



TechNow

The web series for ServiceNow admins and developers on a variety of Now Platform topics

Episode 61

Madrid platform features

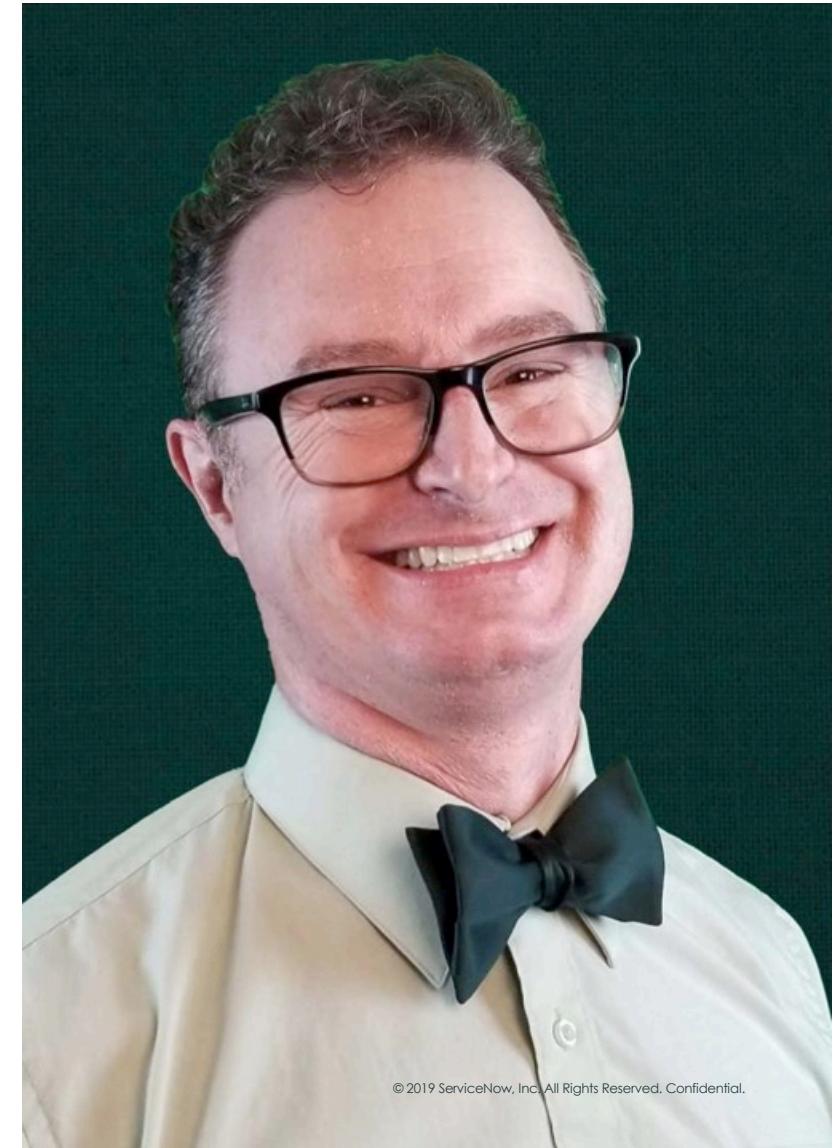
Chuck Tomasi
Sr. TPMM
ServiceNow

Kreg Steppe
Program Manager,
Cloud Labs
ServiceNow

Stacey Bailey
Principal Curriculum Developer
ServiceNow

Chuck Tomasi

- Sr. TPMM, Now Platform
- 35+ years IT experience
 - SW developer, PM, IT manager
- ServiceNow customer 2008-2010
- ServiceNow since 2010
 - PS implementations, enablement, and pre-sales
- First Innovation of the Year Award @K10
- Co-host of TechNow since 2013
- Live Coding Happy Hour guest
- ServiceNow Community leader
- Hobbies:
 - Podcasting, golf, skiing, martial arts, cosplay



Kreg Steppe

- Program Manager, Cloud Labs
 - Support training cloud infrastructure
- Specializing in cloud automation
- ServiceNow 2014-present
 - Prior experience in PS Orchestration
- Co-host of TechNow 2016-present
- Hobbies:
 - Podcasting, photography, Linux



Stacey Bailey

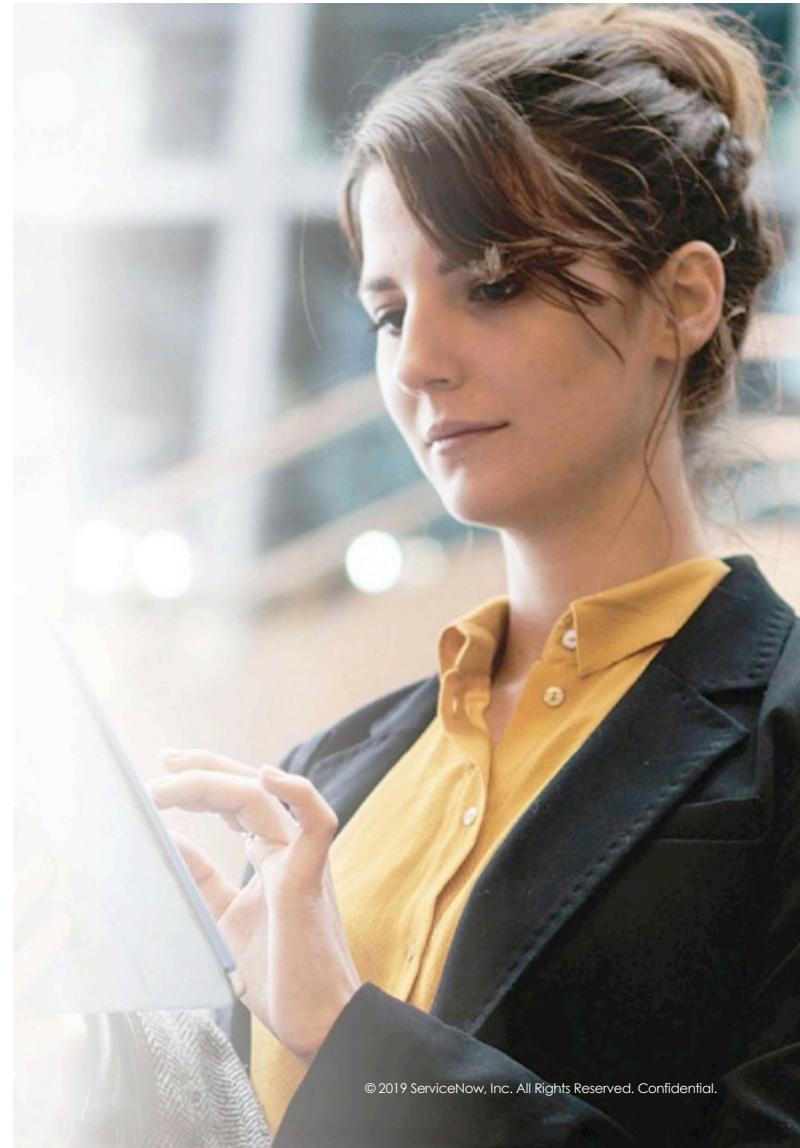
- Program Manager, App Development, Training and Certification
- 23+ years IT experience
 - Project Manager, Service Improvement Manager, Architect, Developer, Practice Manager, Knowledge Manager, Curriculum Developer
- 9 years ServiceNow Experience
 - Customer 2009-2011, partner 2011-2014, employee since 2014
- Hobbies:
 - Gadgets, art, learning unique skills, audio-books



Agenda

- **Quick Tip:** Name-value pair fields
- **Main Topic:** Madrid Platform Features
- **Q & A**

Note: Ask a question in the Q & A – if we cannot answer it live, we'll post answers on the community
<https://community.servicenow.com>



knowledge.servicenow.com

Knowledge 2019

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May 5-9, 2019, Las Vegas, Nevada.

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servicenow.com/success

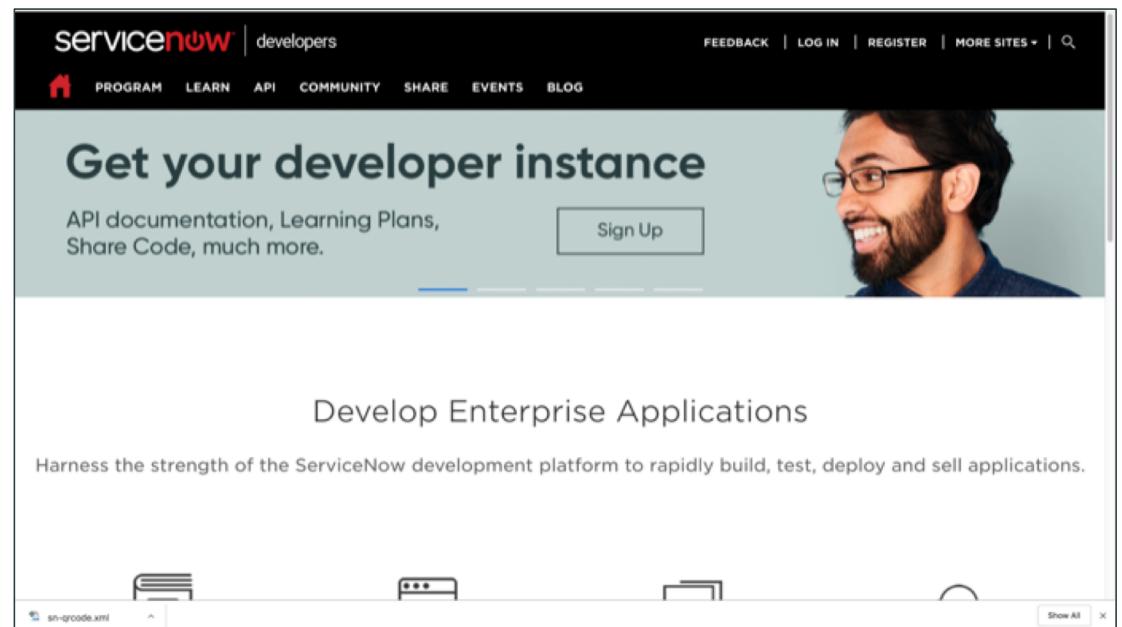
Customer Success Center

Get content and tools tailored just for you at your one-stop hub for achieving business outcomes fast.



