

# SERVICENOW

## HOW TO SEND A TIMED NOTICE, SO YOU NEVER CHASE OVERDUE TASKS AGAIN



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# SCENARIO

Need to send a **timed notice** in ServiceNow?

You can **gs.eventQueueScheduled** to plan an **event** at a **future** date.



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# EXAMPLE

**Remind someone 24 hours after an approval was requested if no action has been taken.**

You set the **date**, and ServiceNow **fires** the **event** right **on time**.



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# HOW TO CONFIGURE ?

First we need to create a **custom event** in the **Event Registry**.

Lets call it “**approval.reminder**”

Event Registration  
approval.reminder

* Event name	approval.reminder	
Table	Change Request [change_request]	▼
Priority	100	
Fired by	Scheduled Job - Remind approver to approve	
Description		

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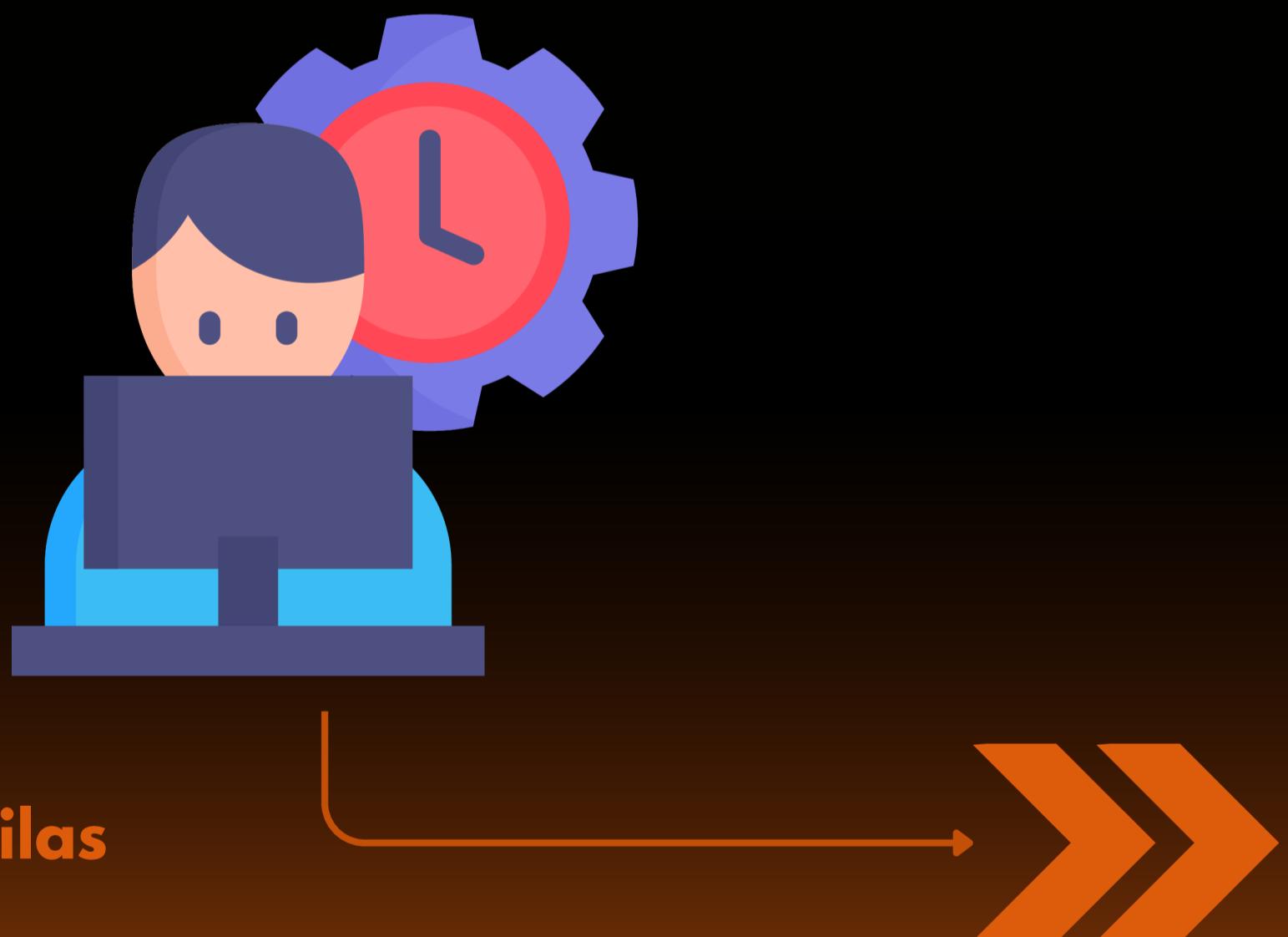


# HOW TO CONFIGURE ?

Then lets configure **Scheduled Job**.

