



NOTIFICATIONS

EVENTS & EVENT REGISTRY



OVERVIEW

- Notifications
- Events
- Event Registry
- Event Logs
- Debug Events

NOTIFICATIONS

- Sometimes, we need to notify users within our system that something has happened, something needs done, or something has changed
- Notifications are how we send our users these important messages
- Notifications in ServiceNow can be delivered in a few different ways, including email, SMS, or push notifications
- They can be triggered by events in the platform and require no scripting knowledge
- System Notification > Email > Notifications
- Creating notifications lets us specify:
 - When to send it
 - Who receives it
 - What content is in it
- Subscriptions allow users to be informed of various activity occurring in the platform, whether it directly relates to them or not

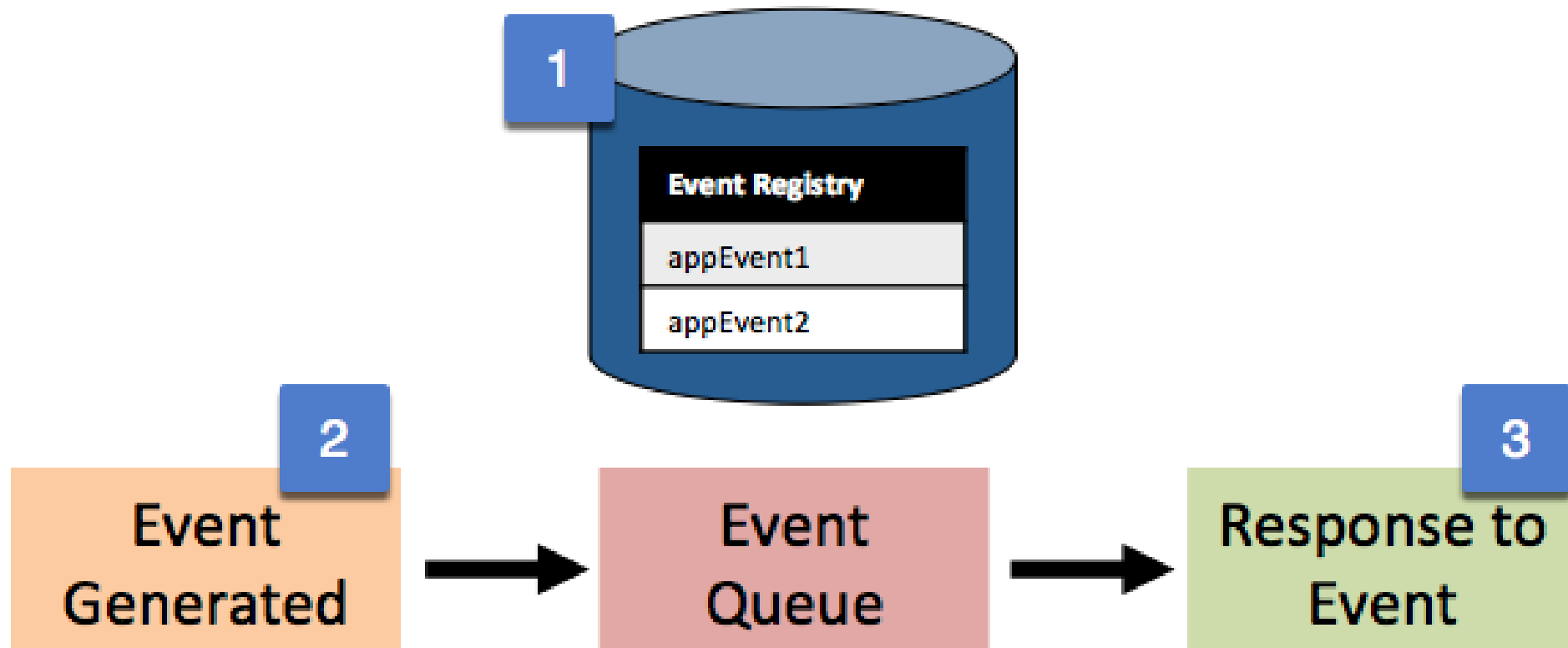
EVENTS

- System events act as triggers for business rules, notifications, workflows, and other actions and ensure timely and consistent execution of tasks
- Events are special records that the system uses to log when certain conditions occur and to take some kind of action in response [sysevent]
- We can leverage many types of events in our system:
 - Create events
 - Log events
 - Implement automated job scheduling
 - Move an event
 - Register events
 - Reprocess events
 - Pass event parameters from a workflow to a notification

EVENT REGISTRY

- The event registry lists the events the system recognizes [sysevent_register]
- We can use these events to automate other activities such as script actions or notifications
- Once a new event is created and a business rule uses the event, you must add it to the event registry
- Registration allows other parts of the system (like Email and SMS notifications or Script Actions) see the event in their list of available events and react to the event when it occurs
- If an event is created but has not been added to the Event Registry, it will not be recognized by the system
- For reference: [Event Registry | ServiceNow Developers](#)

EVENTS & EVENT REGISTRY



EVENT LOGS

- The event log shows us a log of which event have been generated
- The event log records all system events that occur within the ServiceNow platform
- System policy > Events > Event Log
- We can use logs to troubleshoot and debug transactions and events that take place within the instance
- The log file browser provides a way to search for and download logs

DEBUG EVENTS

- By enabling logging on various activities or notifications, we can see more of what is happening 'under the hood' of the platform
- This helps admins and developers track errors and find root causes of issues
- Different development teams may employ different logging and auditing strategies for identifying and reacting to suspicious activity in a timely manner

NOTIFICATIONS & LOGGING DEMO

- Let's create a new notification for when a pet is marked as deceased

TERMINOLOGY

- Notification – a tool for alerting users when events that concern them have occurred
- Subscription – allows users to be informed of various activity in the platform, regardless of whether it directly relates to them or not
- Event - special records that the system uses to log when certain conditions occur and to take some kind of action in response [sysevent]
- Event Registry - lists the events the system recognizes and will respond to