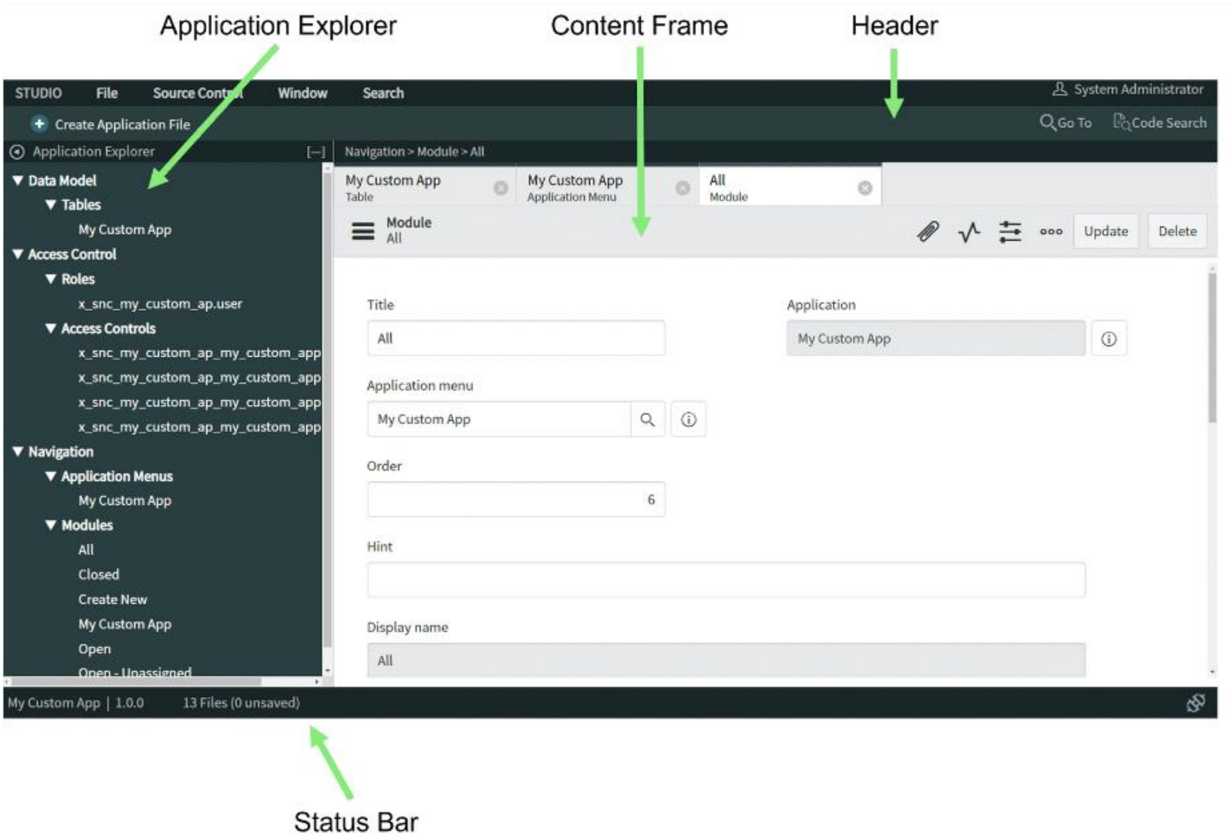
Service Now Studio Overview:

- Studio is the Integrated Development Environment (IDE) for continuing development on applications.
- Use Studio to create application files.
- Use Form Designer to:
    - Add fields to tables
    - Create form layouts
    - Create form sections
    - Create form views

