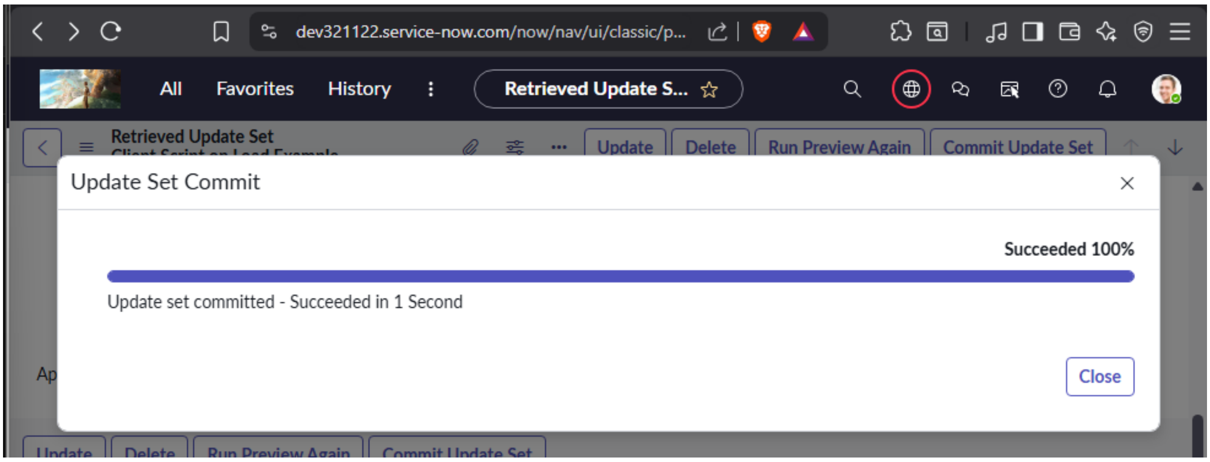


- Complete Update set and Move to Other PDI
  - Export this Update set to XML
  - Go to Retrieved Update Sets and Import this Update set