developer.servicenow.com

- Free personal developer instance
- Free learning plans
- Script API documentation
- Developer meetup information
- Developer events
- Developer blog
- Share content
- Videos



Community quick tip

Name-Value Pair Fields

A quick tip or best practice inspired from
conversations on the ServiceNow Community
<https://community.servicenow.com>

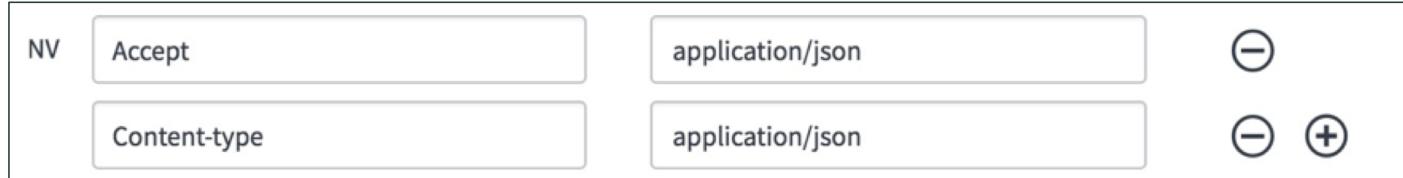
Name-value pairs

- Built for REST API headers
- Stored as JSON

Field definition



Form layout



Accessing it in script

```
var rec = new  
GlideRecord('x_66238_test_case');  
rec.newRecord();  
rec.nv.Accept = 'Application/JSON';  
rec.nv['Content-type'] = 'Application/JSON';  
  
gs.info('the list...');  
for (var hdr in rec.nv) {  
    gs.info(hdr + ' ' + rec.nv[hdr]);  
}  
  
gs.info('the field...');  
gs.info(rec.nv);
```

```
the list...  
Accept = application/json  
Content-type = application/json  
the field...  
{"Accept": "application/json", "Content-type": "application/json"}
```

Examples

Episode task lock
Created 2018-12-21 15:17:13

Episode task	Fill out evernote://view/3294173/	Expiry	2018-12-21 15:18:12
Todoist task ID		Action	item:added
Updated fields	text	false	
assigned_to		true	
date		false	
active		false	
state		false	

Update Delete

Question
What is your favorite color

Category	-- None --	Active <input checked="" type="checkbox"/>	
Weight			
Short description	What is your favorite color		
Description			
Options	Red	0	-
	White	1	-
	Green	2	-
	Yellow	3	- +

Madrid platform features

Poll question

When do you plan to upgrade to Madrid?

- 0-1 month
- 2-3 months
- 4-6 months
- Probably wait for New York

Look for more
information on
this webinar
March 19

Mobile Studio

Mobile Studio and Mobile Apps

Quickly build and deploy native, mobile-first experiences

The screenshot shows the ServiceNow Mobile Studio interface. On the left, the 'Create an Applet' dialog is open, prompting the user to define properties like 'Applet Name' and choose a 'Screen(s) template'. Available templates include List, Map, Calendar, Employee Directory, Grouped List, and URL. On the right, a mobile phone screen displays a 'Open Incidents' applet. The applet lists several incidents with details such as status ('New', 'On Hold', 'Resolved'), caller information, and opening date. The interface is designed to look native on a mobile device.

now Screenshots are not final.

16

Outcomes

Develop apps with integrated native device capabilities (e.g., maps, camera, etc.)

Configure with no-code packaged components and templates

Create apps that run anywhere with offline read and write capabilities

Out of the box solutions for ITSM (Incident Track Management) and FSM (Service Management)

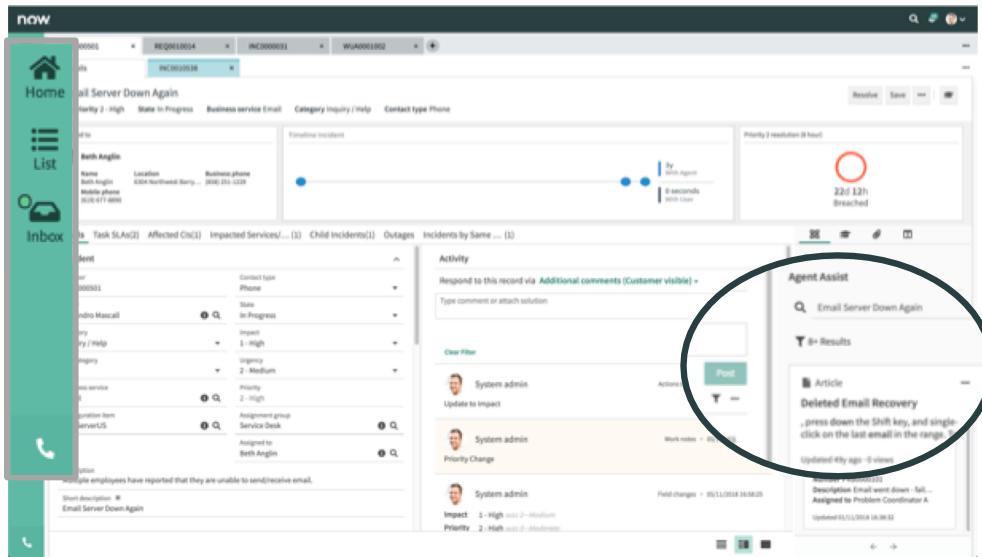


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Agent Workspace

Agent Workspace

IT Service Management and Customer Service Management



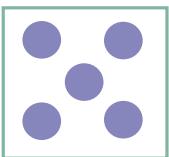
Your command center for prioritizing and taking action

- Interact with users consistently across channels
- Activity streams keep latest updates in view
- Accelerate resolution with machine learning* and contextual help

*Agent Assist uses machine learning capabilities in Agent Workspace, requires a subscription to ITSM Pro.

Advanced work assignment

Work Items



Chats



Cases



Incidents

R
O
U
T
I
N
G

Channel
Context
Related
Attributes

Queues



A
S
S
I
G
N
I
N
G

Availability
Capacity
Skills

Groups and Agents



Group A



Group B

Look for more
information on
this webinar in
April

Flow Designer enhancements

Decision tables

Separate the decision logic from the flow

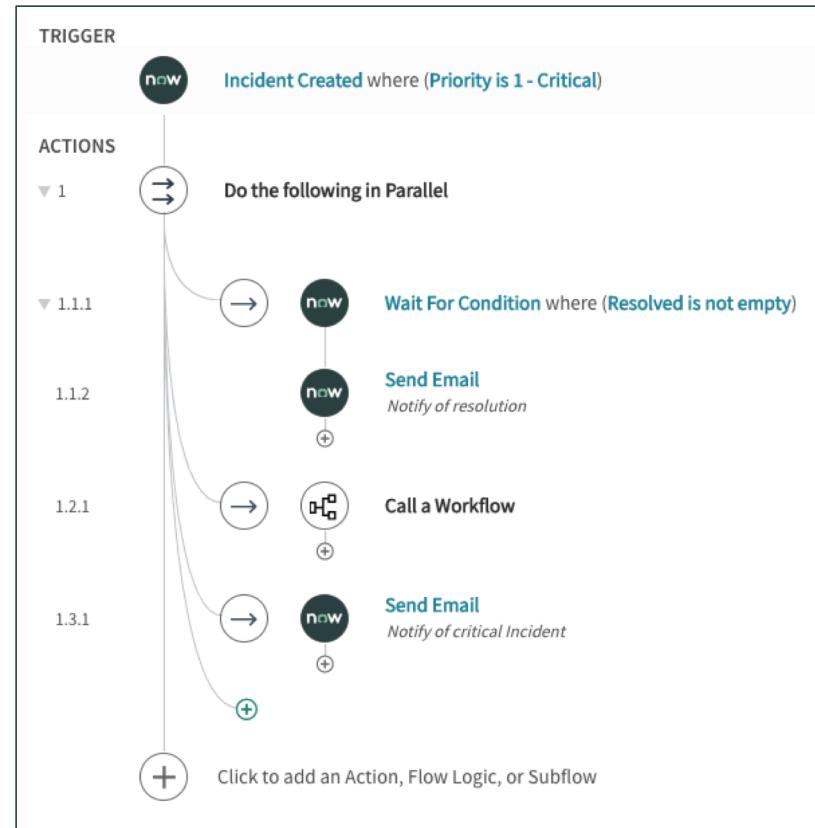
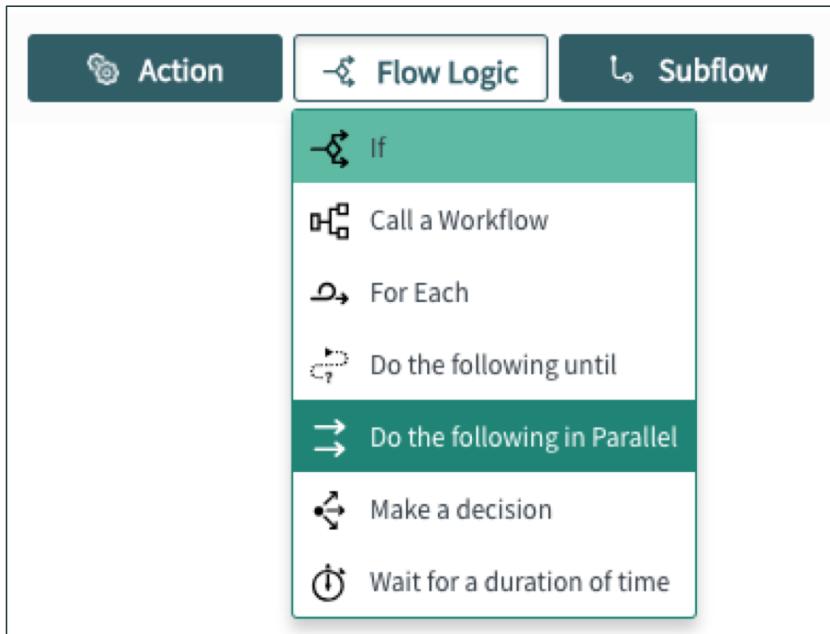
The screenshot shows the ServiceNow Decision Table configuration interface for a 'Finance Order Approval' table. The top navigation bar includes a back arrow, a menu icon, the title 'Decision Table Finance Order Approval', and various action buttons like 'Update' and 'Delete'. Below the title, there are fields for 'Name' (set to 'Finance Order Approval'), 'Application' (set to 'Finance'), and 'Accessible From' (set to 'All application scopes'). There are also 'Update' and 'Delete' buttons. A tab bar at the bottom shows 'Decision Inputs (3)' and 'Decisions (2)', with 'Decisions' being the active tab. The main area displays a list of decisions with columns for 'Label', 'Answer', and 'Order'. Two decisions are listed: 'Automatic approval' (order 100) and 'Automatic rejection' (order 200). Both decisions have their answers set to 'Automatic finance approval'. At the bottom, there's a button for 'Actions on selected rows...' and a navigation bar with page numbers 1 to 2 of 2.

