

? Question

What are the possible ways to trigger the notifications



by jaiku

created 2y ago (edited 2y ago) in Service Management

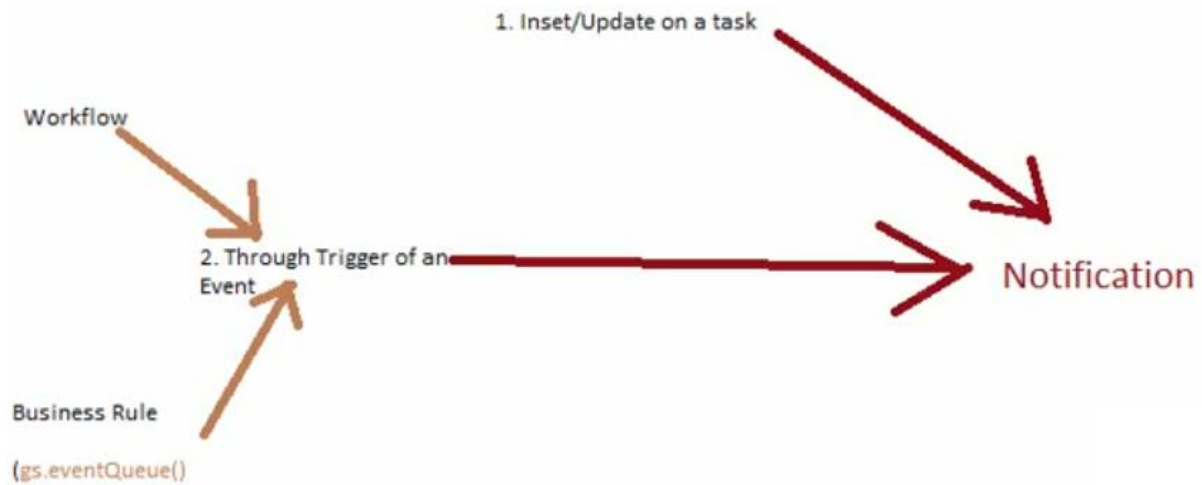


tony.barratt • 2y ago

Hi Jai,

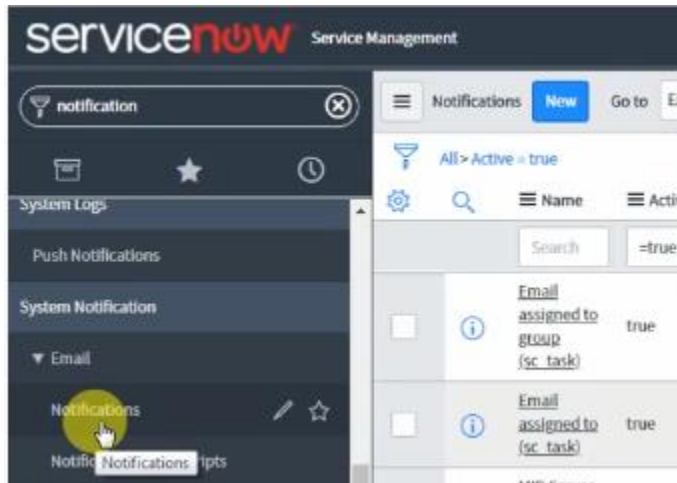
You can define when to send a notification based on the type of triggering event. The instance can send a notification in either of these circumstances.

- When a record is inserted or updated
- When a specific event runs



Let's configure a Notification triggered by **Insert** of Incident:

Step One: Create a new Notification under System Notifications > Email:



Step Two: Name it and set the Conditions:

When to send: Inserted

Notification New record

Name: Test 1 Application: Global

Table: Incident [Incident] Active: ☒

Category: Uncategorized

When to send: Who will receive: What it will contain

Notifications can be sent when a record is **Inserted** or **Updated** (or both) into the **Table** specified above, only if the specified **Conditions** are met.

Inserted: ☒ Updated: ☐

Conditions: Add Filter Condition Add "OR" Clause

— choose field — — oper — — value —

Step Three:

Who will receive: **choose the desired recipient (Users or Groups)

The screenshot shows the 'Notification' form with the 'Who will receive' tab selected. The form includes fields for Name (Test 1), Table (Incident [incident]), Category (Uncategorized), Application (Global), and Active (checked). Below the tabs, a blue informational message states: 'Notifications can be sent to specific Users and Groups or to User/Groups in fields on the record that generated this notification.' Under the 'Users' section, there is a large empty list box with a search bar at the bottom. To the right, there is a 'Groups' section with a group icon and a 'Subscribable' checkbox.