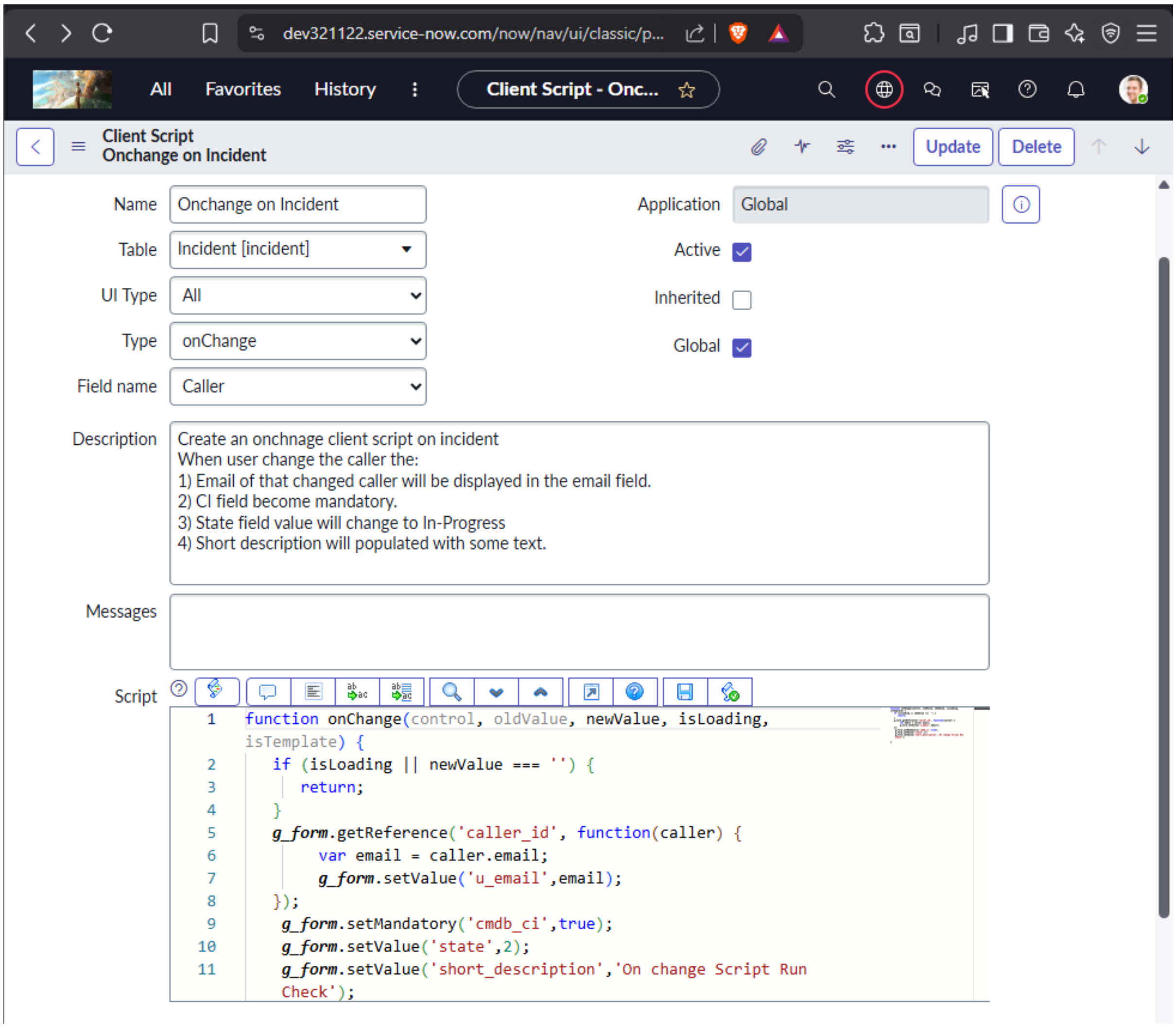


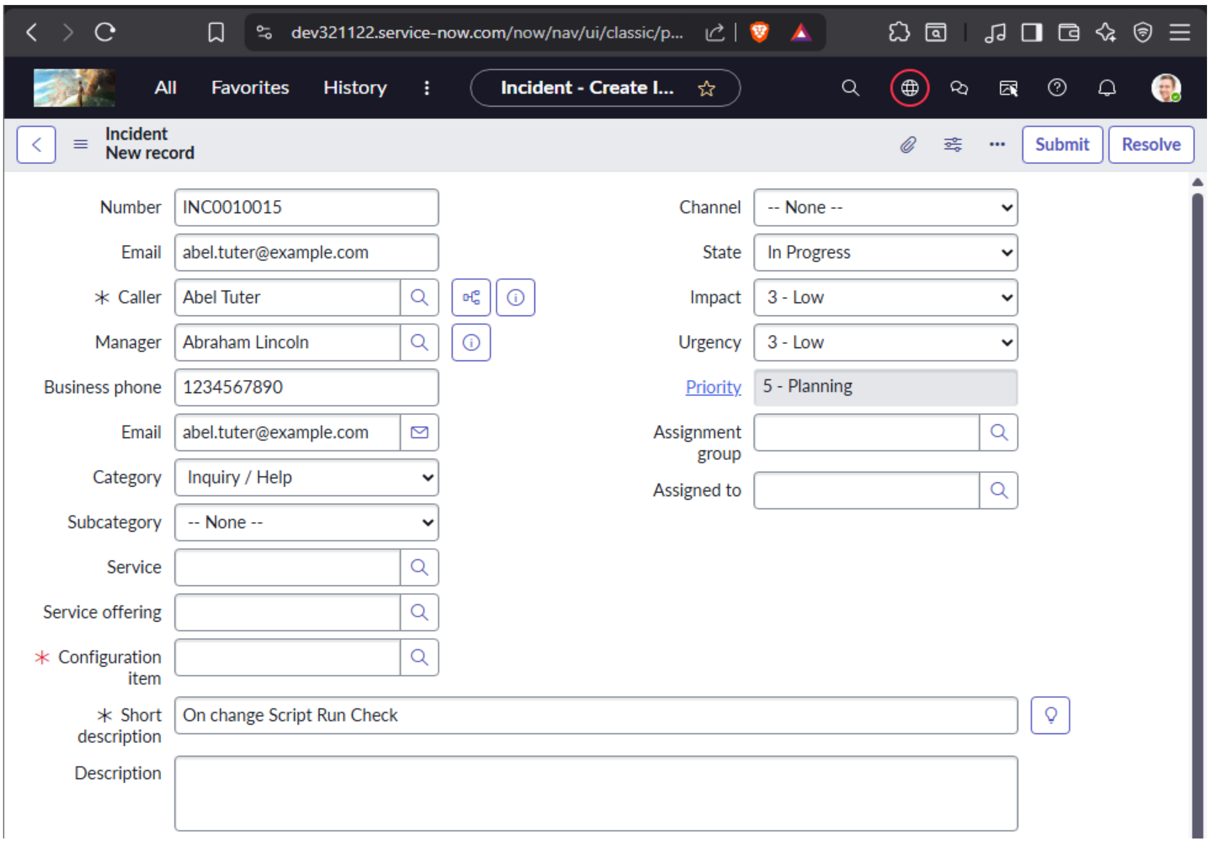


- Preview Update Set and Commit Update Set

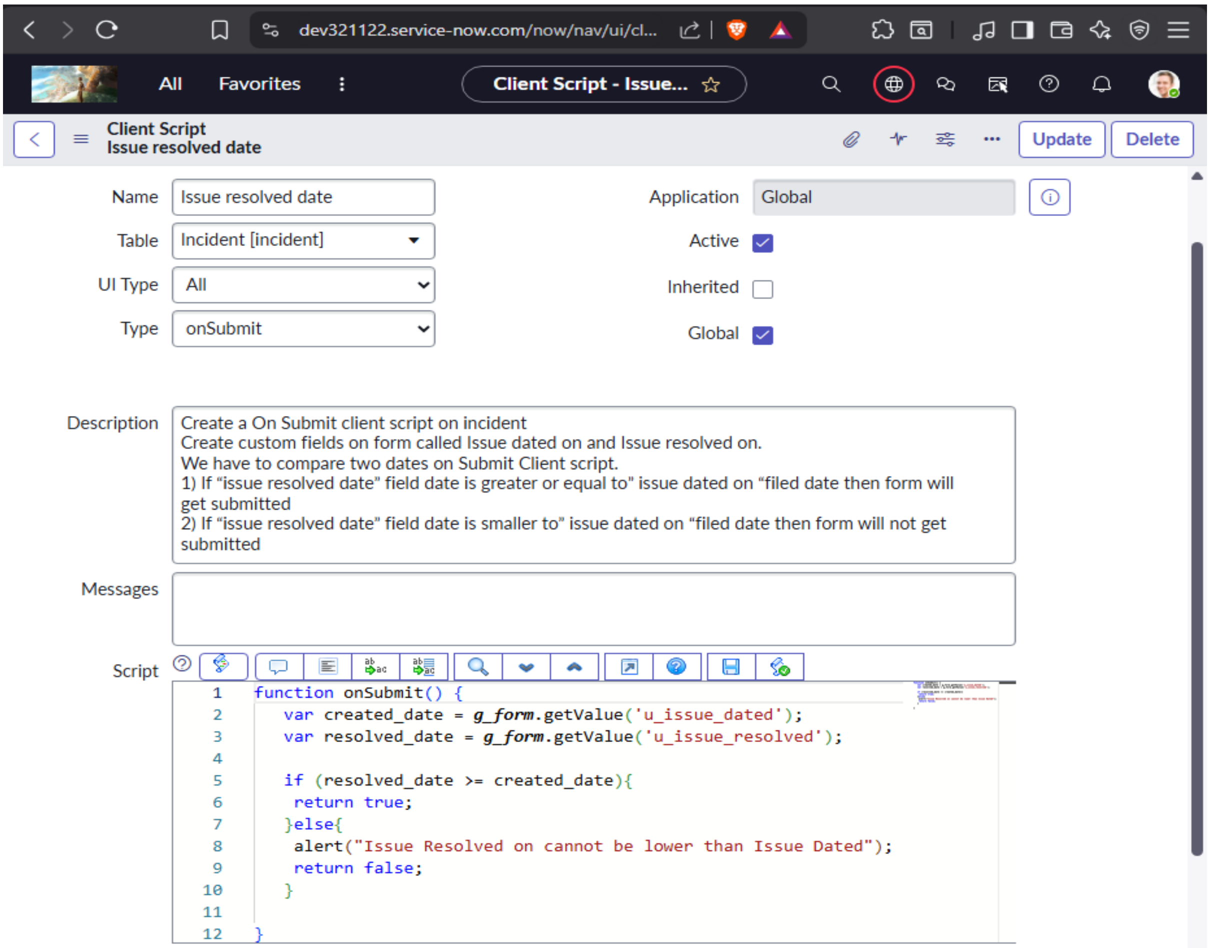


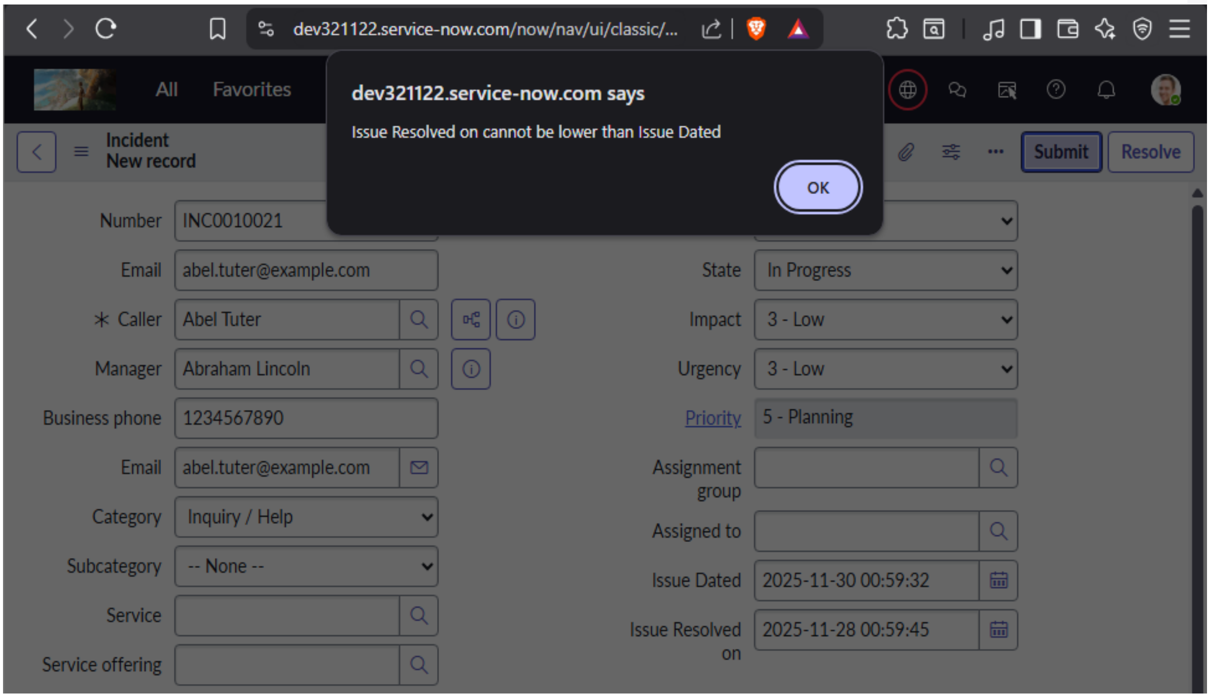
- Check if the Client script is imported and Functional





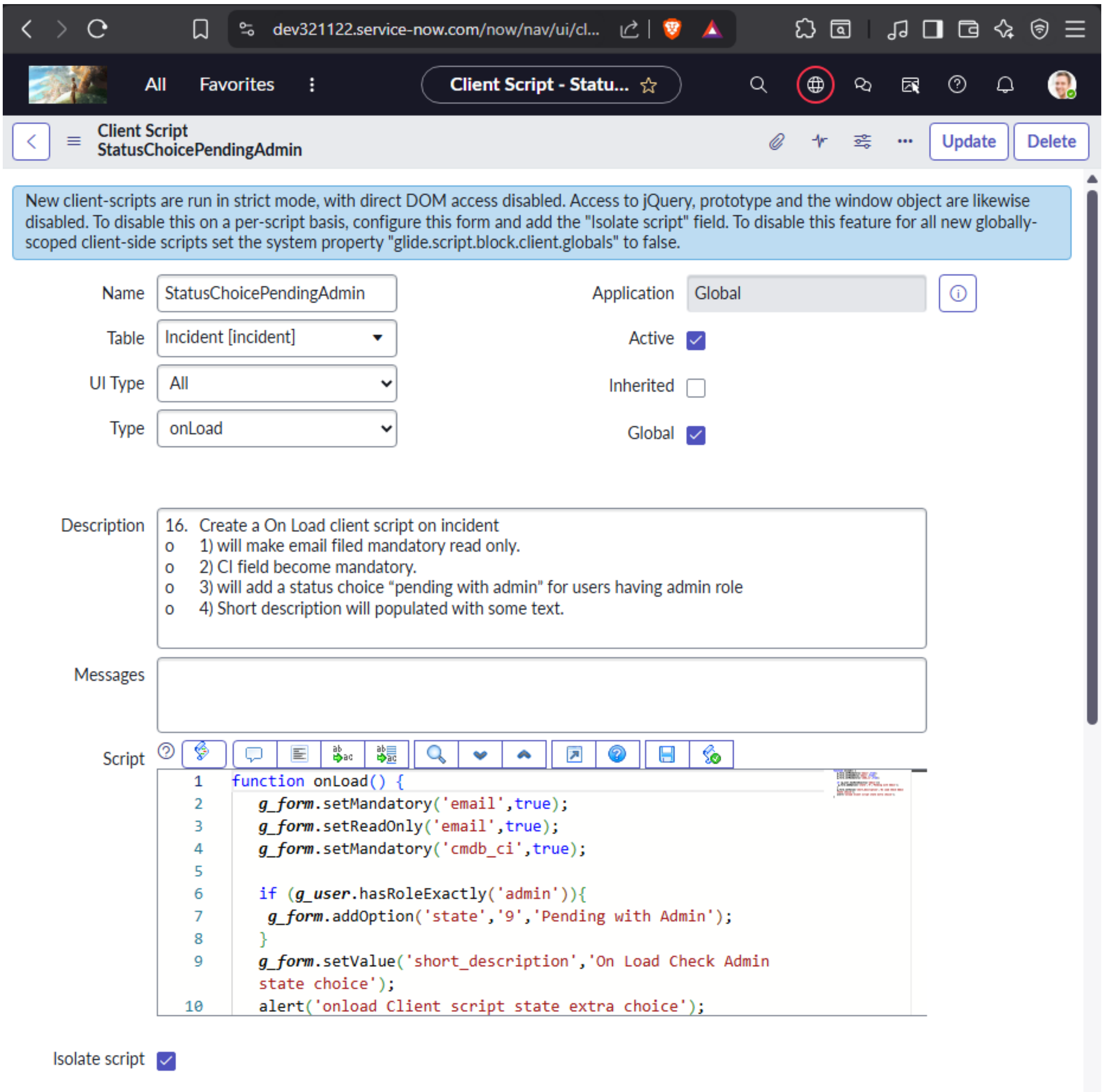
15. Create a On Submit client script on incident
    - Create custom fields on form called Issue dated on and Issue resolved on
    - We have to compare two dates on Submit Client script.
    - 1) If “issue resolved date” field date is greater or equal to” issue dated on “filed date then form will get submitted
    - 2) If “issue resolved date” field date is smaller to” issue dated on “filed date then form will not get submitted