Label	Answer	Order
Automatic approval	Automatic finance approval	100
Automatic rejection	Automatic finance rejection	200

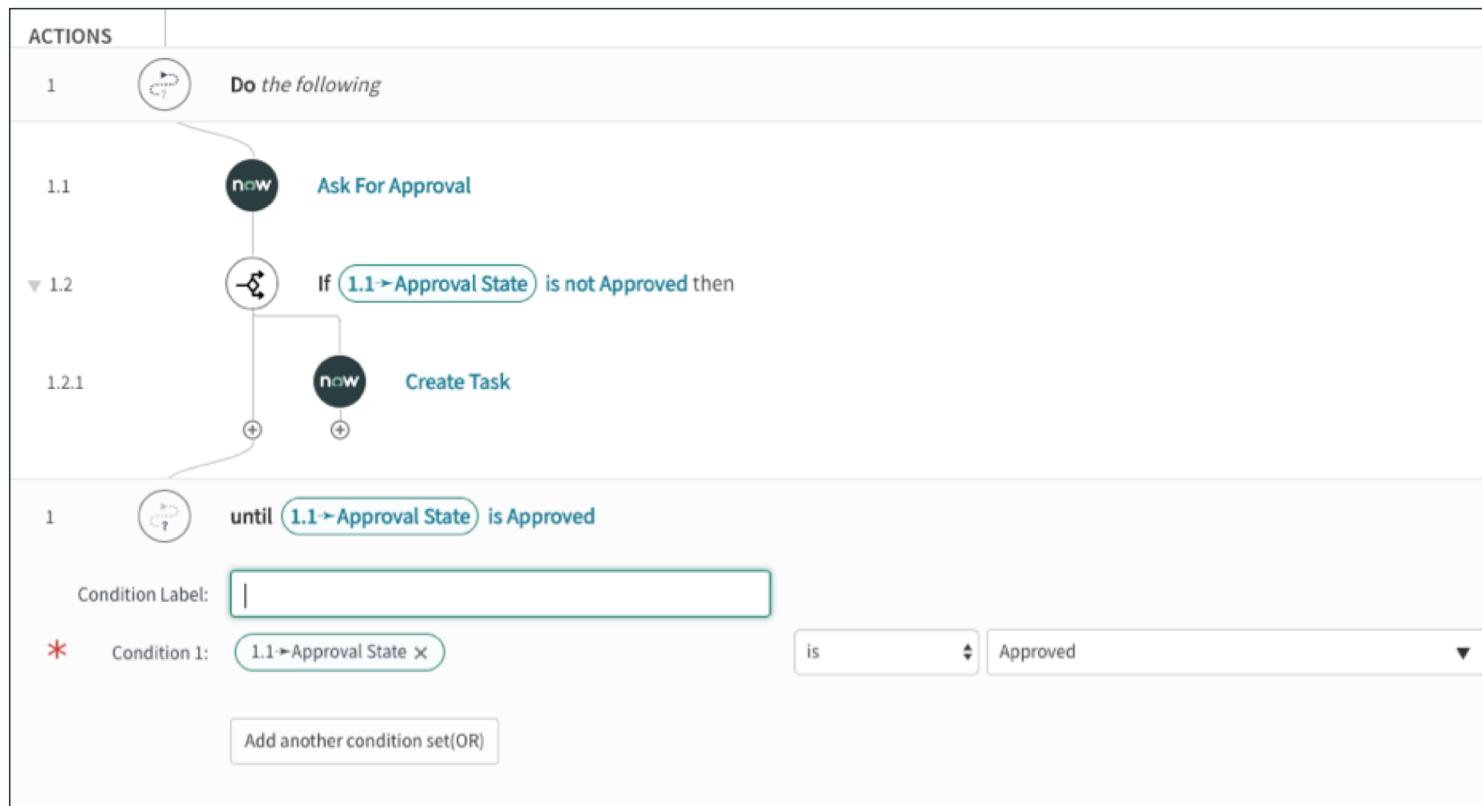
Decision tree

The screenshot shows the Camunda BPMN editor interface. On the left, a configuration panel for a decision table named "Financial Auto Approval" is displayed. It includes fields for "Decision Label" (set to "Financial Auto Approval"), "Decision Table" (set to "Finance Order Approval"), "Execution" (set to "First decision that matches"), and "Include Otherwise" (checked). Below this, under "Decision table inputs", are three entries: "DOB" (Trigger > Order Record > Customer > Birth date), "Vehicle price" (Trigger > Order Record > Car > Price), and "Credit score" (Trigger > Order Record > Customer > Credit score). On the right, the corresponding BPMN diagram is shown. The main node is "Financial Auto Approval". It branches into two parallel paths: "Automatic finance approval" (using the "DriveNow: Auto Approve" activity) and "Automatic finance rejection" (using the "DriveNow: Auto Reject" activity). A third path, "Otherwise", leads to an "Ask For Approval" activity, which then triggers the "DriveNow: Auto Approve" activity if the approval state is "Approved". A large black arrow points from the "Financial Auto Approval" configuration in the left panel to the "Ask For Approval" activity in the BPMN diagram.

Do the following in parallel



Do the following until



Run as

Flow Properties X

* Name	DriveNow: Order Flow	Protection	-- None --
Application	DriveNow		
Description	Describe your flow		
Run As	<div style="border: 1px solid #ccc; padding: 5px; display: inline-block;">User who initiates session</div> <div style="background-color: #0070C0; color: white; padding: 5px; margin-top: 2px;">User who initiates session</div> <div style="border: 1px solid #ccc; padding: 5px; display: inline-block; background-color: #f0f0f0;">System User</div>		
		Cancel Update	

Run as

Reviewing previous entries

The screenshot shows a search results page for events. The search query is "All > Name starts with flow.start". The results table has columns: Created, Name, Parm1, Parm2, Table, Processed, and Created by. The "Created by" column is highlighted with a green border. All results show the same user, "chuck.tomasi".

Created	Name	Parm1	Parm2	Table	Processsed	Created by
<input type="checkbox"/>	(i) 2019-01-15 13:25:08	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "c6c2..."} sys_flow_trigger_plan	2019-01-15 13:25:23	chuck.tomasi
<input type="checkbox"/>	(i) 2019-01-15 11:52:23	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "448b..."} sys_flow_trigger_plan	2019-01-15 11:52:28	chuck.tomasi
<input type="checkbox"/>	(i) 2019-01-15 13:12:09	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "2fdd..."} sys_flow_trigger_plan	2019-01-15 13:12:23	chuck.tomasi
<input type="checkbox"/>	(i) 2019-01-15 11:57:10	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "becd..."} sys_flow_trigger_plan	2019-01-15 11:57:21	chuck.tomasi
<input type="checkbox"/>	(i) 2019-01-15 13:08:28	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "c16c..."} sys_flow_trigger_plan	2019-01-15 13:08:39	chuck.tomasi
<input type="checkbox"/>	(i) 2019-01-15 11:57:03	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": "@class": "InVal", "@id": "4f5b..."} sys_flow_trigger_plan	2019-01-15 11:57:11	chuck.tomasi

Advanced trigger conditions

The screenshot shows the 'TRIGGER' configuration page for a 'Conf Request Updated' trigger. The trigger is set to run when 'Updated' on the 'Conf Request [x_snc_conf_request]' table. The condition is set to 'All of these conditions must be met'. A dropdown menu for 'Run Trigger' is open, showing options: 'Select a strategy' (highlighted), 'For each unique change' (selected and highlighted in blue), 'Once', and 'Only if not currently running'. Another dropdown menu for 'When to run the flow' is also open, showing options: 'Run for Both Interactive and Non-Interactive Sessions' (highlighted), 'Run for any user' (selected and highlighted in green), 'Do not run if triggered by the following users', 'Only Run if triggered by the following users', and 'Run for any user' (highlighted in green).

Trigger: Conf Request Updated

Trigger: Updated

Table: Conf Request [x_snc_conf_request]

Condition: All of these conditions must be met

Run Trigger:

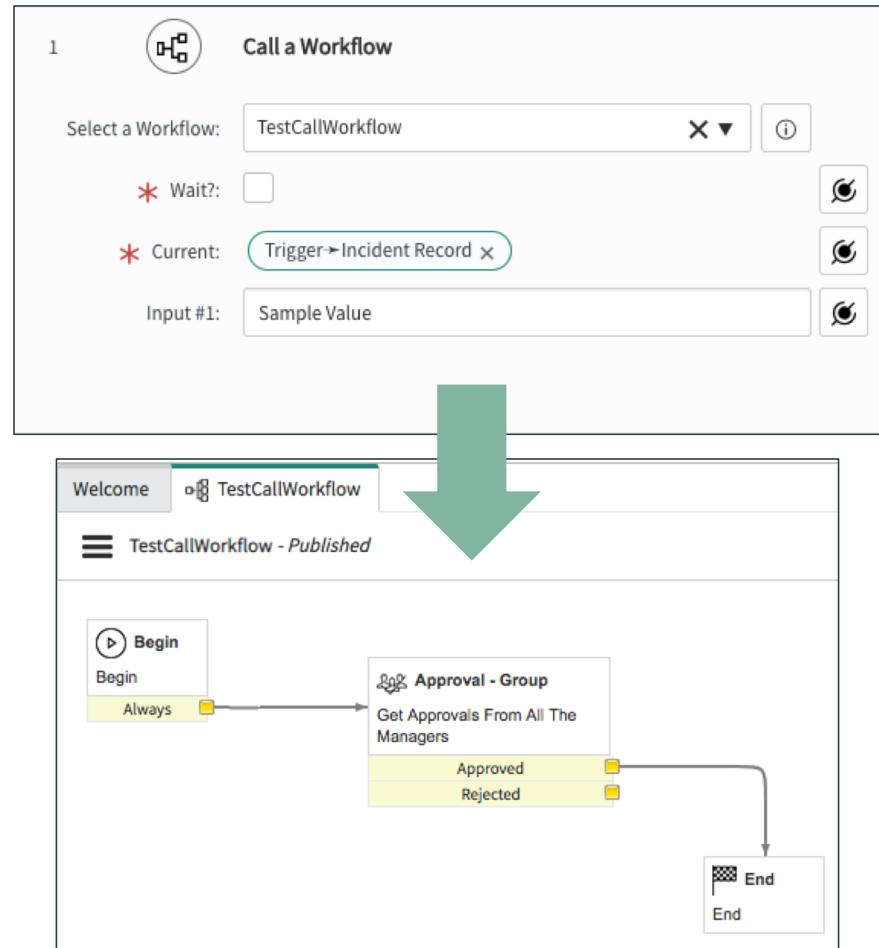
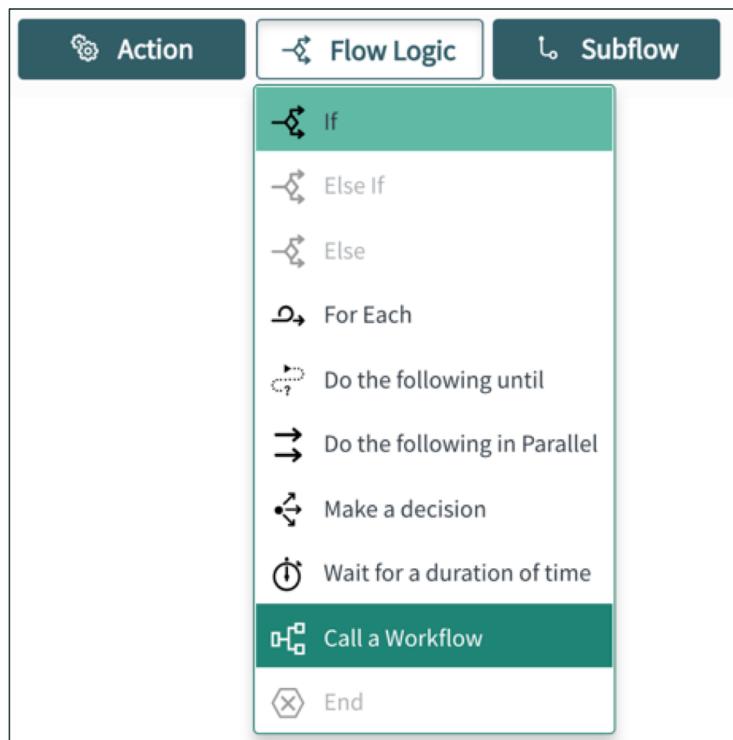
- Select a strategy
- For each unique change**
- Once
- Only if not currently running

When to run the flow:

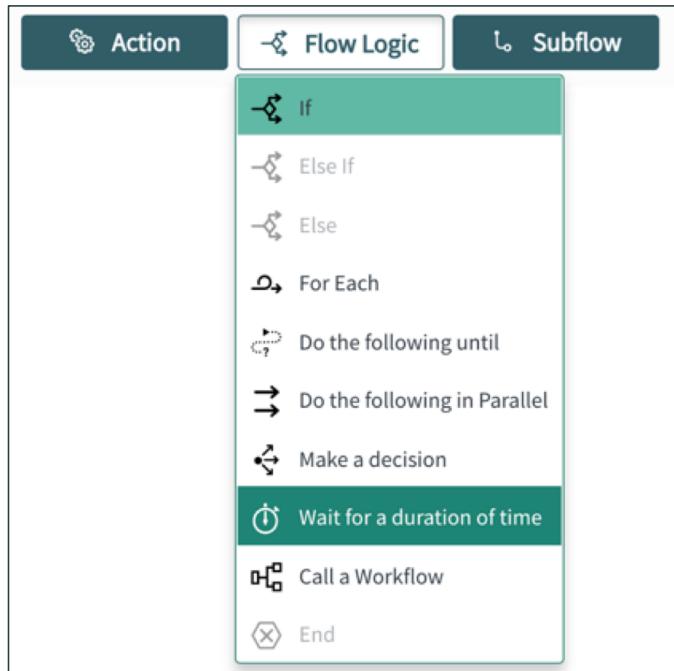
- Run for Both Interactive and Non-Interactive Sessions
- Run for any user**
- Do not run if triggered by the following users
- Only Run if triggered by the following users
- Run for any user**

Call workflow

Call legacy workflows from Flow Designer



Wait for a duration of time



4 Wait for a duration of time

Duration Type **Explicit duration**

* Wait for: Days h m

During the following schedule

NOTE: Data pills only accept duration fields

Look for more
information on
this webinar in
April

IntegrationHub enhancements

Action API

- The new Flow / Action APIs were created to help Flow Designer's Flows & Actions become an easy to use, first class citizen of the ServiceNow Platform.
- Through these, new APIs end-users will be able to trigger any Flow or Action through Server-side script or Client-side JavaScript.

Server side Non-blocking	<code>sn_fd.FlowAPI.startAction(<scoped_name>, <inputs>)</code> <code>sn_fd.FlowAPI.startSubflow (<scoped_name>, <inputs>)</code> <code>sn_fd.FlowAPI.startFlow(<scoped_name>, <inputs>)</code>
Server side Blocking	<code>sn_fd.FlowAPI.executeAction(<scoped_name>, inputs, timeout_in_ms)</code> <code>sn_fd.FlowAPI.executeFlow(<scoped_name>, inputs, timeout_in_ms)</code> <code>sn_fd.FlowAPI.executeSubflow(<scoped_name>, inputs, timeout_in_ms)</code>
Client-side	<code>GlideFlow.startFlow(String scopeName.flowName, Object inputs)</code> <code>GlideFlow.startSubflow(String scopeName.subflowName, Object inputs)</code> <code>GlideFlow.startAction(String scopeName.actionName, Object inputs)</code>

Code snippet generator

The screenshot shows the ServiceNow Flow Designer interface for generating a code snippet. On the left, a code editor window titled "Code Snippet To Execute This Action" displays a JavaScript function. The function handles asynchronous execution by starting actions in the background and then executing them synchronously in the foreground. It also handles errors and retrieves outputs. The code editor has tabs for "Server" and "Client", with "Server" selected. At the bottom of the code editor are links to "Learn more about API access to Flow Designer" and a "Copy Code Snippet to Clipboard" button. On the right, a "Properties" panel shows "Save" and "Publish" buttons. A context menu is open, with the "Code snippet" option highlighted in green, indicating it is selected. Other options in the menu include "Copy action" and "Manage security".

```
1 (function() {
2
3     try {
4         var inputs = {};
5         inputs['channel'] = ; // String
6         inputs['user'] = ; // String
7
8         // Start Asynchronously: Uncomment to run in background. Code snippet will not have access to outputs.
9         // sn_fd.FlowAPI.startAction('sn_slack_ah_v2.add_user_to_channel', inputs);
10
11        // Execute Synchronously: Run in foreground. Code snippet has access to outputs.
12        var outputs = sn_fd.FlowAPI.executeAction('sn_slack_ah_v2.add_user_to_channel', inputs);
13
14        // Get Outputs:
15        // Note: outputs can only be retrieved when executing synchronously.
16        var status = outputs['status']; // Choice
17        var error_message = outputs['error_message']; // String
18
19    } catch (ex) {
20        var message = ex.getMessage();
21        gs.error(message);
22    }
23
24 })();
```

Learn more about API access to Flow Designer [?](#)

Copy Code Snippet to Clipboard

Properties Save Publish

More Actions

- Copy action
- Code snippet**
- Manage security

Password2 support

The screenshot shows the configuration of a Log action within an Action Flow. The configuration includes:

- Action: Log
- Level: Info
- Message: `encryptedSsn`

A red box highlights the message field, which contains the text "Password (2 Way Encrypted) is not allowed here". To the right of the configuration is a list of fields for an "External User Test Record" object, showing various properties like Created, Updated, and encryptedSsn.

Field	Type
Created	Date/Time
Created by	String
Name	String
Sys ID	Sys ID (GUID)
Tags	Related Tags
Updated	Date/Time
Updated by	String
encryptedSsn	Integer
encryptedSsn	Password (2 Wa...)

SOAP step

The screenshot shows the ServiceNow Action Outline interface for a 'Test action' (Status: Modified, Application: Global). The main area displays the '1. SOAP step' configuration. The 'Connection Details' section includes fields for Connection (Use Connection Alias), Connection Alias, and Endpoint. The 'Request Details' section includes fields for Build Envelope (From WSDL), Select a WSDL (with a dropdown menu and Load New WSDL button), Operation (Select a choice), SOAP Action, and SOAP Envelope (marked with a red asterisk). On the right side, the 'Data' panel lists input variables: Error Code (String), Error Message (String), Response Body (String), Response Headers (String), and Status Code (String). The 'Output Variables' section is currently empty.

Payload builder

- Payload builder is a new Action Step available in the IntegrationHub plugin
- All action designers will be able to use it to create name/value payloads

Pick from step menu

▼ Utilities

Script
Executes a custom Javascript.
Note: Requires a subscription for integration. Read More

Payload Builder
Step to help in building payload in code less way

Email
Send an email.

Notification
Trigger a notification.