Step Four:

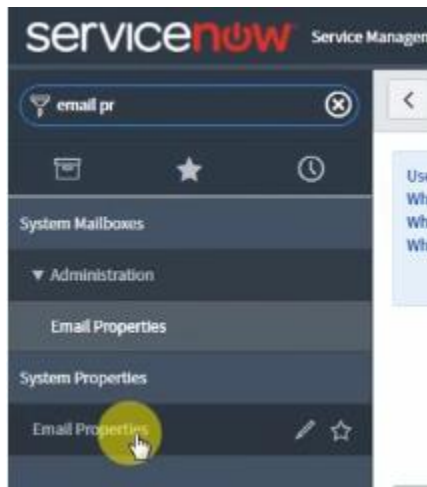
What it will contain: fill in the Subject and Message HTML as desired

The screenshot shows the 'Notification' form with the 'What it will contain' tab selected. The form includes fields for Name (Test 1), Table (Incident [incident]), Category (Uncategorized), Application (Global), and Active (checked). Below the tabs, a blue informational message states: 'If using an Email Template then Subject and Message will be used from the template unless overridden with a Subject and Message on this form.' Under the 'Email template' section, there is a dropdown menu showing 'Unsubscribe and Preferences'. Below that is a 'Subject' field. Under the 'Message HTML' section, there is a rich text editor with a toolbar containing bold, italic, underline, link, unlink, font family, font size, bulleted list, numbered list, and indent. To the right of the editor is a 'Select variables' panel with a 'Fields' button.

Save or Submit.

Step Five: Ensure Email Properties is configured properly

Go to Email Properties under System Properties...



...to enable Outbound and Inbound Email:

Email Properties

Email accounts can be created or modified in the [Email Accounts table](#).
Email account connection status and diagnostics information can be found on the [Email Diagnostics page](#).

Outbound Email Configuration	Inbound Email Configuration
Email sending enabled <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Email receiving enabled <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Send all email to this test email address (non-production testing) <input type="text"/>	Identify email as a reply by these subject prefixes <input type="text" value="re:,aw:r:,Accepted:,Tentative:,Declined:"/>
Append timezone to dates and times in sent email <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Identify email as a forward by these subject prefixes <input type="text" value="fw:,fwd:"/>
Create visible watermark in sent email. If false, create invisible watermark via hidden div tag. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Discard everything below this text if found in a reply body (comma separated, case sensitive) <input type="text"/>

Step Six: Ensure the recipient of the Notification has a valid email address:

Search sys_user.LIST

The screenshot displays the ServiceNow Service Management console. At the top, the 'sys_user.LIST' search filter is applied. Below the header, a table lists system users. The table has columns for checkboxes, information icons, User ID, Name, Email, and Manager. The data includes users like 'admin', 'awadbinjawed@gmail.com', 'mid_server', and 'avery.parbol'. On the right side of the interface, there are buttons for 'Email' and 'Out'.

		User ID	Name	Email	Manager
<input type="checkbox"/>	i	admin	System Admin	admin@example.com	(empty)
<input type="checkbox"/>	i	awadbinjawed@gmail.com	Awad Bin Jawed	awadbinjawed@gmail.com	(empty)
<input type="checkbox"/>	i	mid_server	Mid Server		(empty)
<input type="checkbox"/>	i	(empty)	System Administrator		(empty)
<input type="checkbox"/>	i	abel.tuter	Abel Tuter	abeltuter@example.com	(empty)
<input type="checkbox"/>	i	awadbinjawed	Awad Bin-Jawed	awadbinjawed@gmail.com	(empty)
<input type="checkbox"/>	i	test_user	Test User	test.user@example.com	(empty)
<input type="checkbox"/>	i	avery.parbol	Avery Parbol	avery.parbol@example.com	Alejandra Prenatt
<input type="checkbox"/>	i	audra.cantu	Audra Cantu	audra.cantu@example.com	Alejandra Prenatt

Step Seven: If you wish to check history of emails, go to System Logs > Email:

