**CHAPTER 1: SCRIPTING INTERFACES**

ServiceNow provides various interfaces for writing scripts:

**1. Server-Side Scripting Interfaces**

These run on the ServiceNow server. They can access the database and internal APIs.

| **Interface** | **Purpose** | **Common APIs** |
| --- | --- | --- |
| **Business Rules** | Execute server logic when records are inserted, updated, deleted, or queried. | GlideRecord, gs |
| **Script Includes** | Store reusable server-side functions/classes that can be called from other scripts (server or client via GlideAjax). | GlideRecord, GlideDateTime, GlideSystem |
| **Scheduled Jobs (Scheduled Script Executions)** | Run scripts at specific times or intervals. | Same as Business Rules |
| **Background Scripts** | Ad-hoc scripts for admin debugging or batch changes. | GlideRecord, gs.print() |
| **Workflow/Flow Designer Actions** | Custom actions/scripts in flows and workflows. | Action API + Flow variables |
| **Inbound Actions** | Process incoming emails programmatically. | email, GlideRecord |
| **REST/SOAP Scripted APIs** | Define custom web service endpoints. | GlideRecord, request, response |

**2. Client-Side Scripting Interfaces**

These run in the user’s browser and can manipulate forms, fields, and the UI. They can’t directly access the database — must use GlideAjax to call server scripts.

| **Interface** | **Purpose** | **Common APIs** |
| --- | --- | --- |
| **Client Scripts** | Control form behavior, validation, and UI changes in real-time. | g\_form, g\_user, GlideAjax |
| **UI Policies** | Show/hide, make fields mandatory, or set values without coding (but can have scripts). | g\_form |
| **UI Actions** | Add buttons, links, or context menu items that trigger scripts (client/server/both). | g\_form (client), GlideRecord (server) |
| **UI Pages / UI Macros** | Custom HTML, Jelly, and scripts for advanced UI. | g\_form, DOM manipulation |
| **Service Portal Widgets** | AngularJS-based components with client and server script sections. | Widget data API, $sp service |