1. Payload Builder step

Payload Builder {*hp*®}

Name Value Pairs	Name	Value
user	action ▶ Username	<input type="button" value="X"/>
address	action ▶ Address	<input type="button" value="X"/>
zip	action ▶ Zip Code	<input type="button" value="X"/>
scope	user_administration	<input type="button" value="X"/>

Omit if empty

* Output Format: XML
Namespace: test
Include Outer Structure:
Emit Empty Structure:
Parent Node: test:xml

Preview:

```
<test:xml>
  <test:user> action ▶ Username </test:user>
  <test:address> action ▶ Address </test:address>
  <test:zip> action ▶ Zip Code </test:zip>
  <test:scope> user_administration </test:scope>
</test:xml>
```

Payload builder

- Allows the user to create optional name/value pairs
- Outputs a single variable that can be used in later steps

Configured		Runtime values	Final payload
Name	Value		
user	action->Username	{ "user": "Nick" }	{ "user": "Nick" }
address	action->Address	{ "address": "123 Now Street" }	{ "address": "123 Now Street" }
zip	action->Zip Code	{ "zip": "" }	{ "scope": "user_administration" }
scope	user_administration		

Configured:

- user: action->Username
- address: action->Address
- zip: action->Zip Code
- scope: user_administration

Runtime values:

```
{ "user": "Nick", "address": "123 Now Street", "zip": "", "scope": "user_administration" }
```

Final payload:

```
{ "user": "Nick", "address": "123 Now Street", "scope": "user_administration" }
```

Zip variable resolved to empty
It is removed from the final payload

AD spoke

Manage

- Computers
- Groups
- Users
- Objects

Action Flow Logic Subflow

Search actions

ServiceNow Core Global Connect HipChat ITSM Microsoft AD Microsoft Azure AD Microsoft SCCM Microsoft Teams ServiceNow eBonding Example Slack Slack WebHooks Visual Task Board (VTB)

Computer Management

- Create Computer** (Selected)
- Delete Computer
- Disable Computer
- Enable Computer
- Get Computer OU
- Is Computer Enabled
- Move Computer To OU

Group Management

- Add User To Group
- Create Group
- Delete Group
- Lookup Group
- Remove User From Group

TRIGGER

User Updated where (Active changes from false, and Active changes to true)

ACTIONS

- 1 Create User
Create user in AD
- 2 If User already exists then
 - 2.1 Lookup User
Look up 'GUID' if user exists in AD.
 - 3 Is User Enabled
Check if user is enabled in AD
 - 4 If User not enabled then
 - 4.1 Enable User
Enable user in AD
 - 4.2 If Error occurred while enabling User then

Azure AD spoke



Action Flow Logic Subflow

Search actions

- ServiceNow Core
- Global
- Connect
- HipChat
- ITSM
- Microsoft AD
- Microsoft Azure AD**
- Microsoft SCCM
- Microsoft Teams
- ServiceNow eBonding Example
- Slack
- Slack WebHooks
- Visual Task Board (VTB)

Group Management

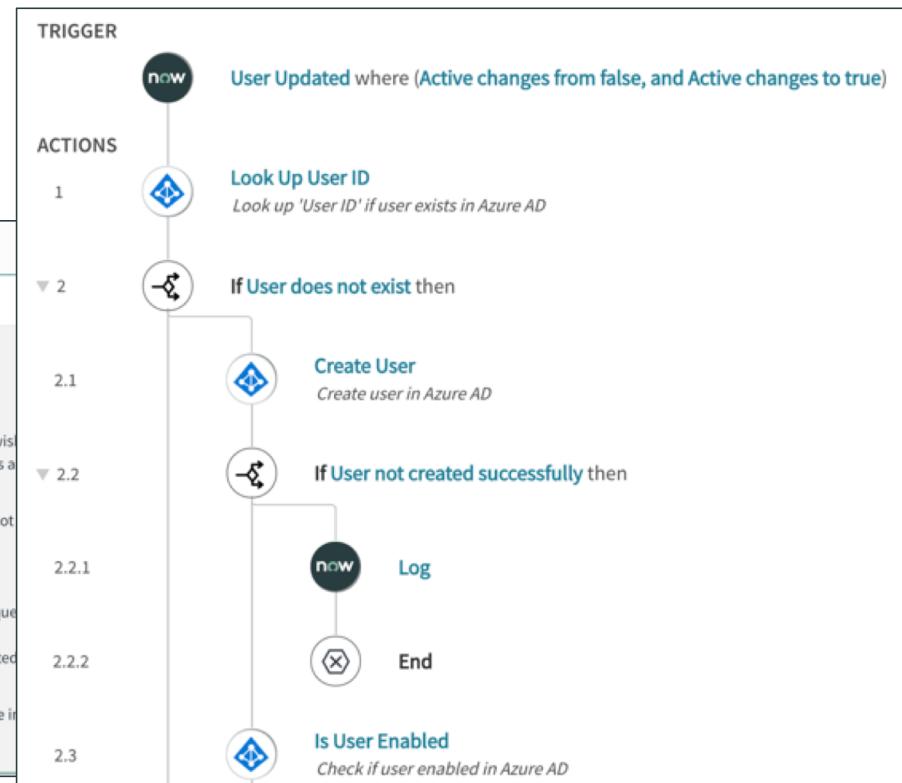
- Add Owner To Group
- Add User To Group
- Create Office 365 Group
- Create Security Group
- Look Up Group ID
- Look Up Group Membership
- Remove Owner From Group
- Remove User From Group

License Management

- Assign User License
- Remove User License

Password Management

- Forgot User Password



SCCM spoke

- Manage
- Applications
 - Deployments
 - Device Collections
 - User Collections

The screenshot shows the ServiceNow Action Catalog interface. At the top, there are three tabs: 'Action' (selected), 'Flow Logic', and 'Subflow'. Below the tabs is a search bar with the placeholder 'Search actions'. To the left is a sidebar listing various integration points: ServiceNow Core, Global, Connect, HipChat, ITSM, Microsoft AD, Microsoft Azure AD, Microsoft SCCM (which is highlighted in green), Microsoft Teams, ServiceNow eBonding Example, Slack, Slack WebHooks, and Visual Task Board (VTB). The main content area displays actions categorized by integration point. Under 'Microsoft SCCM', the 'Get Applications' action is selected and highlighted in green. A detailed description of this action is shown in a modal window:

Get Applications
Retrieve application data from SCCM server.

Inputs:

- **Additional Application Properties** - Application properties other than those mentioned in the outputs that you wish to obtain. The input should be a comma separated list of properties. Wildcard characters are allowed. **Example:** The input "Source*" gives a list of properties starting with "Source", like SourceSite, SourceModelName, SourceCIVersion.

Outputs:

- **Applications** - List containing information about available applications, each item in the list contains following information by default:
 - **Version** - Version of the application.
 - **Manufacturer** - Manufacturer of the application.
 - **Is Deployable** - True/false value indicating if this

Slack spoke

Manage

- Channels
- Users
- Notifications

Action Flow Logic Subflow

Search actions

-  ServiceNow Core
-  Global
-  Connect
-  HipChat
-  ITSM
-  Microsoft AD
-  Microsoft Azure AD
-  Microsoft SCCM
-  Microsoft Teams
-  ServiceNow eBonding Example
-  Slack
-  Slack WebHooks
-  Visual Task Board (VTB)

Channel Management

-  Add User to Channel
-  Archive Channel
-  Create Channel
-  Remove User from Channel

Notification Management

-  Post a Message
-  Post Change Details
-  Post Incident Details
-  Post Problem Details

User Management

-  Create User
-  Deactivate User
-  Lock User

Add User to Channel

Add an existing user to a channel in a Slack workspace.

Inputs:

- Channel ID - ID of the channel that you wish to add a user to.
- User IDs - CSV of the IDs of users you wish to add to this Channel.

Outputs:

- Status - Will be set to "Success" if the request succeeds or "Error" if a failure in Slack occurs.
- Error Message - Reason for error. Populated only when an error occurs. The status will be Error only in case of any failure in Slack.

Error Messages:

- Invalid Channel ID
- Invalid User ID
- User Already Exists in Channel

Slack webhook spoke

Manage • Webhooks

Action Flow Logic Subflow

Search actions

ServiceNow Core Global Connect HipChat ITSM Microsoft AD Microsoft Azure AD Microsoft SCCM Microsoft Teams ServiceNow eBonding Example Slack Slack WebHooks Visual Task Board (VTB)

Webhooks

Post a Message Post Change Details Post Incident Details Post Problem Details

Post a Message

Post a message to a Slack Channel using an [Inbound Webhook](#). Specify the Webhook URL and Message to send.

Optional:

- Additional Message: Add a message before the record details
- Override Default Fields: Provide a comma separated list of field names to send instead of the defaults e.g. type,risk,assigned_to
- If you do not specify a Username, Channel, or Icon it will post the message using the defaults as configured in your WebHook. If you specify them here, they will override those defaults
- The username does not need to be setup in Slack; however, the channel and icons must already exist .

Note: You can direct message an existing Slack user by specifying the user id e.g. @abel as the channel input.

Note: Requires a subscription for production use. [Read More](#).

Attachment actions

The screenshot shows the ServiceNow Action catalog interface. At the top, there are three tabs: "Action" (selected), "Flow Logic", and "Subflow". Below the tabs is a search bar with the placeholder "Search actions". On the left, a sidebar lists categories: "ServiceNow Core" (selected, highlighted in green), "Global", "Connect", "ITSM", "Visual Task Board (VTB)", and "IntegrationHub". The main content area displays a list of actions under "ServiceNow Core". The "Attachments" category is expanded, showing five actions: "Copy Attachment", "Delete Attachment", "Lookup Attachment", and "Move Attachment". Other visible actions include "Log", "Look Up Record", "Look Up Records", "Send Email", "Update Record", and "Wait For Condition". To the right of the actions is a detailed description of the "Copy Attachment" action.

Copy Attachment

Copies an attachment to a target record. The source is an attachment record. You can dynamically add and configure fields for the record. Server-side validation rules are enforced (data policy, business rules, dictionary-defined mandatory fields), but UI policy does not apply.

Look for more
information on
this webinar in
June

Notifications

Email account groups

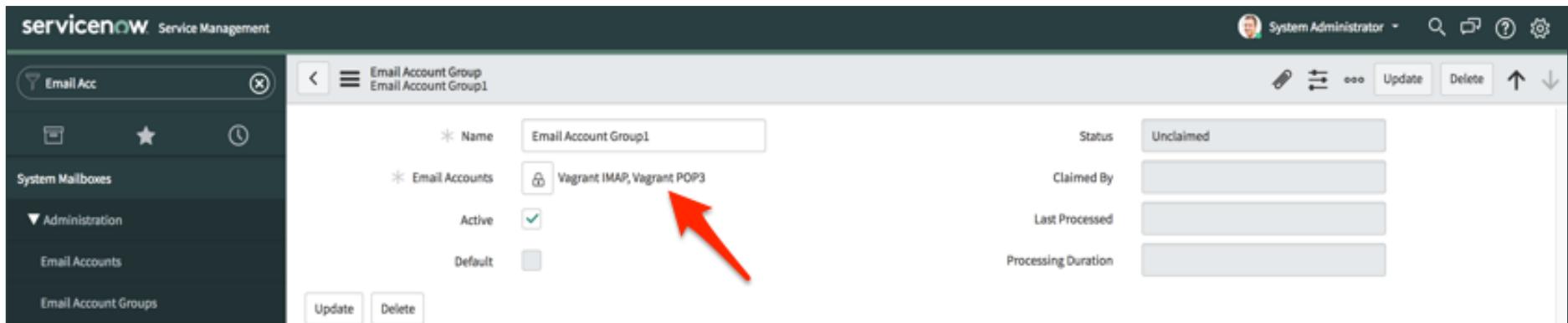
Read from multiple IMAP/POP3 accounts in parallel

The screenshot shows the ServiceNow Service Management interface for managing Email Account Groups. The left sidebar includes links for System Mailboxes, Administration, and Email Account Groups. The main area displays a table with one row, labeled "Default Email Account Group". The columns show the name, active status, claimed by, default status, email accounts, last processed, processing duration, and status. The "Name" column contains "Default Email Account Group". The "Active" column shows "true". The "Claimed By" column shows "true". The "Last Processed" column shows "2018-08-03 13:41:38". The "Status" column shows "Unclaimed". There are search and filter options at the top of the table, and navigation controls at the bottom.

Name	Active	Claimed By	Default	Email Accounts	Last Processed	Processing Duration	Status
Default Email Account Group	true	true			2018-08-03 13:41:38		Unclaimed

Configuring email account groups

- To enable Email Account Group Processing
 - Set system property 'glide.email.inbound.account_group_processing' to true.
 - Make sure default email account group exists.
 - Create non-default email account groups and add email accounts as required.
 - Create additional Email Reader job without impacting performance.



Email client configuration

The screenshot shows the 'Email Client Configuration' screen in ServiceNow. On the left is a sidebar with a dark background and white text, listing several options: 'Email Client', 'Email Client Configuration' (which is selected and highlighted in grey), 'Email Client Recipient Qualifier', 'Email Client From Address', 'Email Address Filters', and 'Email Client Templates'. The main panel has a light grey header with the title 'Email Client Configuration' and the sub-title 'Customer Service Case'. It includes standard navigation icons like back, forward, and search, along with 'Update' and 'Delete' buttons. The configuration area is divided into sections: 'Recipient Configuration' (with 'Recipient Qualifiers' set to 'Customer Contacts'), 'Display Configuration' (with 'Display From' checked and 'Display Reply-To' checked), and 'Filter Configuration' (with 'Email Address Filters' set to 'Blacklist gmail.com, Blacklist Yahoo, Blacklist Yahoo.com').

Email connection security settings update

Reduce confusion

This screenshot shows the configuration for a POP3 connection named "ServiceNow POP3". The fields are as follows:

- Name: ServiceNow POP3
- Type: POP3
- * Authentication: Password
- * Server: pop3
- Active:
- * User name: demonightlykingston
- * Password: (redacted)
- Enable SSL:
- Enable TLS:
- Port: 110

Pre-Madrid

This screenshot shows the configuration for a POP3 connection named "ServiceNow POP3". The fields are as follows:

- Name: ServiceNow POP3
- Type: POP3
- * Authentication: Password
- * Server: pop3
- Active:
- * User name: it
- * Password: (redacted)
- Connection Security: A dropdown menu with three options:
 - ✓ None
 - STARTTLS
 - SSL/TLSThe "None" option is selected.
- Port: 110

Madrid

Automated Test Framework

Automated Test Framework overview

A framework for creating custom automated tests to validate continued functionality after upgrading an instance

Goals	Features	Productivity
<ul style="list-style-type: none">• Framework to automate manual tests• Make tests independent of the UI as much as possible	<ul style="list-style-type: none">• OOB Client Side, Server Side, Service Catalog, Service Portal and inbound REST tests• Designed both for technical and non-technical users• Can schedule tests• No external tool dependencies• Test data is rolled back after execution• Captures screenshots	<ul style="list-style-type: none">• Reduces upgrade cycle time• Reduces need for manual testing• Tests not as brittle after platform UI changes• Easy movement of tests through update sets• Framework maintained by ServiceNow

Smart test suites organizer

Problem: Customer doesn't want to manually add each ATF test to a suite – it can be time consuming

Example: Create a test suite and set a filter so it will automatically include tests that match the filter

The screenshot shows the 'Test Suite' creation page for 'My New Test Suite'. A red box highlights the 'Filter' section, which displays '16 records match condition' and includes buttons for 'Add Filter Condition' and 'Add "OR" Clause'. Below this is a search bar with dropdowns for 'Package' and 'is', and a search term 'Customer Service Base Er'. To the right are buttons for 'AND' and 'OR'. A red arrow points from the 'Run Test Suite' button in the main toolbar down to the 'Display aging report' link in the 'Related Links' section.

Test Suite Details:

- Name: My New Test Suite
- Application: Global
- Active: checked
- Parent suite: (empty)

Filter: 16 records match condition

Description: (empty)

Buttons: Update, Run Test Suite (highlighted), Delete

Related Links: Display aging report

Test Suite Tests (16):

Test	Execution order	Abort on failure
CSM: Create Incident from Case	(empty)	false
CSM: Assign Entitlement	(empty)	false

ATF Quick Start

Don't start from scratch

- Copy OOB example tests
- Modify them to your needs
- Available for most products
 - IT Service Management
 - Customer Service Management
 - HR Service Delivery
 - Financial Management
 - IT Operations Management
 - IT Business Management

The screenshot shows the ServiceNow Test Management interface for an ATF test named "INCIDENT MGMT: Create Problem from an Incident". The test is currently inactive, as indicated by a red error message at the top: "This test cannot be run because it is inactive". Below this, there are two yellow warning messages: "This item is read-only based on its protection policy." The test details include:

- Name:** INCIDENT MGMT: Create Problem from an Incident
- Application:** Incident ATF Test
- Package:** Incident ATF Test
- Protection policy:** Read-only
- Description:** Test to verify the creation of a problem from an incident.

The "Test Steps" tab is selected, showing six steps listed in a table. The first step is highlighted with a green background and has the following details:

Test Step	Display name	Description	Execution order	Active	Notes
1	Impersonate	Impersonate the user: Incident Manageratf with user Id: [REDACTED]	1	to 6 of 6	

Parameterized tests

Run the same test with different field values using data sets

The screenshot shows the ServiceNow Test Runner interface with five numbered steps:

- 1. Enabled parameterized testing**: A green callout points to the "Enable parameterized testing" checkbox in the "Test Definition" section.
- 2. Define Parameters**: A green callout points to the "Add Shared Parameters" button in the "Parameter Definitions" tab.
- 3. Define Test Run Data Sets**: A green callout points to the "Test Run Data Sets" tab.
- 4. Add Test Steps using parameters**: A green callout points to the "Test Steps" tab.
- 5. Run test and view results**: A green callout points to the "Parameterized Test Results" tab.

A modal window titled "Parameters" is open, showing a table with one row:

Parameters	global_user	Shared String	string
User	reference	User	reference

The main interface below the tabs shows a table of "Dictionary Entries" with two rows:

	Column label	Column name	Type	Comments
<input type="checkbox"/>	Shared String	shared_string	String	Shared Parameter
<input type="checkbox"/>	Order	u_order	Integer	Exclusive Parameter

Virtual Agent

Agent topic discovery

The image displays two side-by-side screenshots of the ServiceNow Now Support interface. Both screenshots feature a green header bar with the city name (London or Madrid) and the 'Now Support' logo.

London Screenshot:

- Header:** London
- Top Bar:** Now Support
- Message:** 3 minutes ago
How can I help you?
You can type your request below, or use the button to see everything that I can assist you with
- Button:** See All Topics
- Text:** No Matching Topics
- Message:** Sorry, we couldn't find any matching topics.
- Text:** Something Else
- Text:** Need More Help?
- Input:** ticket

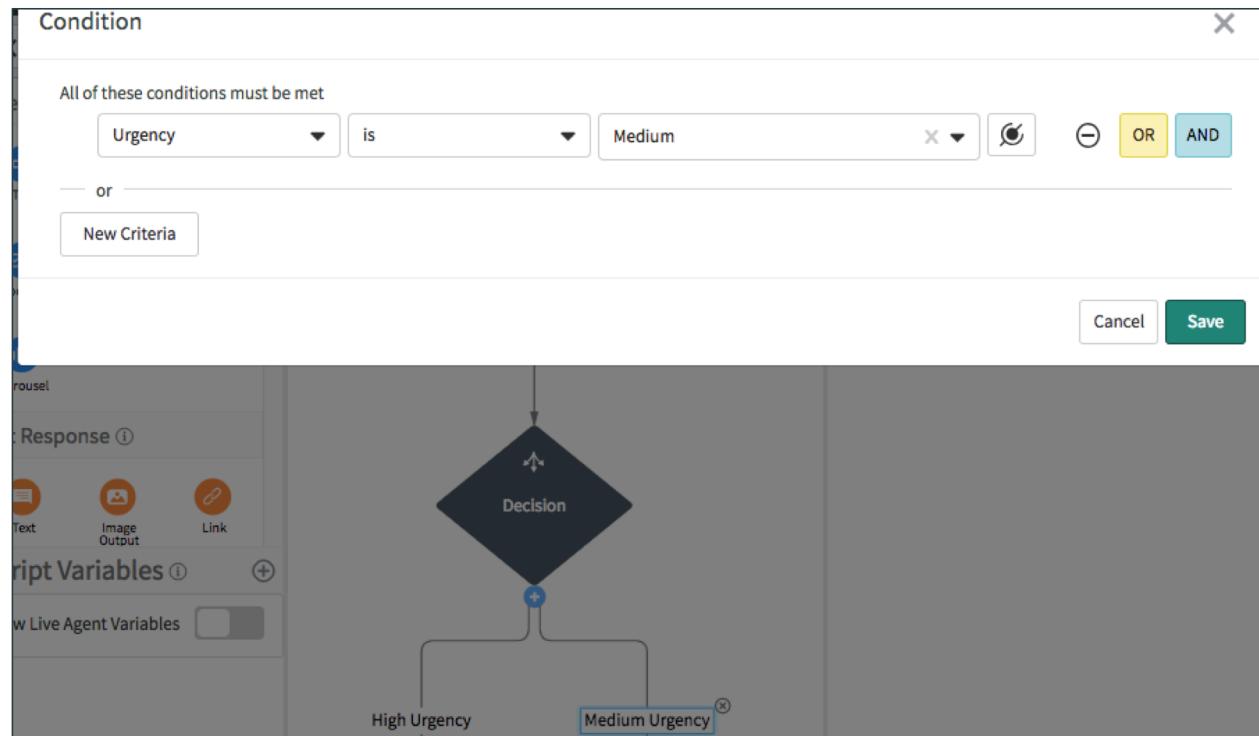
Madrid Screenshot:

- Header:** Madrid
- Top Bar:** Now Support
- Message:** Please tell me more about your problem (a short sentence or two should be fine)
- Message:** How can I help you?
You can type your request below, or use the button to see everything that I can assist you with
- Text:** just now
- Text:** check status
- Text:** I want to be sure I got this right. Do you need help on Check IT Ticket Status?
- Buttons:** Yes, No
- Text:** Please pick an option.

No code

Declarative options for which previously required script

- Look up a glide record
- Create/Update a glide record
- Choice list of queried glide records
- Display a Card rendering of queried glide record
- Decision Branching
- Dynamic Display using Data Pills
- Custom applicability



Integrations

- New integration for Facebook Workplace
- MS teams enhancements
 - UX improvements - Calendar, choice lists, new card layout
- Slack enhancements
 - UX improvements – Card layout, Boolean button
 - Full support for Slack Enterprise Grid



Service Portal

Branding

WCAG-AA compliant

The screenshot shows the ServiceNow Knowledge Base interface. At the top, there's a navigation bar with links for Knowledge, Service Catalog, Requests, System Status, Wish List, Cart, Tools, and a System Administrator profile. Below the header, a large search bar contains the placeholder "How can we help?". On the left side, there are several quick access links: "Order Something" (Browse catalog for services and items you need), "Knowledge Base" (Browse and search for articles, rate or submit feedback), and "Get Contact request". Below these are sections for "Current Status" (No system is reporting an issue) and "Top Rated Articles" (Getting Around in Windows). The main content area displays an article titled "Getting Around in Windows" with the ID KB0000032. The article is authored by System Administrator, has 8 views, and was posted 3y ago. It has a five-star rating. The article content includes a heading "Windows 8.x" and a detailed description of the Windows 8.1 interface, mentioning the Start button, Metro interface, and Application bar. To the right of the article, there are sidebar sections for "Also in Java", "KB Top Rated" (with a link to "Getting Around in Windows" and a five-star rating), and "KB Top Viewed" (links to "Getting Around in Windows" and "Excel Functionality").

Multifactor authentication

servicenow Service Management

mult

Multi-factor Authentication

Properties

Enable MFA

Enable Multi-factor authentication (?)

Yes | No

Bypass setting

Number of times a user can bypass setting up multi-factor authentication (?)

3

The time in minutes, the one time code sent to user's email address is valid for (?)

10

Additional time in seconds for which the code will be valid to accommodate for the clock skew. Max value is 60 seconds. (?)

10

Save

Multiple knowledge base support

Before

The screenshot shows the 'Knowledge Base' page. At the top, there's a breadcrumb navigation: Home > Knowledge Base. Below it is a 'Categories' section with a blue header. The categories listed are Applications (2), Devices (1), Email (8), IT (7), Operating Systems (12), and Suppliers (4). To the right of this is a 'Top Rated Articles' section featuring an article titled 'Getting Around in Windows' with a five-star rating.

https://demorightlysp.service-now.com/sp?id=kb_view2

After

The screenshot shows the 'Knowledge Bases' page. At the top, there's a breadcrumb navigation: Home > All Knowledge Bases. Below it is a 'Knowledge Bases' section with a dropdown menu set to 'All'. To the right is a 'Top Rated Articles' section featuring the same article as before. Below these sections is a 'Categories' section with a blue header, similar to the one in the 'Before' view, listing the same categories and counts. A green vertical bar highlights the 'Categories' section.

Catalog categories page

Before

The screenshot shows a catalog categories page with a sidebar on the left containing links like 'Can We Help You?', 'Departmental Services', 'Hardware', 'Office', 'Peripherals', 'Quick Links', 'Role Delegation', 'Software', and 'Standard Changes'. The main content area has a 'Popular Items' section with cards for 'Add network switch to datacenter cabinet' and 'Report Performance'. Below this is a 'Report Outage' card.

After

The screenshot shows the same catalog categories page after a redesign. The sidebar now includes 'All', 'Service Catalog', and 'Technical Catalog' under the 'Catalogs' heading. The main content area remains largely the same, with the 'Popular Items' and 'Report Outage' sections visible.

Search page

Before

The screenshot shows the search interface before the update. At the top, there's a navigation bar with 'Home > Search'. Below it is a sidebar titled 'Sources' with options: 'All', 'Knowledge Base', 'Questions and Answers', and 'Service Catalog'. Under 'FILTERS', there are dropdowns for 'Knowledge Base' (set to 'All'), 'Author', 'Category', 'Last Modified', and 'View Count'. Another section for 'Service Catalog' has 'Category' and 'Apply' buttons. The main content area displays search results for 'customer requests':

- >Password Reset**: Request a reset of a password for a service or an application.
- What is a cookie?**: What is a cookie? Cookies are messages that web servers pass to your web browser in a small file, calledcookie.txt. When you request another page, the browser sends this file back to the server.
- Dealing with Spyware and Viruses**: Dealing with Spyware/Adware Spywareis the generic term for computer software that can affect your computer without your permission. It can change your settings, collect information about you, or even damage your system.

At the bottom right of the results area, it says 'End of result'.

After

The screenshot shows the search interface after the update. The layout is similar to the 'Before' version, but with some changes. The 'Knowledge Base' filter in the 'Knowledge Bases' section is now highlighted with a green border. The 'IT' and 'Knowledge' categories under 'Knowledge Bases' are also highlighted. The other filters ('Author', 'Category', 'Last Modified', 'View Count') and the 'Catalogs' section are also highlighted with green borders. The search results are identical to the 'Before' version:

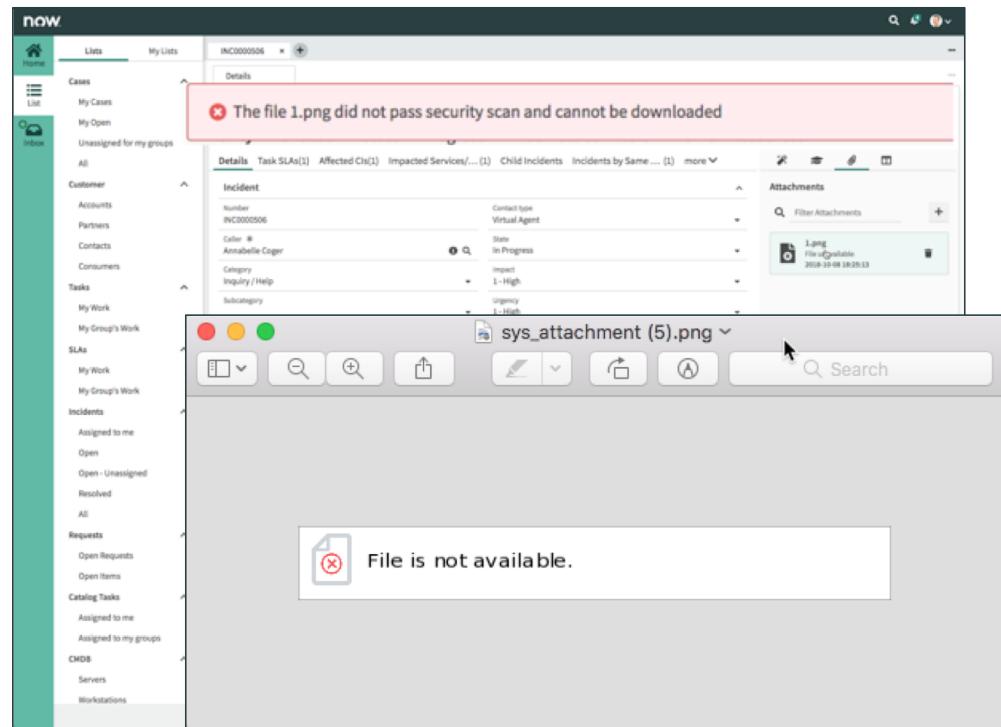
- Customer Requests**: Faster upgrades Improved performance More external integrations OOB Article: KB0010001 · Published: Today
- Password Reset**: Request a reset of a password for a service or an application.
- What is a cookie?**: What is a cookie? Cookies are messages that web servers pass to your web browser in a small file, calledcookie.txt. When you request another page, the browser sends this file back to the server.
- Dealing with Spyware and Viruses**: Dealing with Spyware/Adware Spywareis the generic term for computer software that can affect your computer without your permission. It can change your settings, collect information about you, or even damage your system.

At the bottom right of the results area, it says 'End of results'.

But wait... there's more

Antivirus protection

- Antivirus on Standard Forms/Lists
 - Uploading a file
 - Uploading an image to the HTML editor (TinyMCE)
 - Downloading a single file
 - Downloading multiple files
 - Activity Streams
 - Notifications



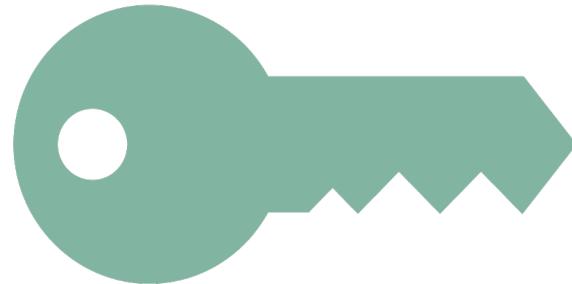
User is completely unaware of antivirus protection unless a virus is detected

Antivirus file information

- Maximum file size: 100MB (customizable)
- File MIME types supported (non-customizable)
 - application/vnd.ms-powerpoint
 - application/vnd.openxmlformats-officedocument.presentationml.presentation
 - application/vnd.ms-excel
 - application/vnd.openxmlformats-officedocument.spreadsheetml.sheet
 - application/msword
 - application/vnd.openxmlformats-officedocument.wordprocessingml.document
 - text/plain
 - application/pdf
 - image/png
 - image/bmp
 - image/jpeg
 - image/gif
 - application/zip (up to 16 levels deep – all file types inside .zip will be scanned if supported by Clam)

Edge Encryption

- Date and Date/Time field encryption
- Proxy authentication



Guided Tour Designer

- Simplified Callout Creation
- Single icon drag-and-drop action
- No longer struggle with which direction callout to use

The screenshot shows a guided tour designer interface titled "Incident Management...". At the top, there's a button labeled "ADD CALLOUT" and a section titled "Drag and Drop" with a blue speech bubble icon. Below this is a "TOUR STEPS" section containing five numbered steps:

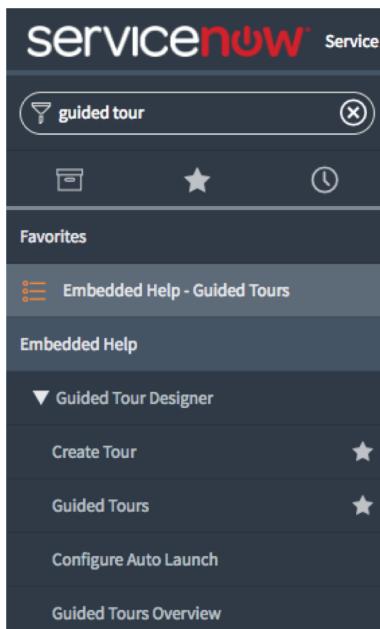
1. <p>To change the layout of this form, click the context menu
2. <p>Select Configure - > Form Layout</p>
3. <p>In the Form Layout page, you can add existing fields to
4. <p>To create a custom field, enter a descriptive name and
5. <p>When you are finished updating the layout of the form

At the bottom of the tour steps is a "Create Conclusion" button.

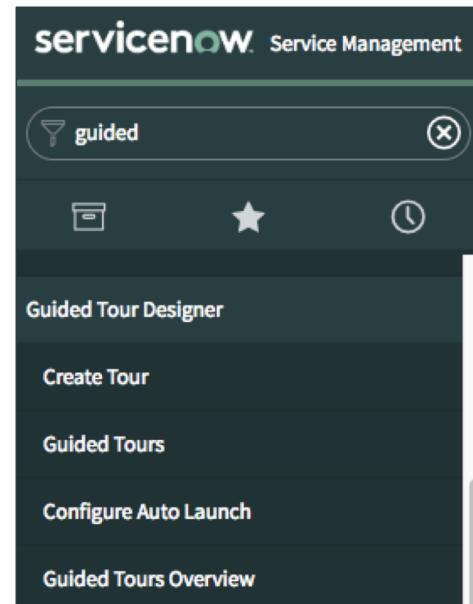
Guided tour navigation menu

No longer under the embedded help umbrella topic

Pre-Madrid



Madrid



Concurrent imports

The screenshot shows the 'Scheduled Data Import' configuration page. A green oval highlights the 'Concurrent Import' checkbox, which is checked. A tooltip below it provides information about concurrent imports.

Scheduled Data Import
New record

Name: Concurrent Incident Import

Application: Global

Data source: Okta Example

Run as: Chuck Tomasi

Run: Daily

Time: Hours 00 00 00

Conditional:

Concurrent Import

Running a concurrent import may increase processing speed by splitting the data into multiple import sets and running the import sets in parallel. Concurrent imports can be particularly helpful when imports take a long time due to large data sets or a time-consuming script and order does not matter. Note: A concurrent import does not transform data in a predictable order. If order matters, do not run a concurrent import.

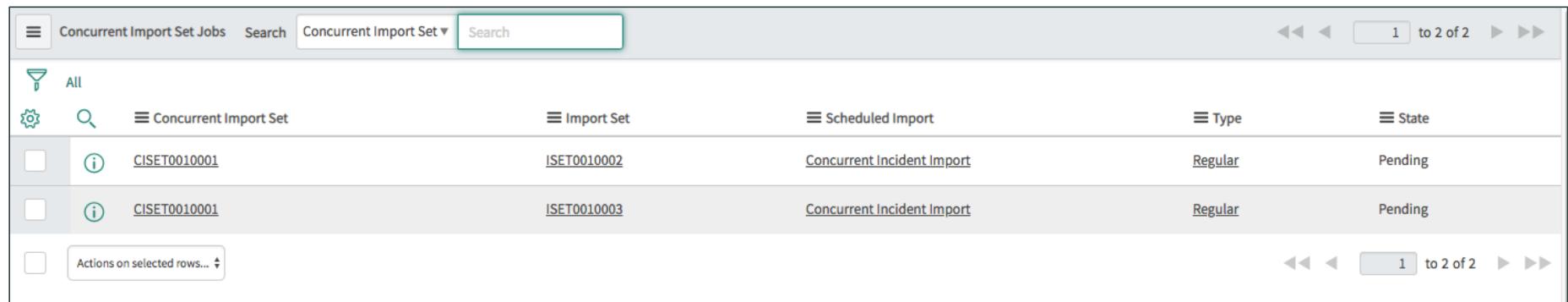
Partition Method: Round Robin

Execute pre-import script:

Execute post-import script:

Concurrent import set jobs queue

- Keeps the import sets to be executed
- State indicates the current state
 - Pending, Running, Completed/Error
- Type indicates the type of the job
 - Regular, Reprocessing, Resuming



The screenshot shows a ServiceNow interface for managing concurrent import set jobs. The top navigation bar includes 'Concurrent Import Set Jobs', 'Search', 'Concurrent Import Set' (with a dropdown arrow), and a search input field. On the right, there are navigation buttons for pages 1 to 2 of 2, and icons for back, forward, and search.

The main area is a table with the following columns:

- All (filter icon)
- Concurrent Import Set (button)
- Import Set (button)
- Scheduled Import (button)
- Type (button)
- State (button)

The table displays two rows of data:

	CISET0010001	ISET0010002	Concurrent Incident Import	Regular	Pending
<input type="checkbox"/>	CISET0010001	ISET0010003	Concurrent Incident Import	Regular	Pending

At the bottom left, there is a button labeled 'Actions on selected rows...'. At the bottom right, there are navigation buttons for pages 1 to 2 of 2, and icons for back, forward, and search.

Concurrent import set aggregated view

The screenshot shows the 'Concurrent Incident Import' screen. At the top, there are fields for 'Number' (CISET0010001), 'Scheduled Import' (set to 'Concurrent Incident Import'), and 'Data Source' (Incident Data Source). Below these are fields for 'Table Name' (Incident Data Source [incident_import_set_table]) and buttons for 'Update' and 'Delete'. A 'Related Links' section includes a 'Reprocess' link. Below this is a navigation bar with tabs for 'Import Sets (2)', 'Concurrent Import Set Jobs (2)', and 'Transform Histories (2)'. The 'Import Sets' tab is selected. The main area displays a table of imported sets:

Number	Type	Format	State	Import set table	Data source	Created	Load completed	Load run time
ISET0010002	Type: File Format: Excel		Processed	Incident Data Source [incident_import_set_table]	Incident Data Source	2018-10-04 11:55:30	2018-10-04 11:55:30	0 Seconds
ISET0010003	Type: File Format: Excel		Processed	Incident Data Source [incident_import_set_table]	Incident Data Source	2018-10-04 11:55:30	2018-10-04 11:55:30	0 Seconds

Unified plugin/app experience

System applications > all available applications > all

The screenshot shows the ServiceNow Service Management interface. The top navigation bar includes 'Builder', 'Chuck Tomasi', a search icon, and a gear icon. The left sidebar has a 'system app' filter, followed by sections for 'System Applications', 'Search ServiceNow Store', 'Getting Started', 'Studio', and 'All Available Applications'. Under 'All Available Applications', there are 'All' and 'Installed' tabs, along with edit and star icons. The main content area is titled 'All Applications' and displays '743 results'. It includes a search bar, a 'Sort by A - Z' dropdown, and a 'FILTERS' section with categories like 'Managing', 'Pricing', and 'Product family'. Two application cards are visible: 'Action Status Automation' (Other, Free, ID: com.sn_action_status) with an 'Install' button, and 'Activity formatter' (Other, Free, ID: com.glide.ui_activity_formatter) with an 'Installed' button.

REST API Explorer

Display execution time (ms)

Response	
Status code	200 OK
Execution time (ms)	253
Headers	
Cache-Control	no-cache,no-store,must-revalidate,max-age=-1

Reference information

Available in the Resource widget (at the bottom of your screen)

ServiceNow

- docs.servicenow.com
- community.servicenow.com
- developer.servicenow.com
- bit.ly/servicenow-technow
- servicenow.com/success



Reference information

Available in the Resource widget (at the bottom of your screen)

ServiceNow

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- community.servicenow.com
- developer.servicenow.com
- bit.ly/servicenow-technow
- servicenow.com/success



Get a free personal instance

Reference information

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ServiceNow

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- community.servicenow.com
- developer.servicenow.com
- bit.ly/servicenow-technow
- servicenow.com/success



Over 60 topics since 2013

Reference information

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- community.servicenow.com
- developer.servicenow.com
- bit.ly/servicenow-technow
- servicenow.com/success



Remember: Questions and answers will be posted to the community

Q & A

Thank you for joining us.

 Follow us on the community

 technow@servicenow.com

 @ServiceNow or @NOWCommunity

 youtube.com/user/ServiceNowCommunity

Chuck Tomasi
Sr. TPMM
ServiceNow

Kreg Steppe
Program Manager,
Cloud Labs
ServiceNow

Stacey Bailey
Principal Curriculum
Developer
ServiceNow



On-demand webinars

Check out our on-demand webinars
at www.servicenow.com

