DN 3.0 SERVICE NOW

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1. Global Search

- Centralized Search: Global Search allows users to find records, knowledge articles, and other content across the entire ServiceNow platform from a single search bar.

- Search Types: It supports various search types, including keyword, table-specific, and scoped searches, improving the efficiency of locating specific information.

2. Connect Chat

- Real-Time Communication: Connect Chat facilitates real-time collaboration among users directly within ServiceNow, linking conversations to specific records for context.

- Integrated with Records: Conversations can be attached to records, enabling users to discuss incidents, tasks, or any other record type without leaving the platform.

3. Contextual Help

- On-Page Assistance: Contextual Help provides users with relevant help content directly within the interface, offering guidance specific to the current task or screen.

- Customizable Content: Administrators can customize the help content, including adding links to knowledge articles or creating guided tours to assist users in navigating complex processes.

4. Application Navigator

- Main Navigation Tool: The Application Navigator is the primary way to navigate through all available modules and applications within ServiceNow, organized by categories.

- Customizable and Searchable: Users can search for specific modules or filter the view based on their preferences, and administrators can customize the available options based on roles.

5. Favourites

- Quick Access to Commonly Used Items: The Favourites feature allows users to bookmark frequently accessed applications, modules, or records for quicker access.

- User-Specific: Favourites are user-specific and can be easily managed from the Application Navigator, helping users streamline their workflows.

6. History

- Track Recent Activity: History keeps a record of the recently accessed modules, records, and applications, enabling users to quickly return to previous work.

- Session-Based and Persistent: The History is session-based, but users can also access their persistent history to revisit work done in previous sessions.

7. ACLs (Access Control Lists)

- Granular Security Control: ACLs in ServiceNow define the permissions for users to view, create, update, or delete records, based on roles and conditions.

- Multiple Levels of Access: They operate at different levels, including record, field, and list, ensuring secure and role-based access throughout the platform.

8. UI Policies

- Form Behaviour Control: UI Policies allow administrators to dynamically change the appearance and behaviour of forms based on specific conditions, such as making fields mandatory or read-only.

- Client-Side Execution: These policies execute on the client-side, enabling real-time user interface changes without requiring a page reload.
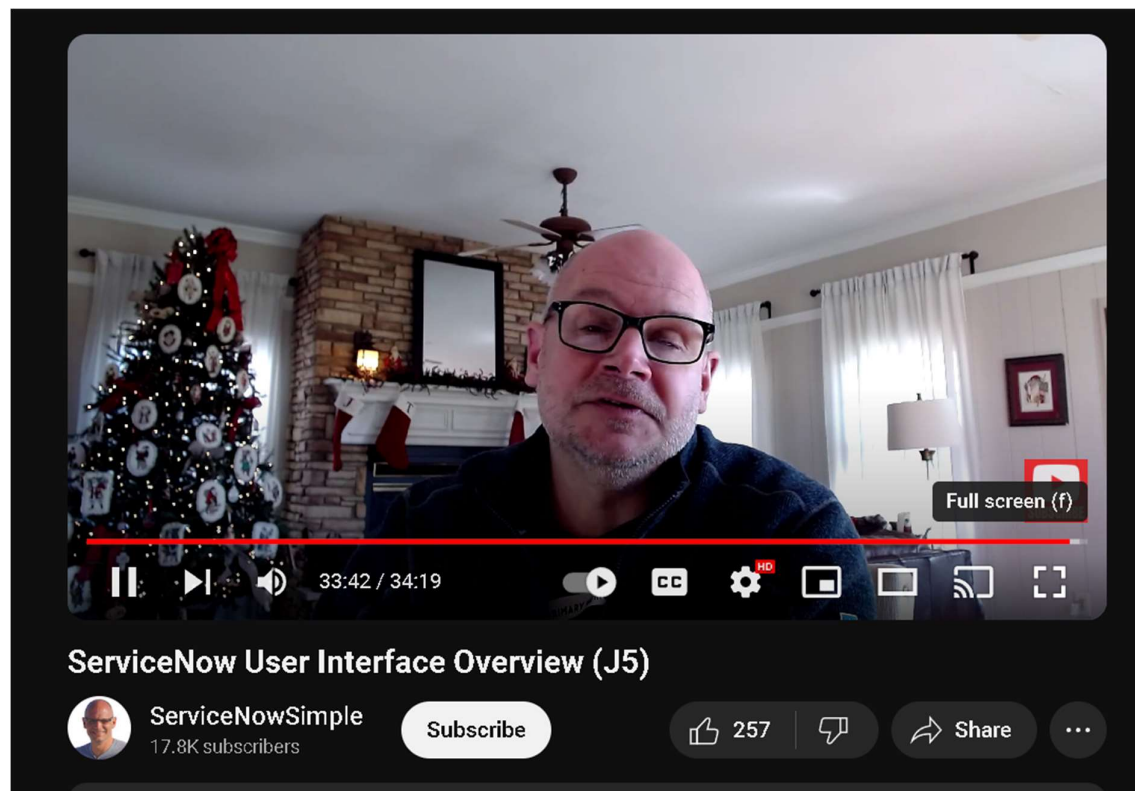
9. Business Rules

- Automate Server-Side Processes: Business Rules are scripts that run on the server side to enforce business logic during database operations like inserts, updates, deletes, or queries.

- Trigger Types: They can be triggered before or after a record operation, ensuring data integrity and consistent application of business rules across the platform.

10. Client Scripting

- Enhance User Interactions: Client scripts in ServiceNow run on the client (browser) side and are used to control form behavior, validate user inputs, and manage user interactions.

- Types of Scripts: Includes onLoad, onChange, onSubmit, and onCellEdit, providing flexible options for enhancing the user experience by adding custom behaviors to forms.

Full screen (f)

33:42 / 34:19

ServiceNow User Interface Overview (J5)

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ServiceNow Branding refers to the customization of the platform's look and feel to align with an organization's brand identity. This includes customizing logos, color schemes, and themes across the ServiceNow interface. The branding capabilities allow companies to maintain a consistent user experience that reflects their corporate identity. Branding can be applied globally across the platform or to specific

applications, ensuring that the user interface supports the company's visual and cultural elements.

Company Guided Setup

The Company Guided Setup is a step-by-step configuration tool provided by ServiceNow to help administrators set up and customize their instance according to the organization's needs. This setup process includes tasks such as configuring user roles, defining organizational structures, and setting up the initial branding elements. The guided setup streamlines the process, ensuring that even those with limited experience in ServiceNow can successfully configure the platform to meet business requirements.

The ServiceNow Portal is a web-based interface designed to provide end-users with a streamlined and user-friendly experience. The portal can be highly customized to display relevant content, service catalogs, knowledge articles, and other resources tailored to specific user roles. Organizations can brand the portal with their colors, logos, and navigation structures, creating a cohesive experience for employees, customers, or partners. The ServiceNow Portal also supports responsive design, ensuring accessibility across various devices, including desktops, tablets, and smartphones.

UI Builder

UI Builder is a powerful tool within ServiceNow that allows developers and administrators to design and customize user interfaces for applications without requiring extensive coding knowledge. UI Builder provides a drag-and-drop interface to create responsive layouts, custom widgets, and reusable components. It supports the creation of complex pages that integrate various ServiceNow data sources and functionalities. With UI Builder, organizations can rapidly develop user interfaces that are not only visually appealing but also highly functional, aligning with specific business processes and branding guidelines.