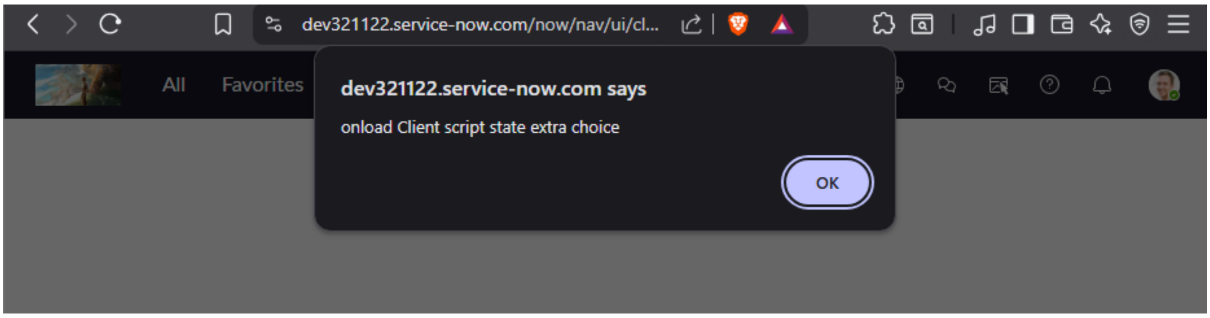


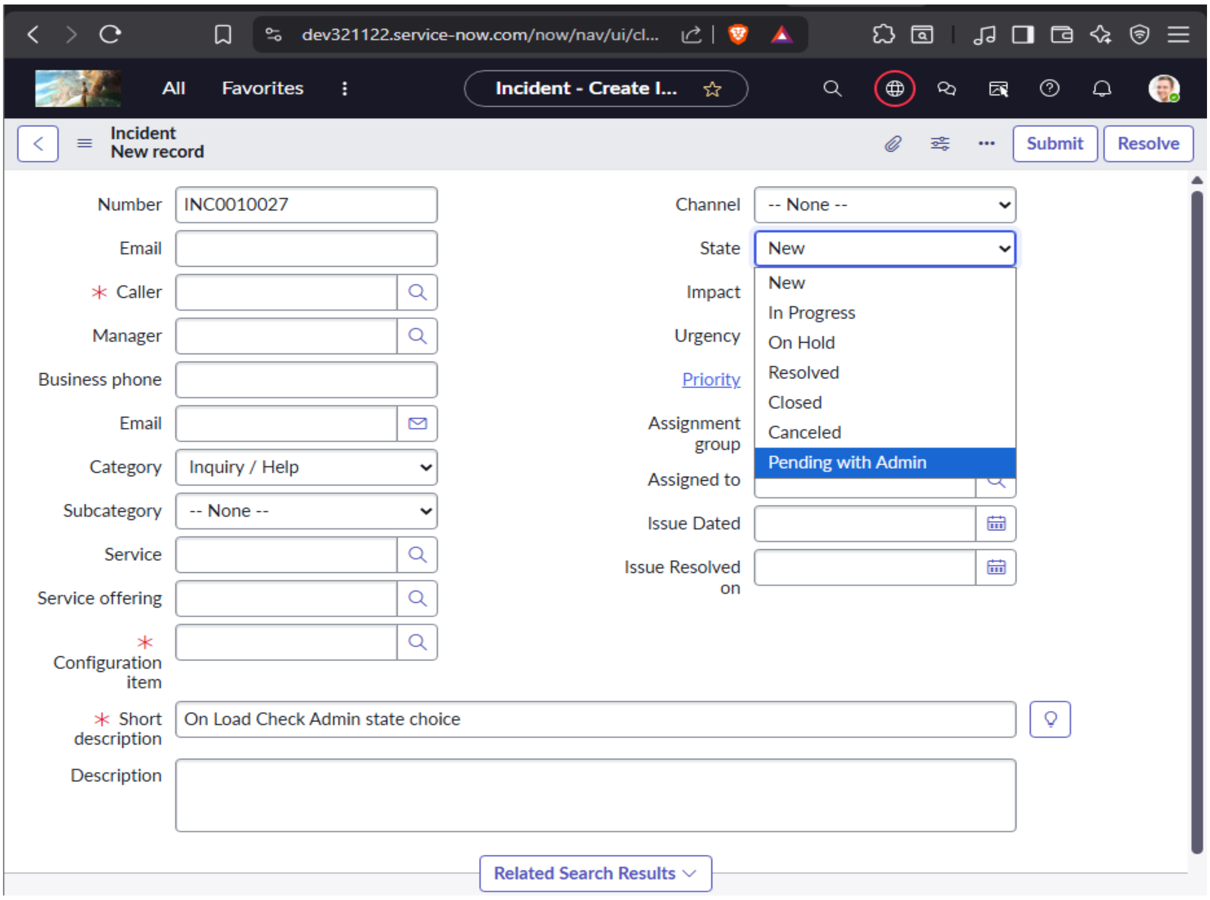


16. Create a On Submit client script on incident

- 1) will make email filed mandatory read only.
- 2) CI field become mandatory.
- 3) will add a status choice “pending with admin” for users having admin role
- 4) Short description will populated with some text.

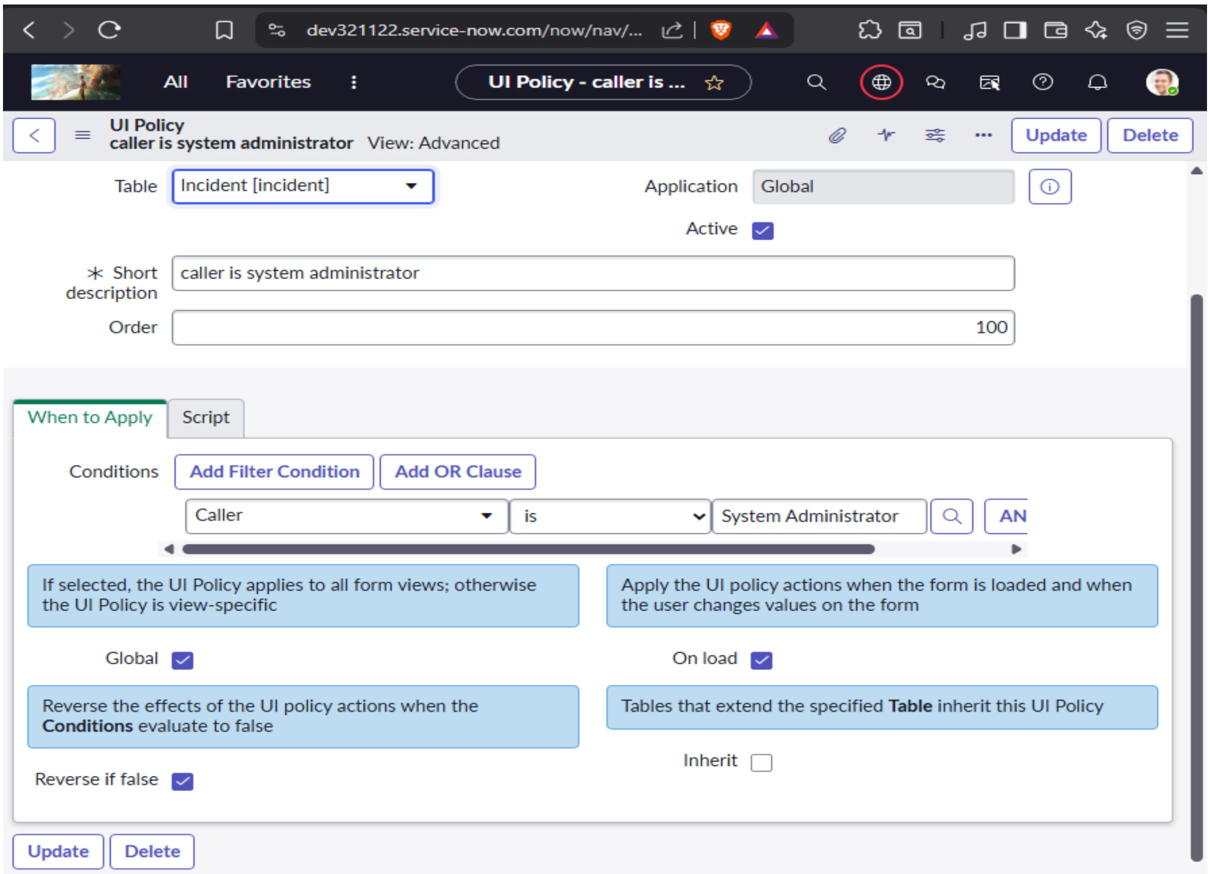


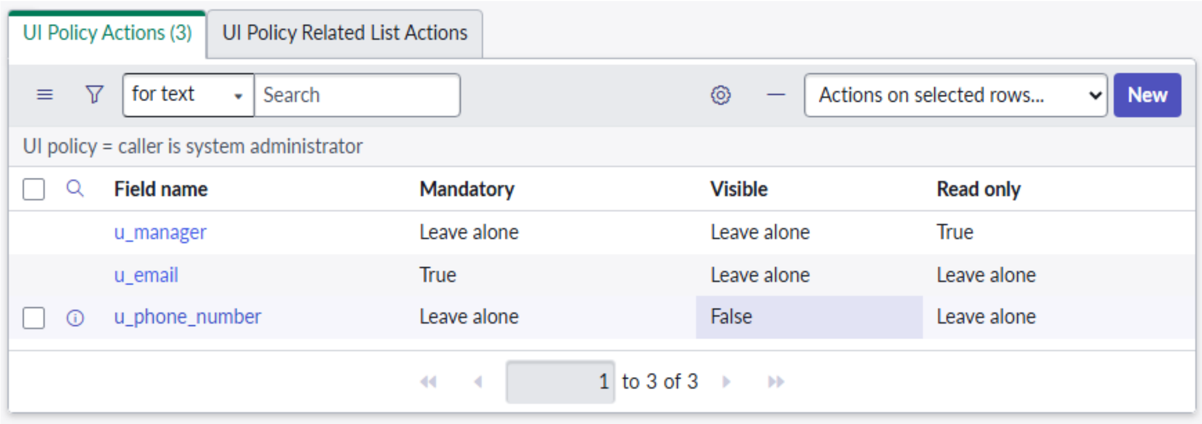




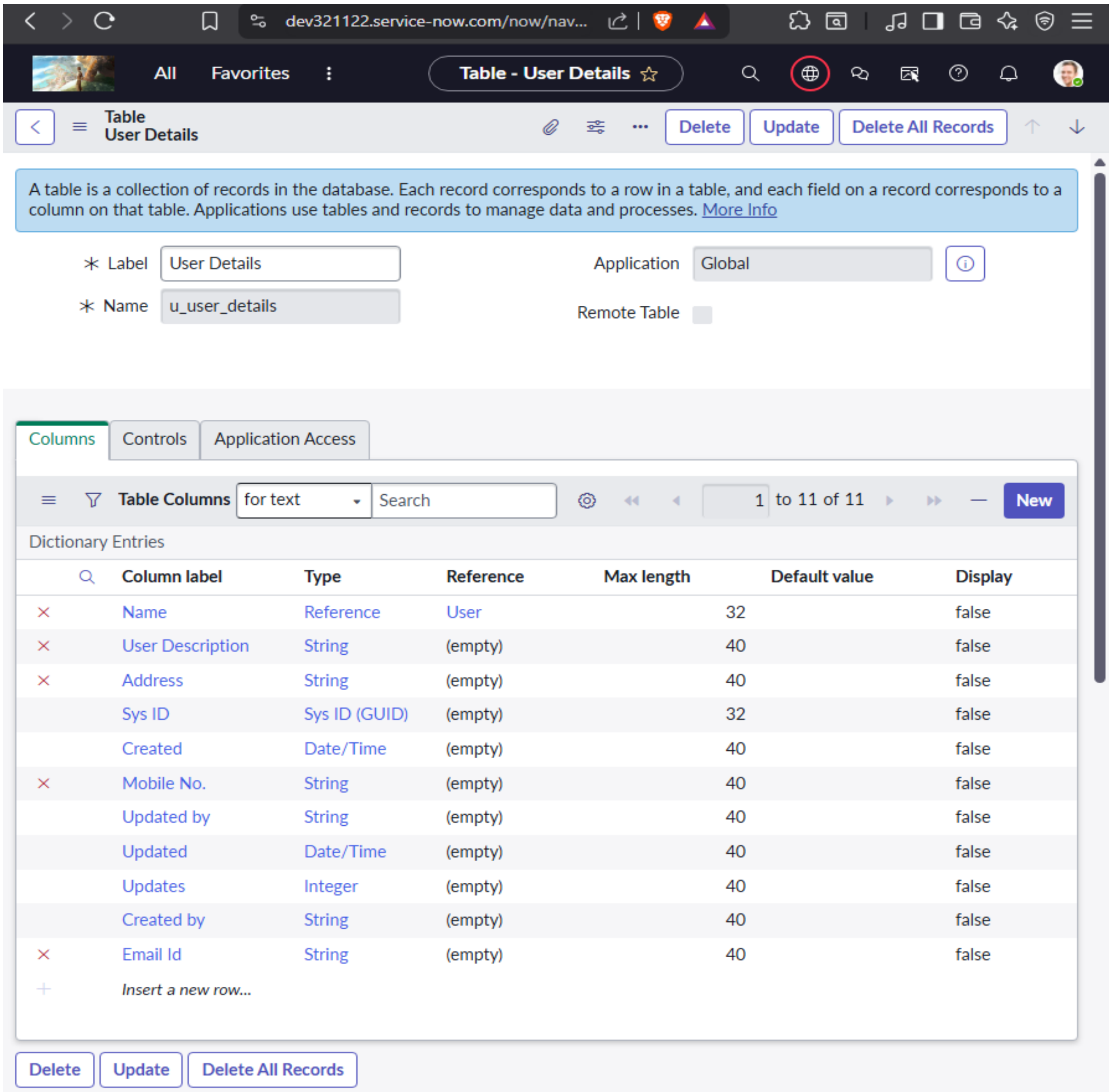
17. Create a UI Policy

- When the caller is system administrator then email mandatory, phone number hidden and manager is read only



