

# WEEK 1 - 5

## ServiceNow Lists and Filters

This guide explains how to use ServiceNow list views and filters to manage data effectively. It covers the core concepts and provides practical tips for maximizing your efficiency.

### The ServiceNow List View

The List View is the standard way to display records in ServiceNow. It's a table-based format that shows data in rows and columns. The List View is highly customizable, allowing you to choose which columns you want to see, how to sort them, and how to filter the data. The List View is where most user interaction takes place, from creating new records to updating existing ones.

### Understanding List Controls

List Controls provide a powerful way to interact with your data. The most common control is the "Filter" box, which is located in the upper right corner of the list view. Using the Filter box, you can quickly narrow down the records you see. For example, you might filter a list of incidents to only show those that are assigned to you.

### Defining Filter Conditions

Filter conditions are the heart of the filtering process. They are used to define the criteria that must be met for a record to be displayed in the list. Filter conditions are typically built using operators, fields, and values. For example, you might create a filter condition that says "Priority = High" which would display only incidents with a priority of High.

### Using "AND" and "OR" Operators

Filter conditions can be combined using operators like "AND" and "OR" to create more complex filters. "AND" means that all conditions must be met for a record to be included. For example, "Priority = High AND Assignee = My User" would only display incidents with a priority of High and assigned to your user. "OR" means that at least one condition must be met. For example, "Priority = High OR Assignee = My User" would display incidents that are either High priority or assigned to you.

### Advanced Filter Techniques

ServiceNow offers a range of advanced filtering techniques to refine your results further. These include:

- Using wildcards
- Creating filter expressions

- Saving and sharing filters
- Using the "Related List" filters
- Leveraging advanced search operators

## **Refreshing the List View**

The list view automatically refreshes after changes, but you can manually refresh it by clicking the "Refresh" button, which is typically located next to the "Filter" box. Refresh the view when you've made changes to ensure you're seeing the most up-to-date data.

## **Building Efficient Workflows**

Mastering filters is a key skill for any ServiceNow administrator or power user. By using filters effectively, you can streamline workflows, find the information you need quickly, and boost your overall productivity. Practice regularly and explore the various filter options to discover the best techniques for your specific needs.