WEEK 1 - 3

ServiceNow User Interface Overview

This document provides an overview of the ServiceNow Platform User Interface, including its key elements and functionalities. We'll explore how to navigate the platform, utilize the global search feature, interact with colleagues through Connect Chat, access contextual help, and leverage the Application Navigator, Favorites, and History features. Additionally, we'll delve into important concepts such as Access Control Lists (ACLs), UI policies, Business Rules, and Client Scripting, which are essential for customizing and managing the ServiceNow platform effectively.

Navigating the ServiceNow Interface

The ServiceNow user interface is designed to be intuitive and user-friendly. The platform employs a consistent layout across various modules and applications, making it easy for users to navigate. The main menu bar provides access to key features like modules, applications, and settings. The navigation sidebar offers a hierarchical view of the platform's structure, allowing users to quickly locate specific modules and records.

Global Search: Finding What You Need

The global search bar, prominently located at the top of the ServiceNow interface, serves as a powerful tool for finding information within the platform. Users can search for specific records, tasks, knowledge articles, and other resources by entering keywords or phrases. Search results are presented in a comprehensive list, organized by relevance, making it easy to locate the desired information.

Connect Chat: Collaborating in Real-Time

Connect Chat is a feature that facilitates real-time communication within the ServiceNow platform. It enables users to engage in instant messaging conversations with colleagues, share updates, and collaborate on tasks. The chat window is accessible through a dedicated icon in the interface, allowing users to quickly initiate conversations and receive instant responses.

Contextual Help: Getting Assistance When You Need It

Contextual help provides users with relevant information and guidance directly within the ServiceNow interface. This feature can be accessed through a help icon or by hovering over specific elements. Contextual help offers explanations of fields, form elements, and other aspects of the platform, ensuring users have access to the necessary support when needed.

Application Navigator: Accessing Your Applications

The Application Navigator is a central hub for accessing all the applications available within the ServiceNow platform. Users can browse through a list of applications, search for specific ones, or add frequently used applications to their favorites list for quick access. The Application Navigator allows users to seamlessly switch between different applications and utilize the platform's full functionality.

Favorites and History: Enhancing Your Workflow

The Favorites and History features provide users with personalized access to frequently used records and applications. The Favorites list allows users to bookmark specific records, tasks, or modules for easy access. The History feature keeps track of recently accessed records, enabling users to quickly revisit past actions and information.

Favorites
Users can save frequently accessed records, tasks, or modules for quick access.

History
Keeps track of recently accessed records, allowing for easy revisiting of past information.

Customizing the ServiceNow Interface: Scripting and Policies

ServiceNow provides various mechanisms for customizing the platform's interface and behavior to suit specific business needs. These include:

- Access Control Lists (ACLs): ACLs define access permissions for users, allowing administrators to control which users can access specific records and modules. They are the foundation of security in ServiceNow.
- UI Policies: UI policies determine the visibility and behavior of fields and form elements based on specific conditions. They are used to hide, show, or modify fields based on the user's role or data values.
- Business Rules: Business Rules are scripts that automate specific actions or processes within the platform. They are executed based on events such as record updates or form submissions, automating workflows and ensuring data integrity.
- Client Scripting: Client scripts are JavaScript code that runs directly within the browser. They are used to enhance the user interface, validate data input, and provide real-time feedback.