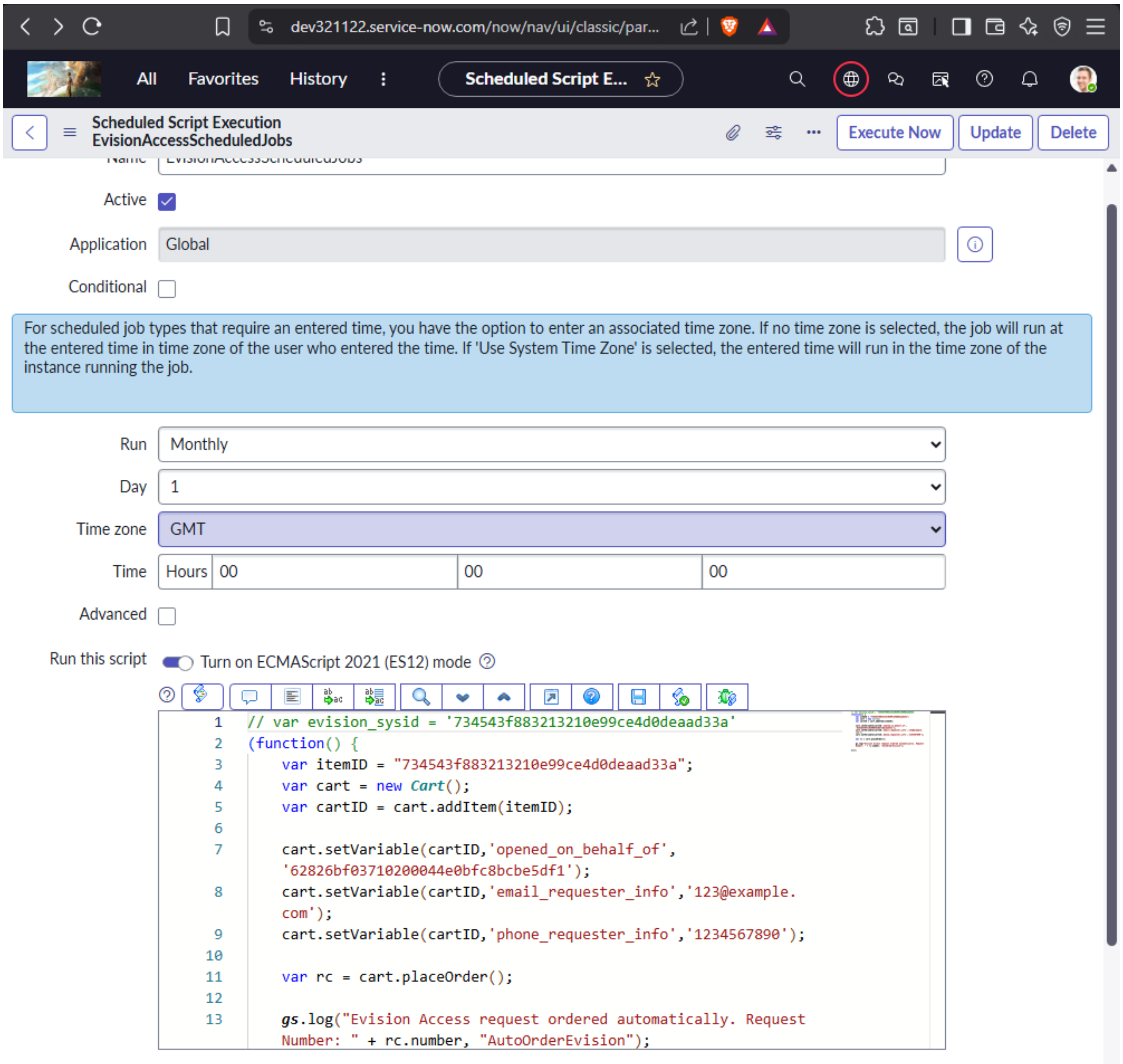


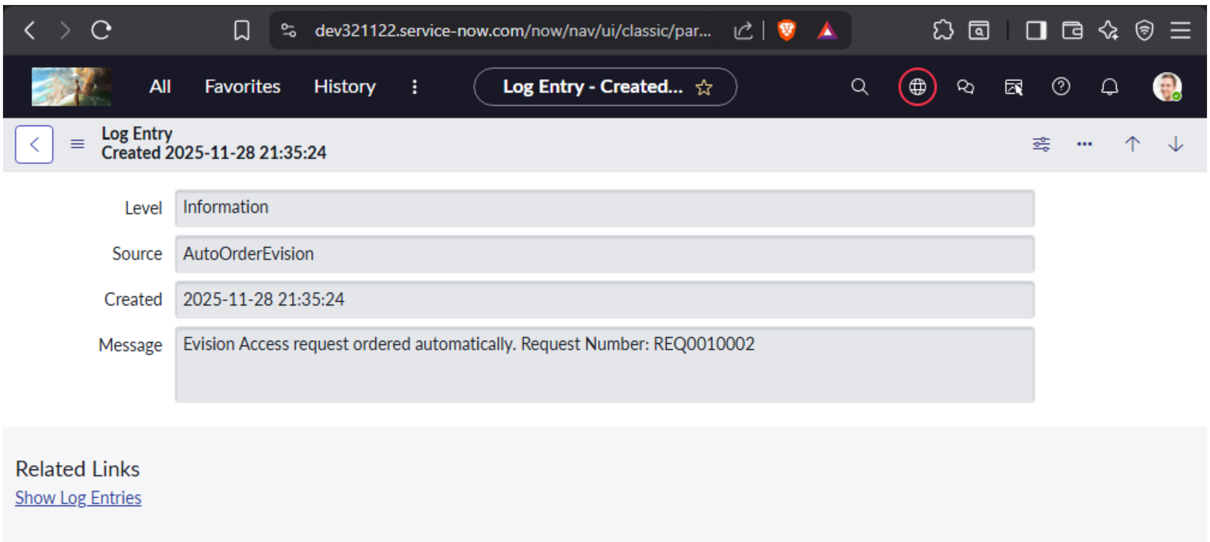
18. Create a custom table—User details
    - Name - Reference type (sys_user)
    - Email Id - String
    - Address - String
    - Mobile No - String
    - User Description - String



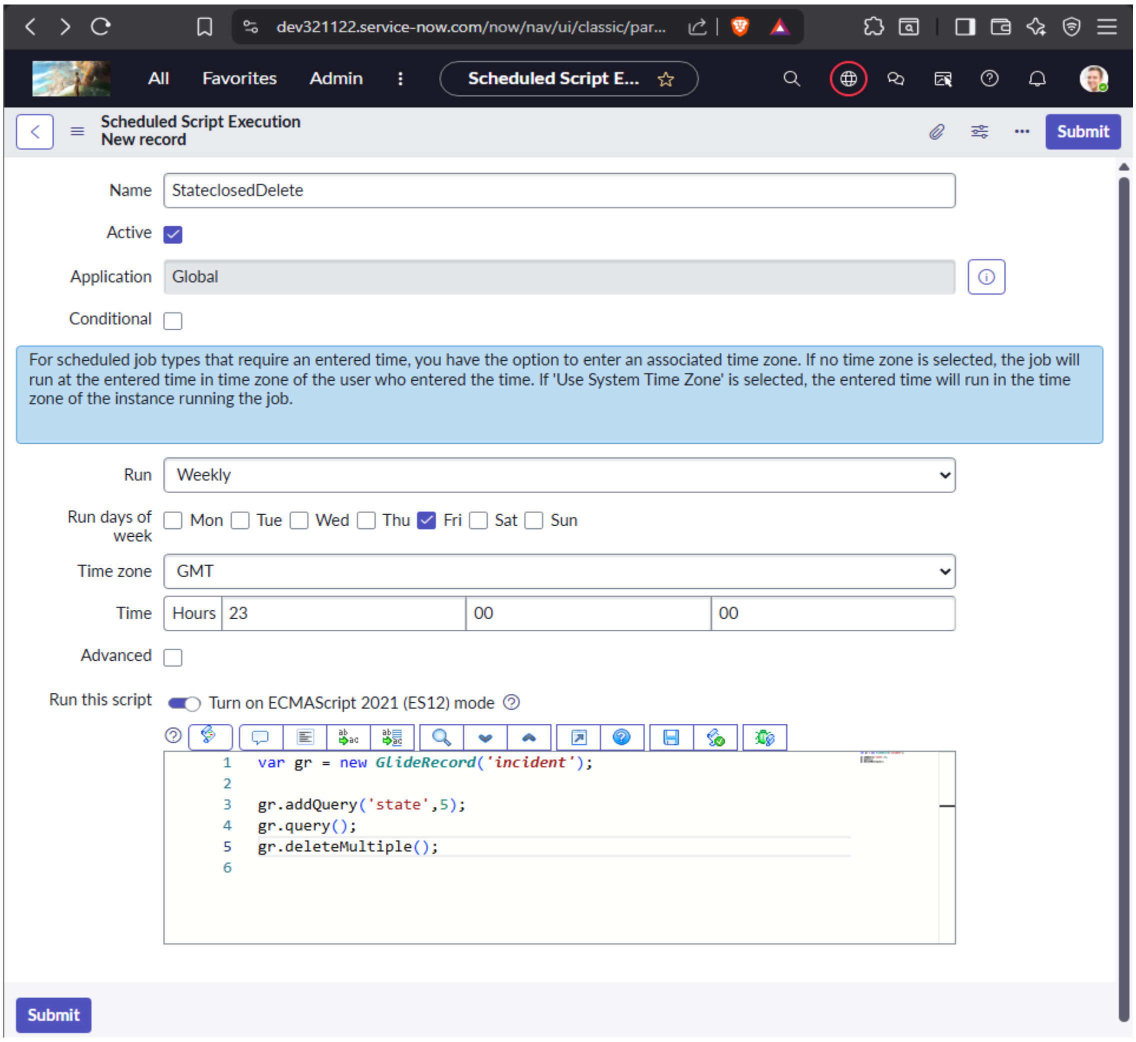
19. Scheduled Jobs

- Order the catalog item Evision access by using a schedule job every month on day 1.