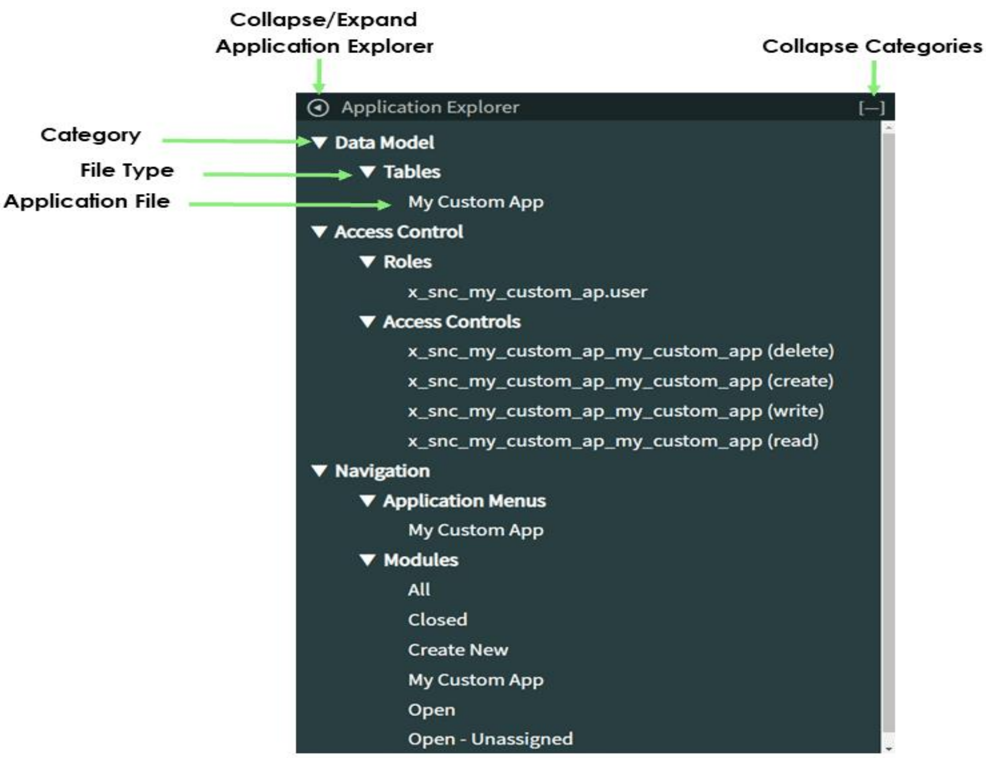
Access ServiceNow Studio from App Engine Studio by selecting the **Edit Application Properties** icon and then select the **Open app in Dev Studio** link.

There are four components of the Studio user interface:

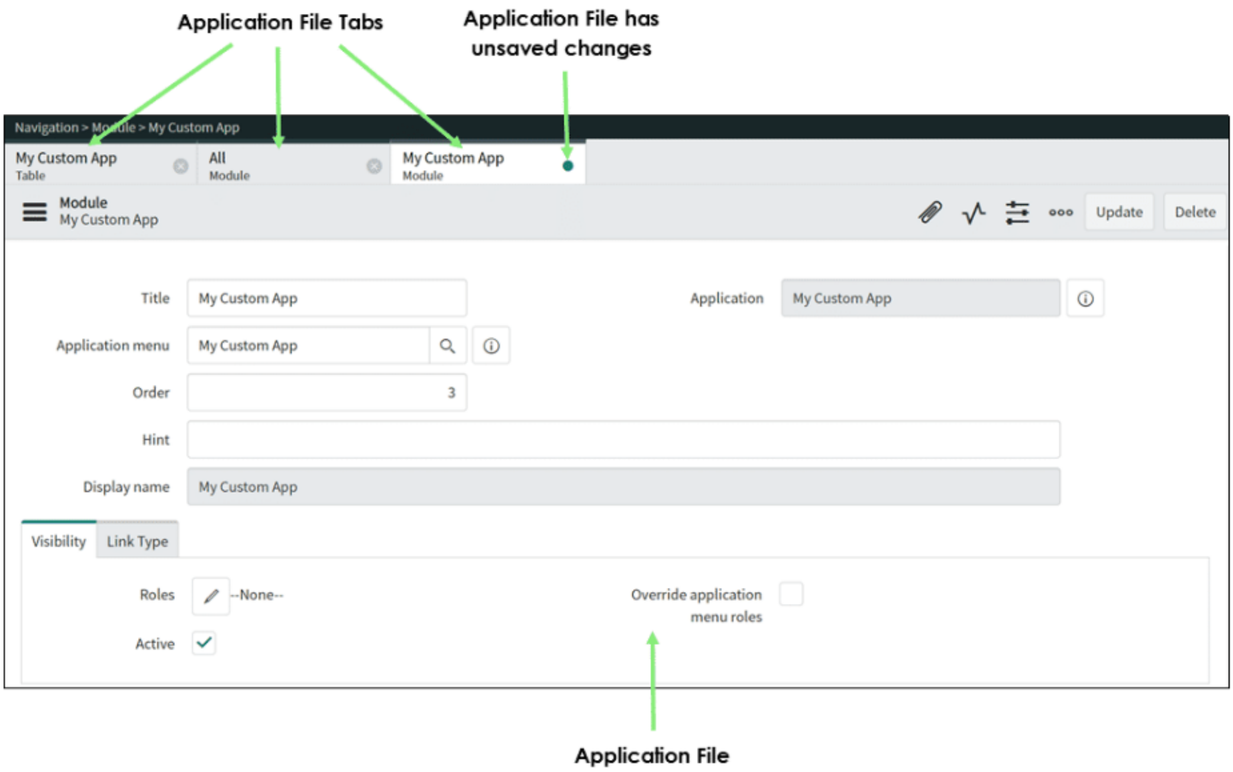


Header
The Header contains the name of the logged in user, menus, and controls.

Application Explorer
The Application Explorer contains a list of application files organized by category. Click an application file in the Application Explorer to open the file for viewing or editing in the content frame.



Content Frame
The content frame displays the form for each application file's record. The appearance and content of the form varies with file type. Each record appears in its own tab. A dot on a tab indicates unsaved changes.



Status Bar
The status bar contains information about the application name, application version, the number of files comprising the application, and the source control branch.

Fields can be added to tables when creating applications in Guided App Creator. After an application has been created, use Studio to modify table fields. There are several ways to add fields to a table. In the example, Form Designer is used to add table fields because it allows the form layout to be created at the same time fields are added.
Form Designer is a drag and drop interface used to:

- Create form layouts
- Create form views
- Create and delete form sections
- Add fields to tables

To open Form Designer in Studio, create a new form, or open an existing form for editing.

1. Select the **Create Application File** link.
2. Select **Form** and select the **Next** button.
3. Choose the form's table and select the **Create** button.

Form Designer opens in a new tab in Studio. Form Designer has three components:

- Header
- Field Navigator – contains two tabs : fields & field types
- Form Layout: Forms are made up of fields and sections.

WELCOME TO SERVICE NOW:

The ServiceNow **Next Experience Unified Navigation** is the main way for users to interact with the applications and information in a ServiceNow instance. The Unified Navigation features offered through the Next Experience helps you to navigate and access components of ServiceNow.
With Next Experience, you can:

- **Onboard**: Get acquainted with the UI
- **Generate visualizations of your work**: See where you can start working and navigate to your tasks
- **Explore useful features**: Explore additional features and resources in the Platform

The *All* menu provides access to all applications and modules they contain. An **application** is a group of modules (or pages) that provide related information and functionality in an instance.
By default, the maximum number of items displayed in the History tab is 30.
Next Experience preferences allow you to configure display, accessibility, and notifications in your instance.

Workspace Menu: Agents, case managers, helpdesk professionals, and managers use workspaces to help find, research, and resolve issues. There are different workspaces for different environments. For example, Agents can use IT Service Management (ITSM) workspaces or Customer Service Management (CSM) workspaces depending on the request.

Lists
The **list** view displays records from a table in the Platform. With personalization and filtered lists, you can easily locate records and view activity associated with those records.

Forms

A **form** displays fields from one record, where users can view and edit the record data. The specific information depends on the type of record displayed. The form can also contain sections and **Related Lists** (records in tables that have a relationship to the current record). Easily access forms by using **Global Search**.

Dashboards

A dashboard is a custom arrangement of widgets and enables you to display multiple performance analytics and reporting on a single screen. If you have access to the dashboard, you can share it with multiple users. Navigate to **Self Service > Dashboards** to view the different dashboards in your instance.

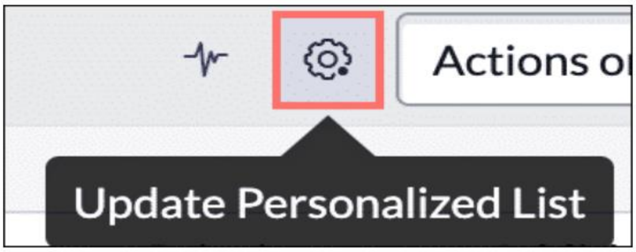
Knowledge Articles

Knowledge articles are uploaded to the Platform in specific categories to help platform users receive information or help about their job role or function. Articles live in Knowledge Bases (groups of articles set up by System Administrators). You may request a Knowledge Base by navigating to **All > Self-Service > Service Catalog**. Then, select **Can We Help You?** Finally, select **Request Knowledge Base**.

Service Catalog

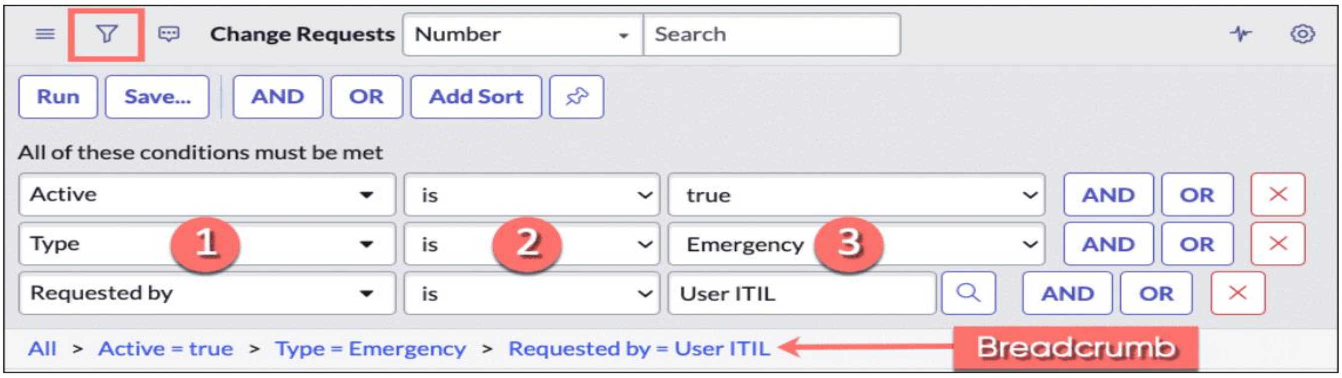
Navigate to **Self-Service > Service Catalog** to access this application that provide customers with self-service opportunities. Customers can view and request catalog items (services and product offerings).

Once a list is personalized, the Personalize List (gear) icon will have a solid dot at the bottom of the gear. If you hover over it, the message, "Update Personalized List" will appear.



Update Personalized List

A **filter** is a set of conditions applied to a table list to isolate a subset of data. Three components that make up a filter condition include [1] **field**, [2] **operator**, and [3] **value**. Select the **Show/hide filter** (funnel) icon to add, remove, or edit filter conditions and apply them.



