

ServiceNow Script

ServiceNow has many different types of Scripts. These Scripts can be categorized into two types :

- Client - Side Script: These scripts execute within a user's Browser and are used to manage Forms & Forms Fields.
- Server - Side Script: executes on Database

Available Script in ServiceNow

No.	Script	Description	Runs on
1	Access Control	Determines whether access will be granted for a specified operation to a specific entity	Server - script and any condition run on the server
2	Ajax Script	Enables the client to get data from the server to dynamically incorporate into a page without reloading the whole page	<ul style="list-style-type: none"> ● Client - Ajax Client Script runs on Client ● Server Ajax Server Script runs on Server
3	Business Rule	Runs when database action occurs (query, insert or delete)	Server - Script and any condition runs on Server
4	Service Catalog UI Policies	Defines the display of a variable set or a Catalog Item (from service catalog)	<ul style="list-style-type: none"> ● Client - Script [on execute if False or True] ● Server - Script
5	Client Script	Used for the making changes on the appearance of Forms ***Note: Client Script can be called by other scripts or module, including UI Policies	Client
6	Script Action	Contains script which runs when an event occurs	Server - script and any condition run on server
7	Script Include	Contains scripts which can be Classes & Functions. These script run only when called by other scripts.	Server
8	Transform Map	Used for Importing Data	Server
9	UI Action	Buttons or Links	Client Script Server Script
10	UI Context Menu	Defines which "right-click menu" will pop-up in which area, and the menu choices that will be available	<ul style="list-style-type: none"> ● Client - onShow scripts run on the client. ● Client - action scripts run on the client ● Server - dynamic action scripts run on server ● Server - all conditions run on the server
11	UI Macros	Contains modular, reusable, components that can contain Jelly and are called by UI Pages. Also contain different types of Scripts and call multiple times.	<ul style="list-style-type: none"> ● Server - the UI Macros itself executes on the server ● Server - (Jelly expressions or JavaScript inside Jelly constructs) ● Client - may generate output that runs on the client
12	UI Pages	Used to create and display pages, forms, dialog, lists and other UI components.	<ul style="list-style-type: none"> ● Server - Jelly XML runs to produce HTML ● Client - HTML may contain embedded JavaScript ● Client ● Server - processing scripts runs on the client
13	UI Policies	Define the behavior & visibility of the fields on a form.	Client - script Server - all conditions run on the server
14	UI Properties	Designates what the instance will look like.	<ul style="list-style-type: none"> ● Server - properties set on server ● Client - the results get rendered on client
15	UI Script	Contains Client Script stores for re-use. Only used when called from other scripts.	Client

16	Validation Script	Validate that values are in a specified format. For example: only value allowed in a specific field is an integer.	Client
17	Work flow editor	Scripts can be run at any point in a work flow	Server - script and any conditions run on server

Server Side	Client Side
Business Rule	Client Script/ Catalog Client Script
Script Include	UI Policy/ Catalog UI Policy
UI Action	UI Action
ACL	UI Page
Scheduled Job	UI Script
Script Action	Style Sheet
Data Policy	
Fix Script	
Background Script	
Work flow	
Flow Designer	
UI Macro	
Processor	
REST Message	
Scripted REST	
Transform Map	
Widget	
Report	
Email Notification - Email Script	
SAML	

Server Side API	Client Side API
Glide Record	Glide Form (g_form)
Glide Aggregate	Glide User (g_user)
GlideRecordSecure	Glide Ajax
Glide Date Time	GlideDialogWindow
Glide Element	Glide List
Glide System (gs)	Glide Window
Glide Query	

SCRIPT INCLUDE	SCRIPT NAME	SCRIPT
<pre>var ScriptIncludeName = Class.create(); ScriptIncludeName.prototype = Object.extend(Object.prototype, { ScriptIncludeFunctionName: function() { var id = this.getParameter('sysId'); }, type: 'ScriptIncludeName' });</pre>	Client Side (Use GlideAjax)	<pre>var ga = new GlideAjax('ScriptIncludeName'); ga.addParam('sysparm_name', 'ScriptIncludeFunctionName'); ga.addParam('sysId', g_form.getUniqueValue()); ga.getXMLAnswer(CallBackFunction); function CallBackFunction(CallBack) { alert(output); }</pre>
	Business Rule	new ScriptIncludeName().ScriptIncludeFunctionName() or

		var obj = new ScriptIncludeName(); obj.ScriptIncludeFunctionName();
	Script Include	this.ScriptIncludeFunctionName();
	UI Action (Server Side)	new ScriptIncludeName().ScriptIncludeFunctionName()
	UI Action (Client Side)	Use GlideAjax
	Flow Designer	new ScriptIncludeName().ScriptIncludeFunctionName()
<u>BUSINESS RULE</u>	SCRIPT NAME	SCRIPT
<pre>(function executeRule(current, previous /*null when async*/) { // Add your code here })(current, previous);</pre>		<p>You cannot call business rule through client script. You can only get the scratchpad value through display business rule.</p> <p>If you want to call server side script through client side you need to write script include and then call it through GlideAjax.</p>
<p>Display BR & g_scratchpad</p> <pre>(function executeRule(current, previous /*null when async*/) { var gr = new GlideRecord("problem"); if (gr.get(current.parent)) { g_scratchpad.parent = current.parent; g_scratchpad.short_description = gr.short_description; g_scratchpad.assigned_to = gr.assigned_to; g_scratchpad.assignment_group = gr.assignment_group; } })(current, previous);</pre>	Client Script	<pre>function onLoad() { //Type appropriate comment here, and begin script below if (g_scratchpad.parent) { g_form.setValue("short_description", g_scratchpad.short_description); g_form.setValue("assignment_group", g_scratchpad.assignment_group); g_form.setValue("assigned_to", g_scratchpad.assigned_to); } }</pre>