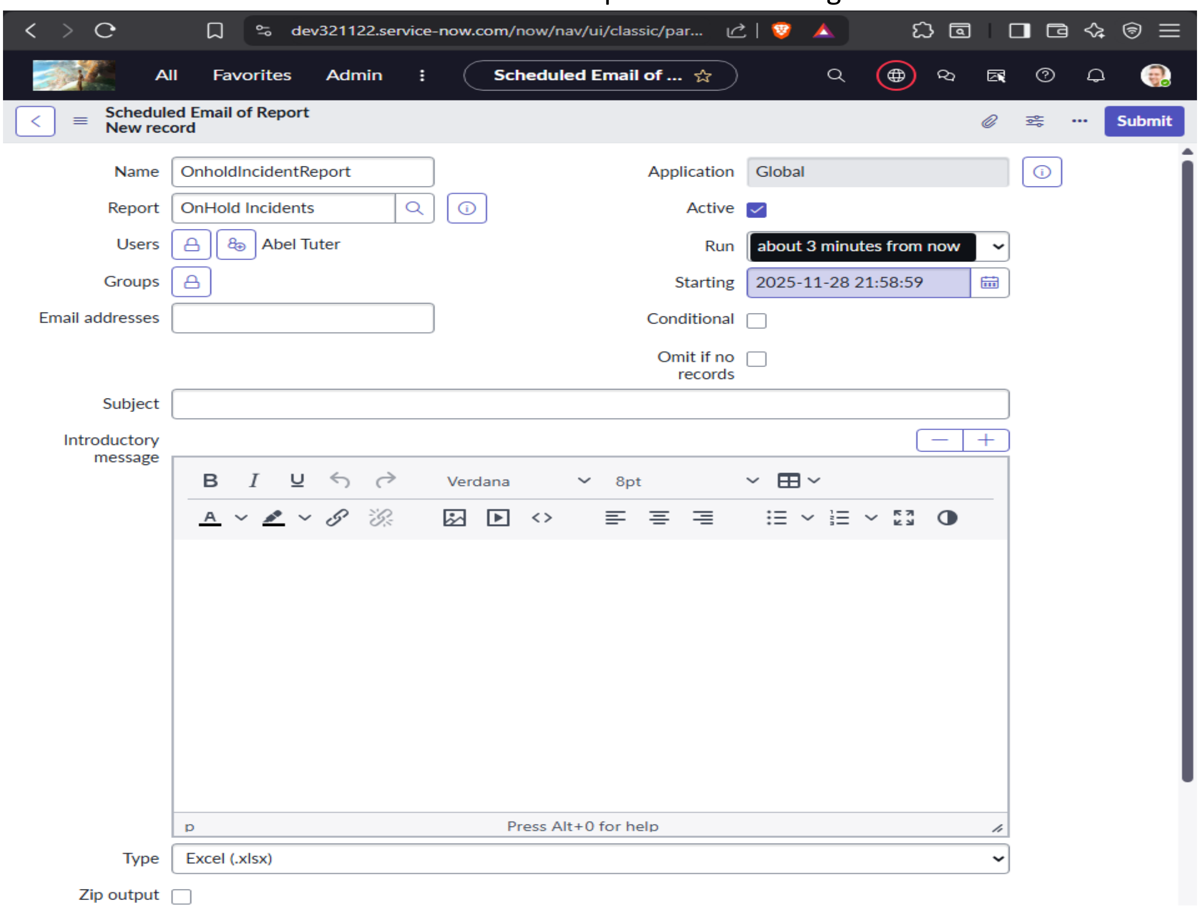


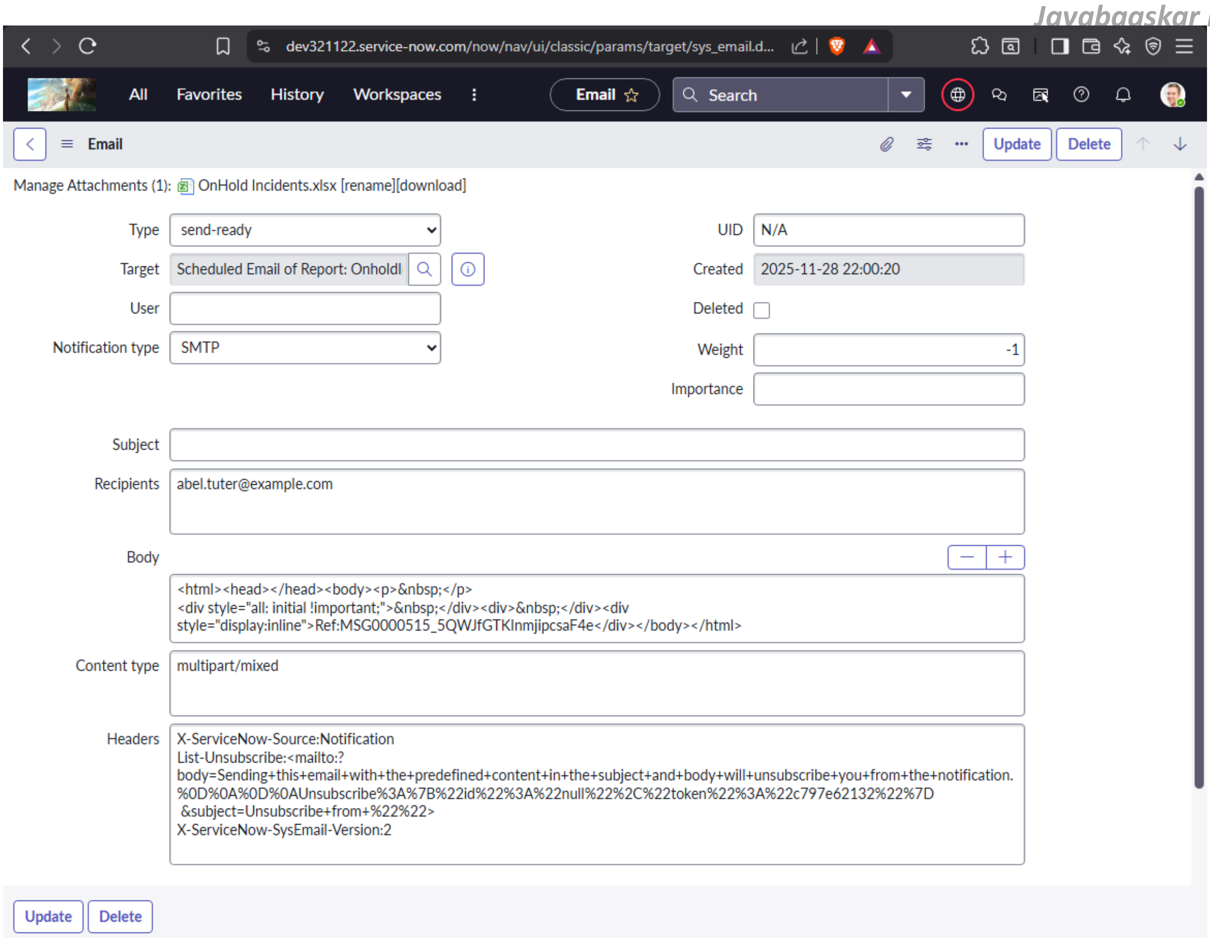


- Delete all closed incident tickets every week on friday.

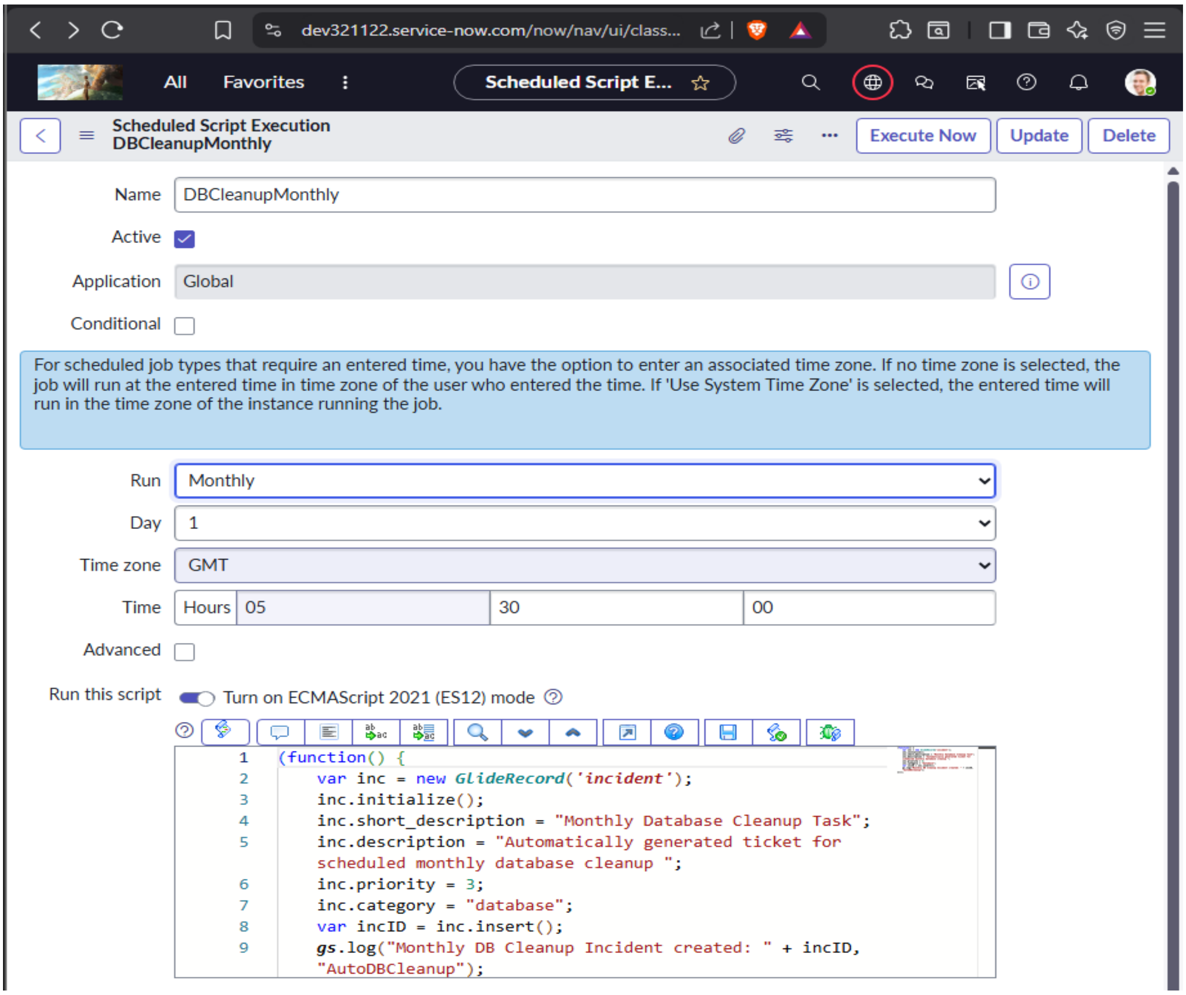


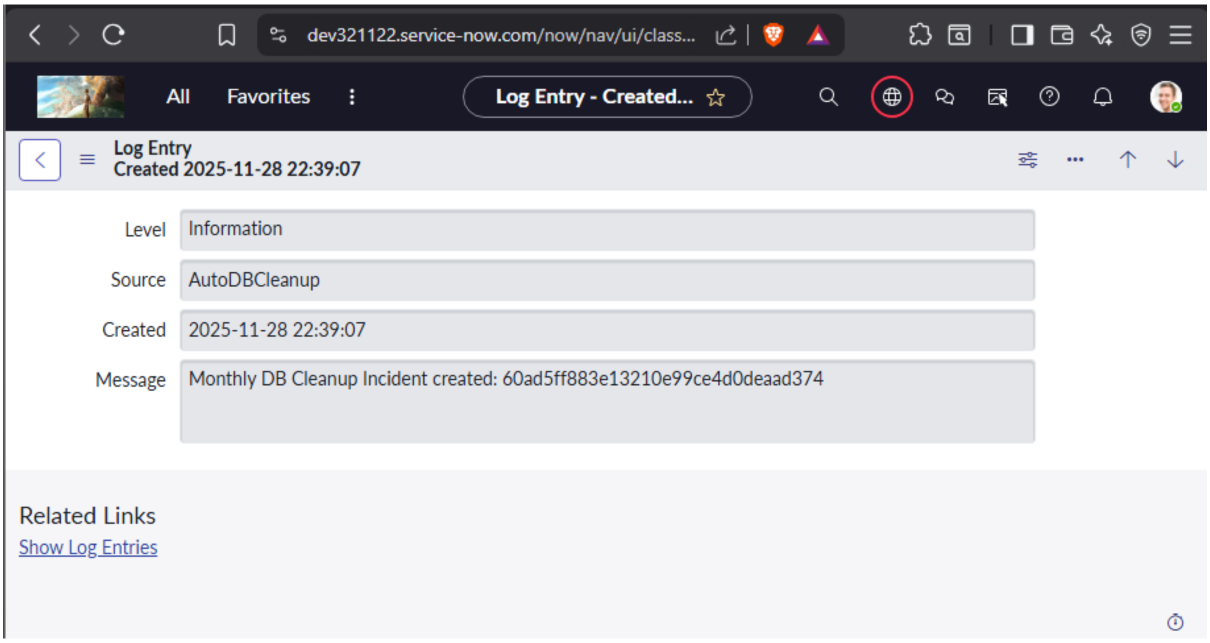
- Send all on hold incidents tickets report to the Manager with Excel format.



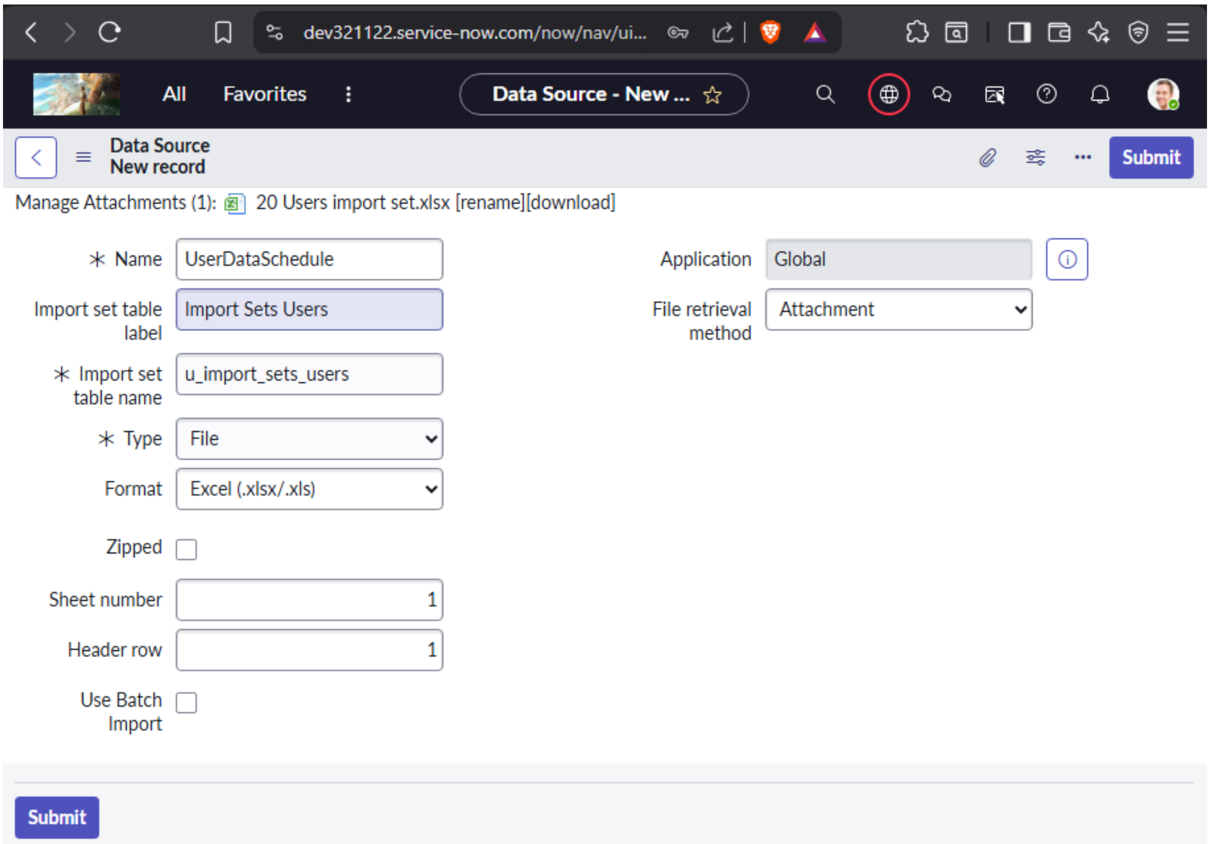


- Automatically Create the database cleanup incident ticket on every month day1.

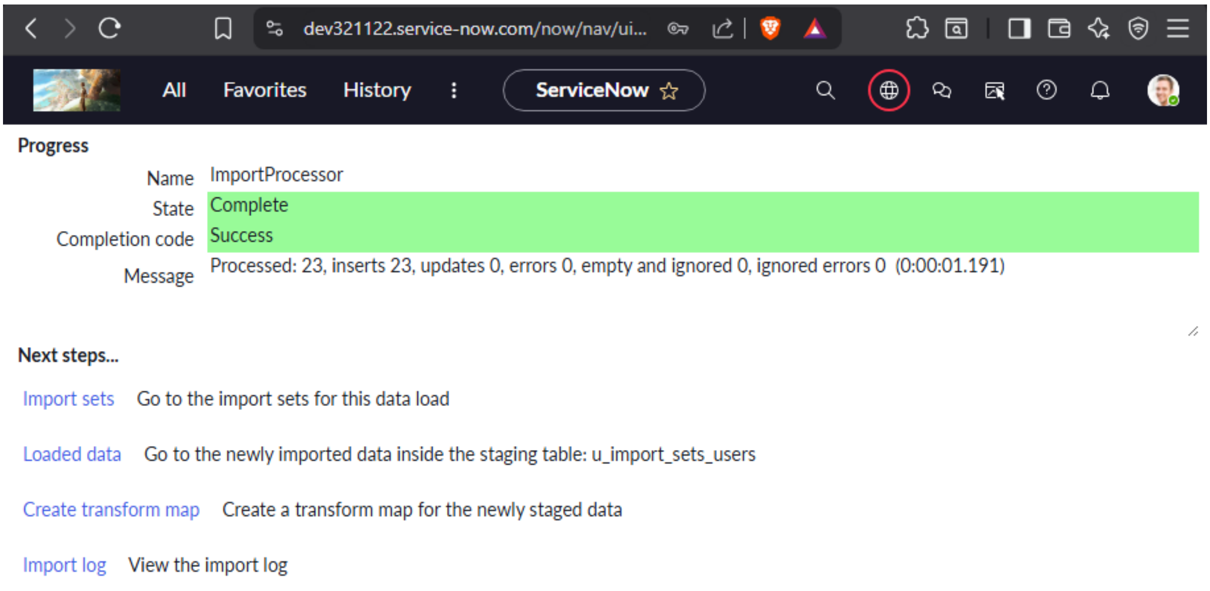




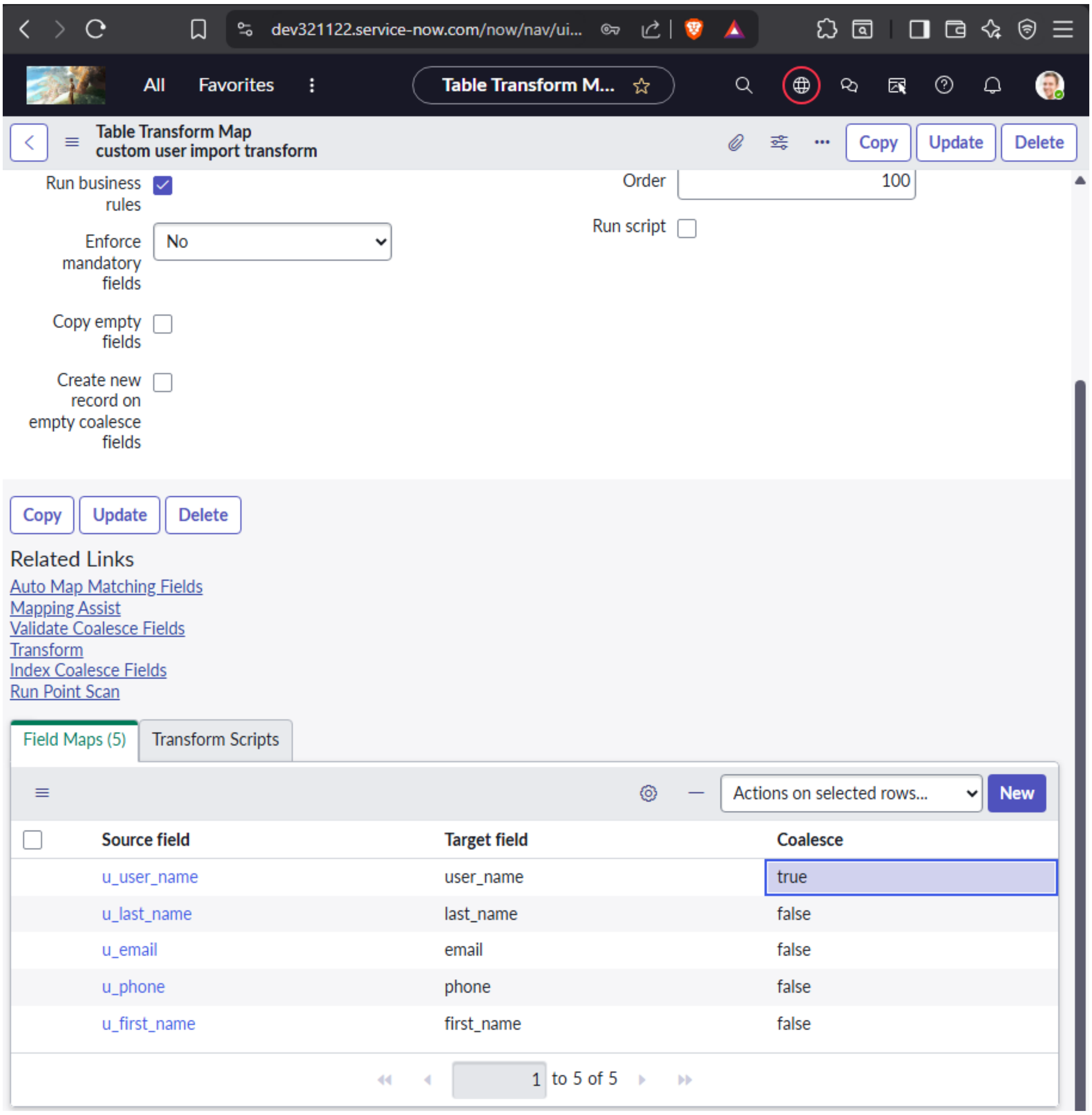
- Automatically load the data into the User table with schedule import by using data source it should load every day 10AM.
- create a data soure with type file and format excel – attach the file



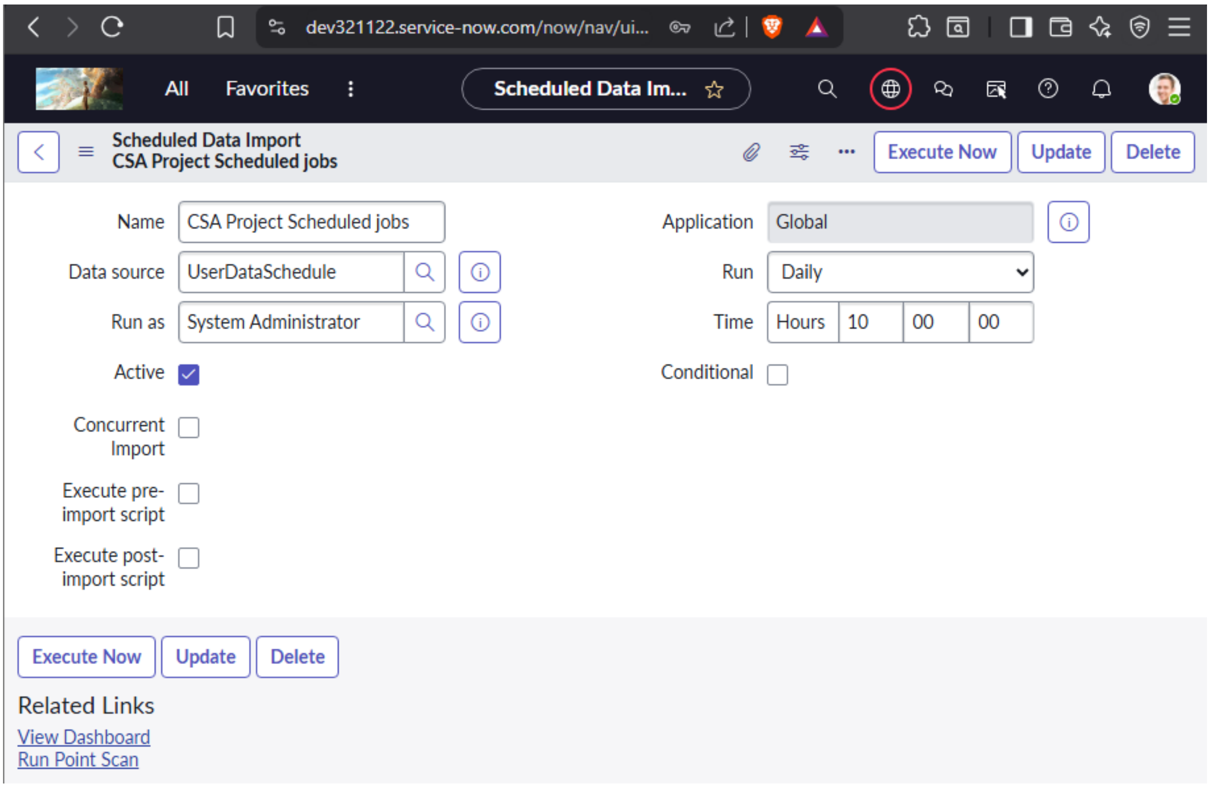
- Load all records



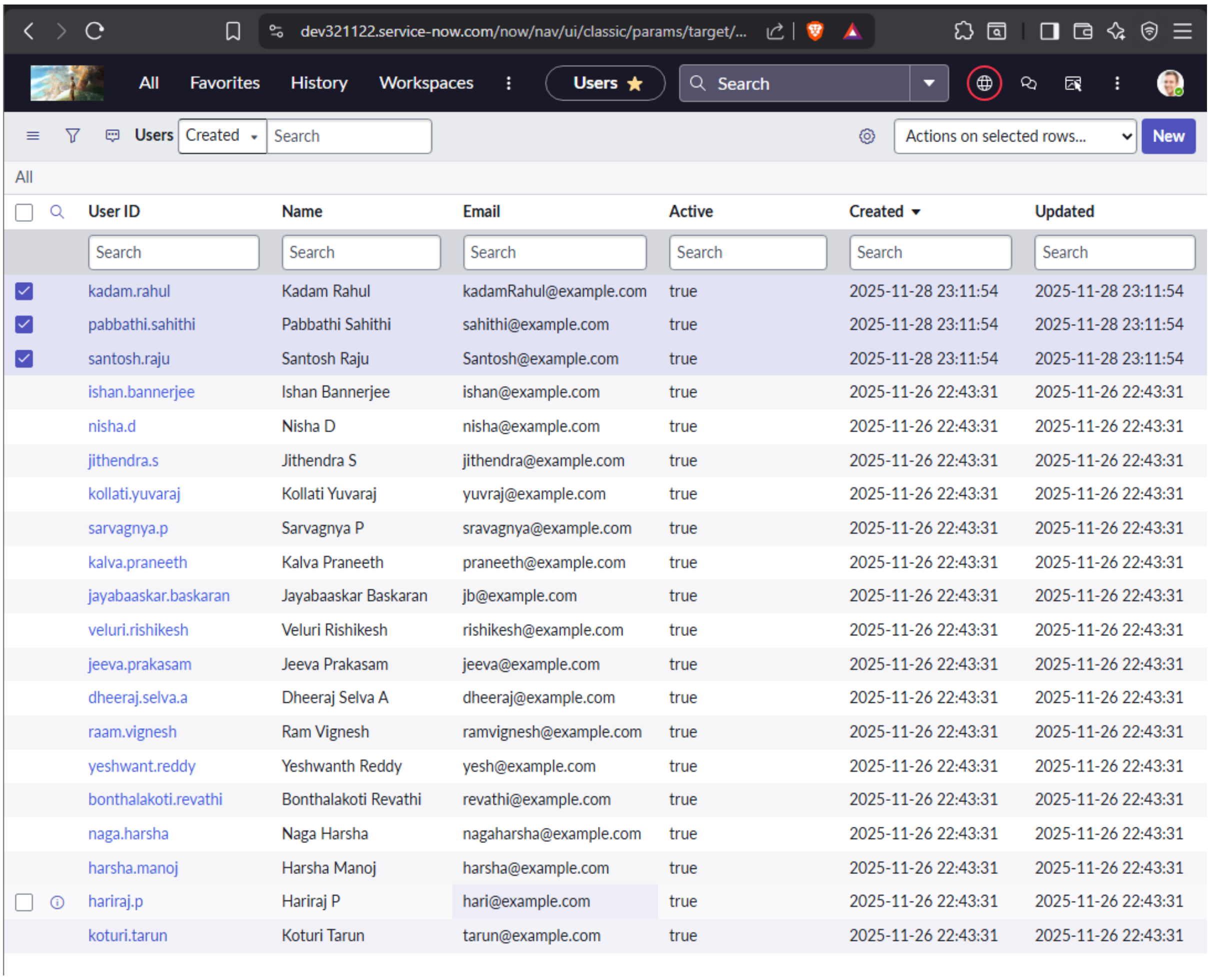
- Create proper transform map with assist and set coalesce field