Tags provide an easy way to categorize, flag, and locate records. Tags can be created for any record from a list or form view

Breadcrumbs offer a quick form of filter navigation. They are created by using the condition builder to apply filters to a list.

User Presence facilitates synchronous collaboration within one record.

The Notes tab is where you would communicate to stakeholders and document activities through the task's lifecycle.

In ServiceNow, you will experience task assignment through Users, Groups, and Roles. Every user (that's you!) can be assigned to a group. It's not good practice to assign roles to individual users. For organizational practices, it's best to assign roles to a group that contains users.

Users can belong to more than one group. Every user belonging to a group inherits that group's roles. They can be assigned permissions to:

- Approve, change, or resolve incidents and requests
- Provide a reference for alerts and notifications
- Receive email notification

Groups identify a subset of users based on roles. Group names are unique in ServiceNow. Tasks can be assigned to groups and then to single users belonging to that group. A group may also contain other groups in the Platform.

Roles control access and permissions to features and capabilities in applications and modules. For example, the "*admin*" role provides access to all features and capabilities and can grant access to other roles, groups, and users in the Platform.

My Work: list of all active tasks assigned to you, including:

- Change Request
- Group Approval
- Incident
- Knowledge Base Submission
- Request
- Security Case
- Visual Task Board Task

My Groups Work: list of all active tasks assigned to your group(s) but not yet assigned to an individual.

Visual Task Boards

Transform your lists and forms into an interactive graphical experience using **Visual Task Boards (VTBs)**. Visual Task Boards allow you to:

- Manage tasks through a visual, drag-and-drop interface
- Identify process bottlenecks at a glance, in real-time
- Track embedded activity screens to view updates all in one place

There are two types of VTBs: **Freeform** and **Data Driven**.
Freeform: Use Freeform boards as your personal organizer, creating individual tasks of any kind and freely adding, removing, and modifying cards and lanes. You may change the title of your lanes created in a Freeform board.
Data Driven: Allows you to add tasks to a flexible or guided task board. Create filters to display specific records from a table. You may not change the title of lanes presented in a Data Driven Board.

What is Reporting?

Reports are a way to visualize ServiceNow data and can be viewed and analyzed by you and your colleagues. Data can be visually represented in many ways, including bar charts, pie charts, dials, lists, pivot tables, donuts, and more.

Reports can be run manually or scheduled to run automatically. There are a range of predefined reports that pertain to applications and features like Incident Management and Service Catalog requests, including Key Performance Indicator (KPI) reports.

The Configure tab allows you to group data by a specific field(s) and run calculations against the data.

Administrators can create multiple Knowledge Bases (**A Knowledge Base is a hub or section of categorized articles where organizations can control who can see what information is displayed**) and assign them to individual users in the Platform. This is called User Criteria. User Criteria defines conditions that are evaluated against users to determine which users can create (upload or author), read (view), write (edit), and retire (make articles inaccessible to all users) knowledge articles. User Criteria is applied at the Knowledge Base level in the Platform. Only those with the appropriate permissions can apply User Criteria records to Knowledge content. Depending on your role in the Platform, you may have different access to view and modify content in the different KBs in your organization.

A Knowledge Base is made up of categories and articles. Knowledge articles within a KB are grouped by a category. A Knowledge article can only be associated with one KB.

Virtual Agent (VA) is a friendly messaging interface that provides immediate help in the Platform, day or night! VA helps you make decisions, perform common work tasks, and browse information stored in Knowledge Bases, Service Catalog, and more! It offers a web-based interface available to Service Portal, iOS, and Android mobile environments, as well as third-party messaging applications through ServiceNow adapters for Slack and Microsoft Teams.

Through live agent support, users have the option to switch to a human agent for assistance at any time, ensuring they receive the help they need.

Now Mobile apps, Facebook Messenger, and Slack are all messaging interfaces that can connect with Virtual Agent.