This Job **finds all approvals** in the '**requested**' state and **schedules** a reminder **24 hours** after **creation**.

On next page how it would look like.



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# SCHEDULED JOB

Scheduled Script Execution  
Remind approver to approve

Run Daily

Time zone Use System Time Zone

Time Hours 10 00 00

Run this script   Turn on ECMAScript 2021 (ES12) mode 



```
1 var grApproverApprover = new GlideRecord('sysapproval_approver');
2 grApprover.addQuery('state', 'requested');
3 grApprover.query();
4
5 while (grApprover.next()) {
6     var gdt = new GlideDateTime(grApprover.sys_created_on);
7     gdt.addDaysUTC(1); // 24 hours from creation
8
9     gs.eventQueueScheduled(
10         'approval.reminder', // event name
11         grApprover,           // record
12         '',                  // parm1
13         '',                  // parm2
14         gdt                 // scheduled time
15     );
16 }
```

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# CODE EXPLANATION

- 1) Write a **script** to **find** the **records** that **need** a **follow-up**. (**Business Rule** or **Scheduled Job** for example)
- 2) Build a **GlideDateTime** for when the event should fire.
- 3) **gs.eventQueueScheduled('approval.reminder', record, parm1, parm2, dateTime)** used to schedule the event 24 hours later.



# NOTIFICATION

Now lets configure **Notification** called **“Remind Approver to Approve”**

It will **respond** to our **event**.

- ≡ **Notification**  
**Remind Approver to Approve** View: Advanced\*
- **current** - contains the current record from the table to which the notification belongs
- **event** - contains the event that triggered the notification

Send when	Event is fired
Event name	approval.reminder

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# NOTIFICATION

It could look like this:

## Preview records for this breakdown source

Generated Event

Event Creator

System Administrator



Preview Record

CHG0000035

## Users

## Subject

Reminder: Please Approve Change Request CHG0000035

## Body

HTML

Hello ,

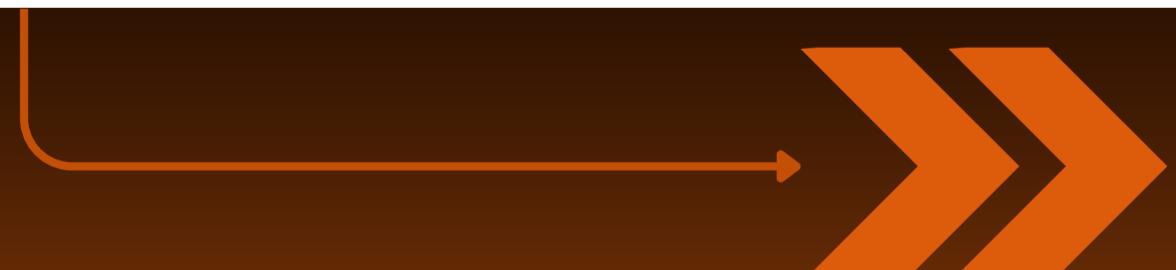
This is a reminder to approve the following Change Request:

- Number: CHG0000035
- Title: Update ownership information of database server - bond\_trading\_uk
- Requested By: System Administrator
- Created On: 2015-08-11 15:34:25 PDT

Please review and approve this request by to ensure timely processing.

Thank you,  
IT Service Management Team

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# TEST THE EVENTS

Now i **execute** the **scheduled job** and **test** if **events** were **created** and have correct “**Process on**” date that is **24 hours from now**.

