**4-1 SCRIPTING IN SERVICENOW**

**Scripting:**

Scripting in ServiceNow is a way to extend the platform's functionality by writing code that automates tasks and customizes the platform's behavior. There are two types of scripting

* Client scripts run on the client-side. They are used to manage the behavior of forms and lists. Client scripts can enhance user experience by performing tasks.
* Business rules are server-side scripts that execute in response to database operations. They are used to automate processes and enforce business logic. Business rules run in the background.
* Server scripts are executed on the server side and can be used in various contexts, including Business Rules, Script Includes, and Scheduled Jobs. They are crucial for performing complex operations and interacting with the ServiceNow database or external systems.
* UI Actions are scripts that create custom buttons or links on forms or lists, providing users with additional functionalities. They are often used to trigger specific actions or scripts when a user interacts with a button or link.

**Client-side server:**

Client-side scripting in ServiceNow, utilizing JavaScript APIs like g\_form, g\_user, and GlideAjax, enhances user experience by enabling immediate interactivity and real-time feedback within the browser. This approach allows developers to dynamically control form behavior, such as field validation, visibility, and mandatory status, without requiring server communication, which reduces server load and improves performance. By handling tasks on the client side, such as adjusting UI elements and integrating service catalog options based on user input.

**Server-side server:**

Server-side scripting in ServiceNow provides the backbone for complex business logic, data operations, and system integrations. By using Glide APIs and server-side scripts, we can automate workflows, enforce business rules, and integrate with external systems, ensuring efficient and reliable processing of data and business operations. This scripting approach centralizes critical operations on the server, maintaining performance and consistency across the platform.

GlideUser provides information about the currently logged-in user and their roles.

GlideRecord is the primary API for querying and manipulating records in ServiceNow tables.