- Go to All > Scheduled Imports > Create New > Select the Data Source created

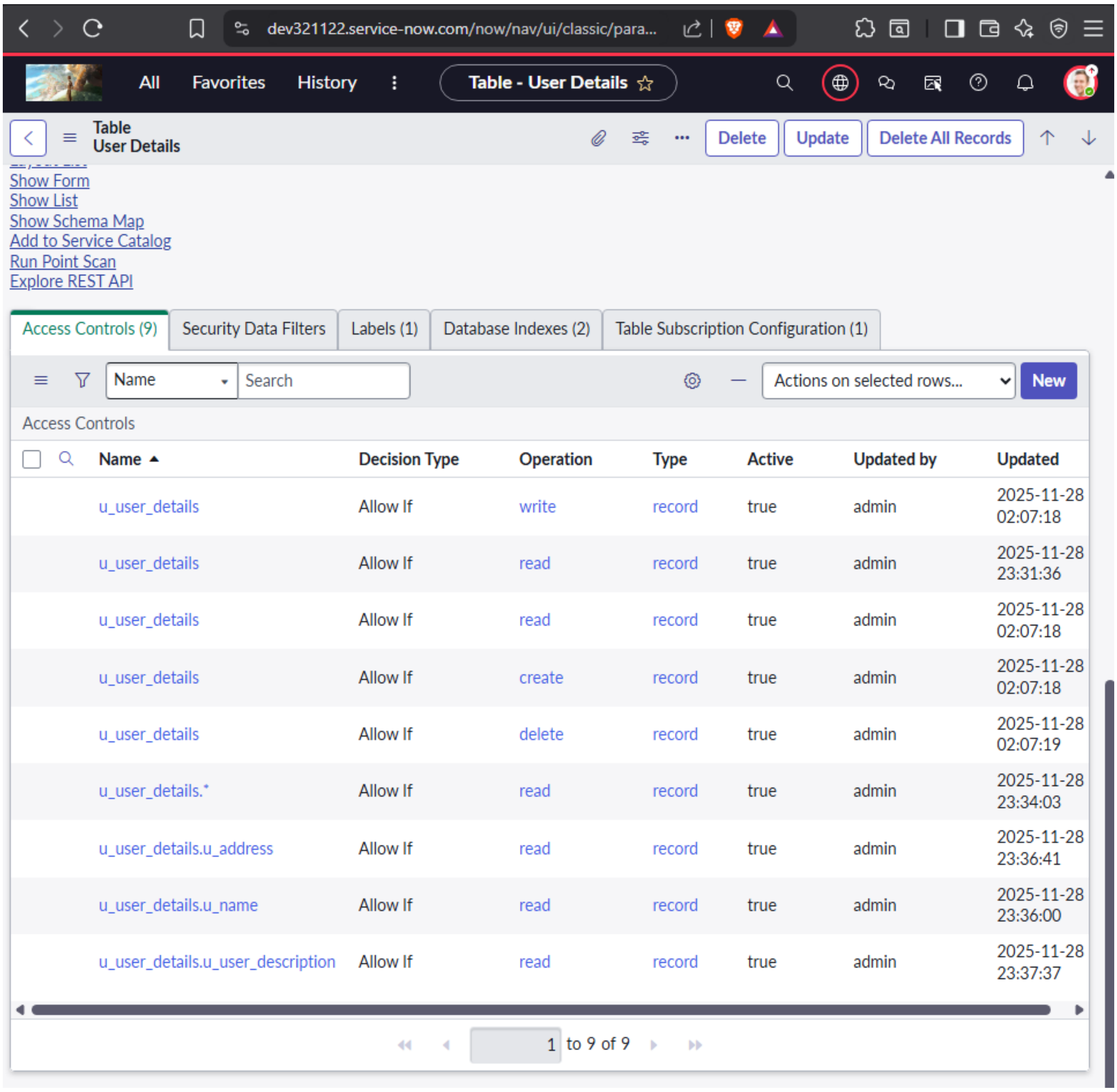


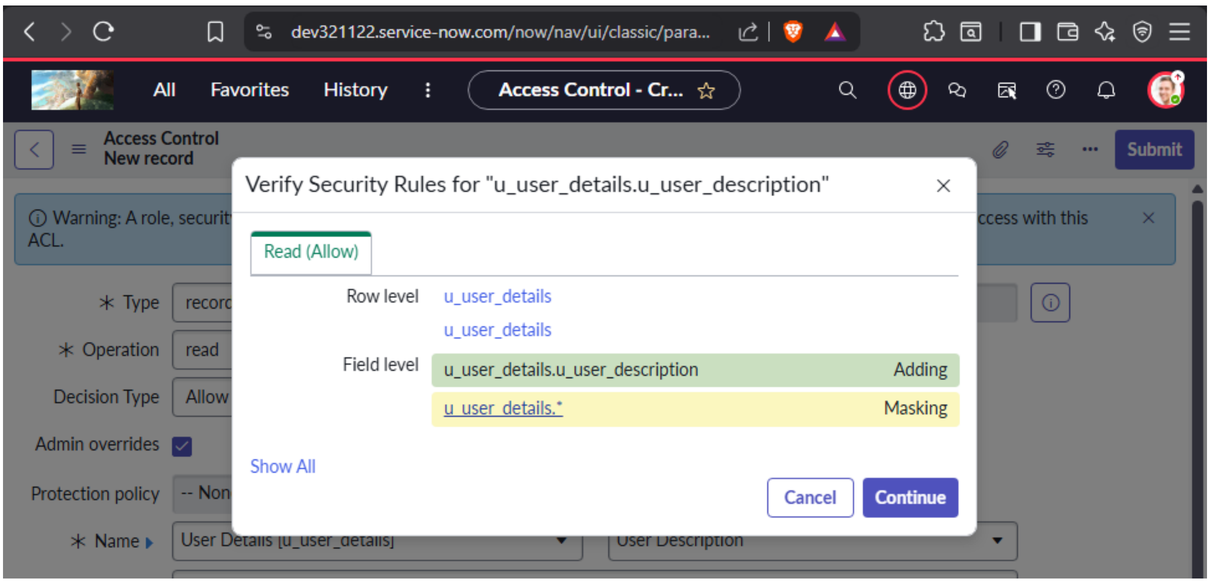
- Execute Now to Verify Process



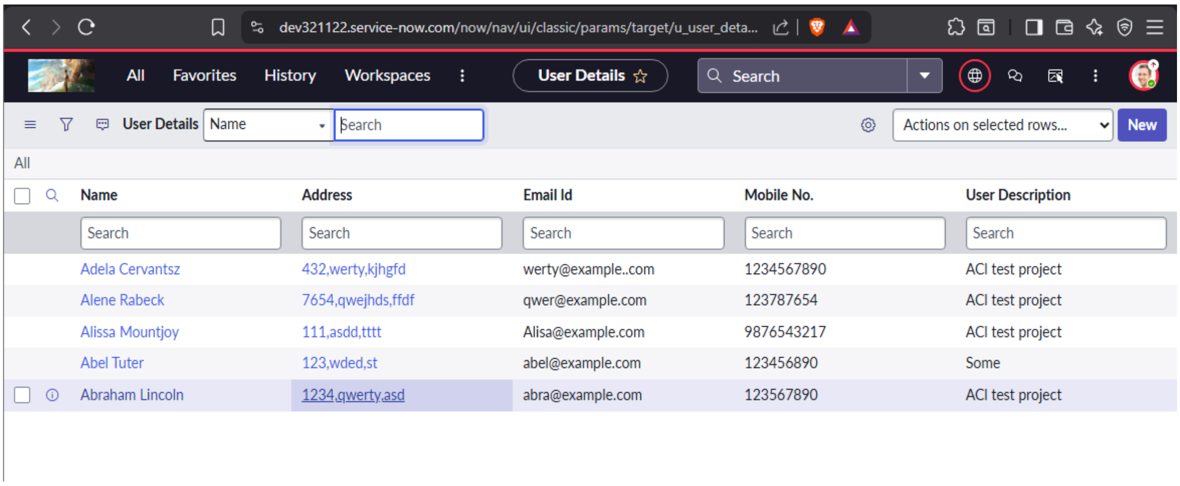
User ID	Name	Email	Active	Created	Updated
kadam.rahul	Kadam Rahul	kadamRahul@example.com	true	2025-11-28 23:11:54	2025-11-28 23:11:54
pabbathi.sahithi	Pabbathi Sahithi	sahithi@example.com	true	2025-11-28 23:11:54	2025-11-28 23:11:54
santosh.raju	Santosh Raju	Santosh@example.com	true	2025-11-28 23:11:54	2025-11-28 23:11:54
ishan.bannerjee	Ishan Bannerjee	ishan@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
nisha.d	Nisha D	nisha@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
jithendra.s	Jithendra S	jithendra@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
kollati.yuvaraj	Kollati Yuvaraj	yuvraj@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
sarvagnya.p	Sarvagnya P	sravagnya@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
kalva.praneeth	Kalva Praneeth	praneeth@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
jayabaaskar.baskaran	Jayabaaskar Baskaran	jb@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
veluri.rishikesh	Veluri Rishikesh	rishikesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
jeeva.prakasam	Jeeva Prakasam	jeeva@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
dheeraj.selva.a	Dheeraj Selva A	dheeraj@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
raam.vignesh	Ram Vignesh	ramvignesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
yeshwant.reddy	Yeshwanth Reddy	yesh@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
bonthalakoti.revathi	Bonthalakoti Revathi	revathi@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
naga.harsha	Naga Harsha	nagaharsha@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
harsha.manoj	Harsha Manoj	harsha@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
hariraj.p	Hariraj P	hari@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31
koturi.tarun	Koturi Tarun	tarun@example.com	true	2025-11-26 22:43:31	2025-11-26 22:43:31

20. Role A users—name, address, user description
    - Role B role users -→access all fields.



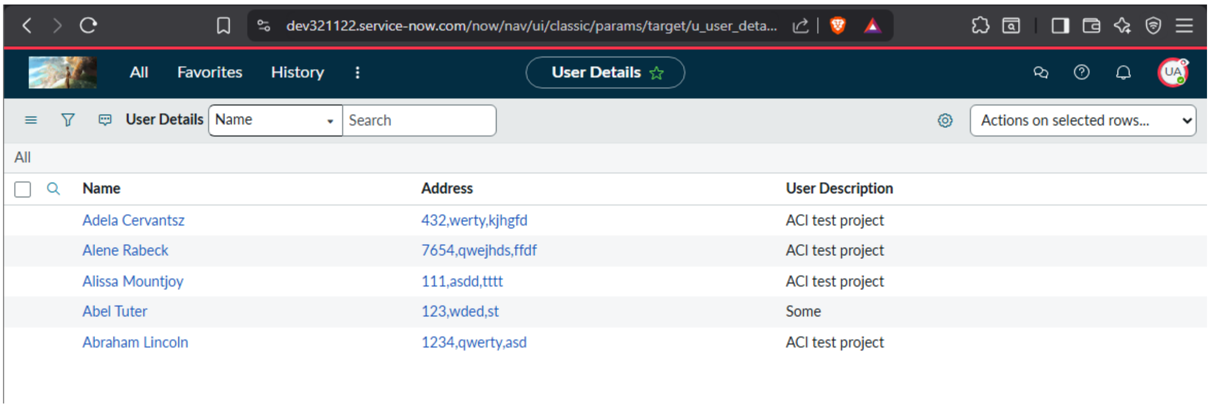


- Admin view of the table



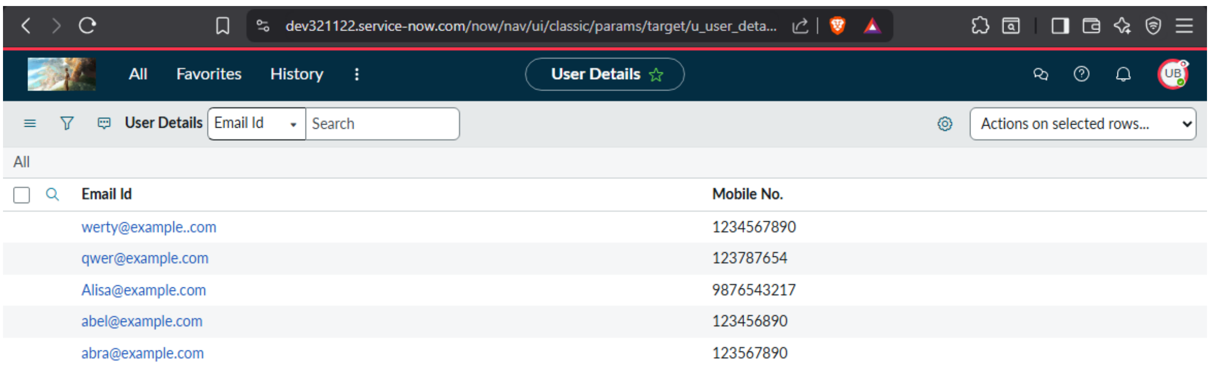
Name	Address	Email Id	Mobile No.	User Description
Adela Cervantsz	432,werty,kjhgfd	werty@example..com	1234567890	ACI test project
Alene Rabeck	7654,qwejhds,ffdf	qwer@example.com	123787654	ACI test project
Alissa Mountjoy	111,asdd,tttt	Alisa@example.com	9876543217	ACI test project
Abel Tuter	123,wded,st	abel@example.com	123456890	Some
Abraham Lincoln	1234,qwerty,asd	abra@example.com	123567890	ACI test project

- Impersonate with each user and view the table u_user_details
  - User A view – Role A
    - Has Name,Address,User description Read Acl



Name	Address	User Description
Adela Cervantsz	432,werty,kjhgfd	ACI test project
Alene Rabeck	7654,qwejhds,ffdf	ACI test project
Alissa Mountjoy	111,asdd,tttt	ACI test project
Abel Tuter	123,wded,st	Some
Abraham Lincoln	1234,qwerty,asd	ACI test project

  - User B view – Role B
    - Has Table.* - Read ACL (All Fields)



Email Id	Mobile No.
werty@example..com	1234567890
qwer@example.com	123787654
Alisa@example.com	9876543217
abel@example.com	123456890
abra@example.com	123567890

(Both Role A and Role B are provided with Table*None Read Access)