	Created	Process on	Name	Table	State
	<input type="button" value="Search"/>	<input type="button" value="24h from now"/>	<input type="button" value="*reminder"/>	<input type="button" value="Search"/>	<input type="button" value="Search"/>
<input type="checkbox"/>	2025-01-23 00:42:19	2025-01-24 00:39:51	approval.reminder	sysapproval_approver	<span style="color: yellow;">● ready</span>
	2025-01-23 00:42:19	2025-01-24 00:39:51	approval.reminder	sysapproval_approver	<span style="color: yellow;">● ready</span>
	2025-01-23 00:42:19	2025-01-24 00:39:51	approval.reminder	sysapproval_approver	<span style="color: yellow;">● ready</span>
	2025-01-23 00:41:51	2025-01-24 00:39:51	approval.reminder	sysapproval_approver	<span style="color: yellow;">● ready</span>
	2025-01-23 00:41:51	2025-01-24 00:39:51	approval.reminder	sysapproval_approver	<span style="color: yellow;">● ready</span>

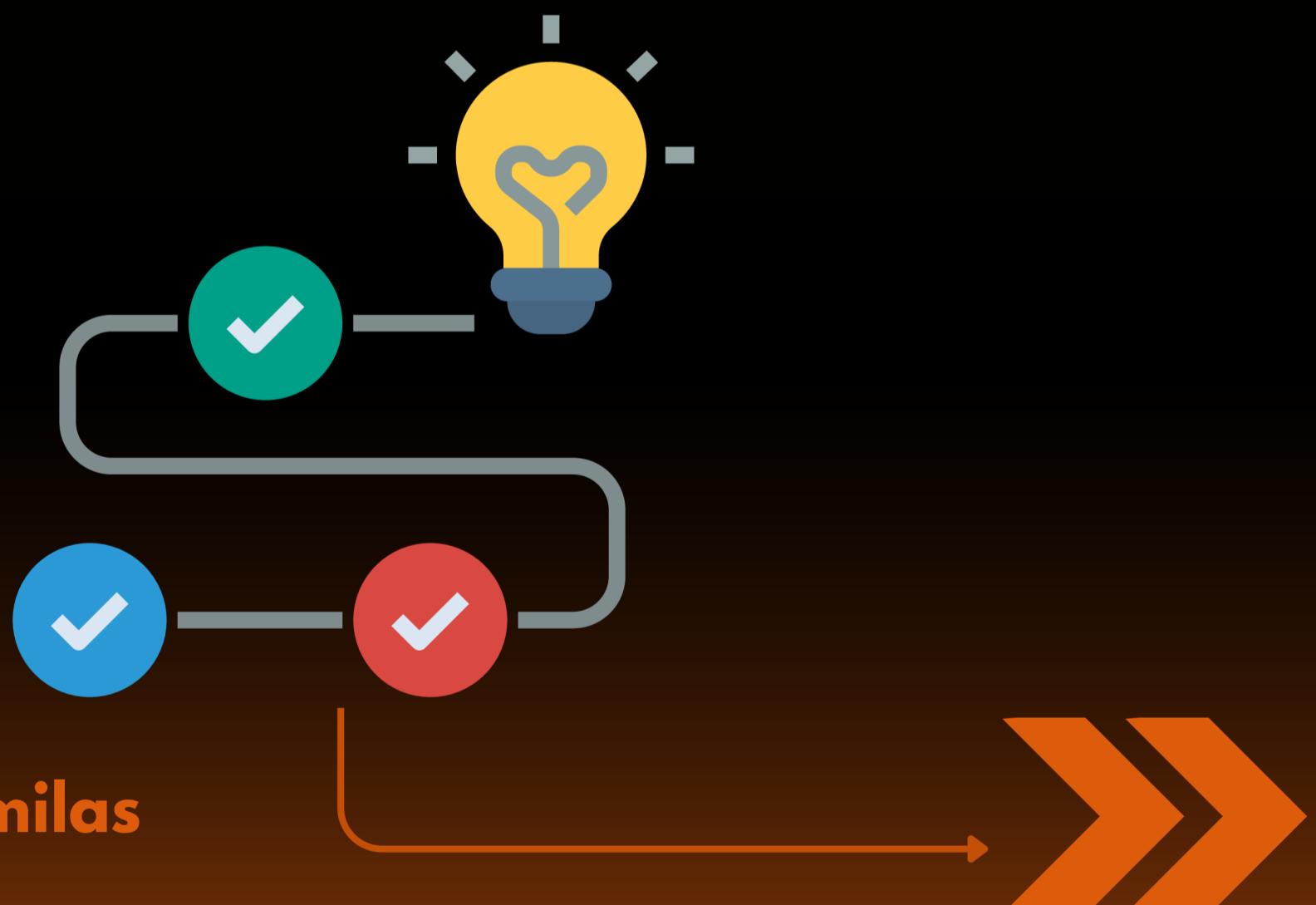
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# CONCLUSION

That's it.

By using `gs.eventQueueScheduled` the right way, your **reminders** come out **right on time**.

That **helps** your **team** stay **on track**.



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