

In ServiceNow, filters are used to define specific criteria that determine which records are displayed in lists, forms, reports, or dashboards. Filters allow users to focus on a subset of records that meet certain conditions, which can be based on various fields and their values. Filters are a fundamental aspect of managing and analyzing data within the ServiceNow platform

- Seravicenow filter search:

1. State Filter: have multiple states like "On Hold, In Progress, closed..."
2. Number Filter
3. Short Description
4. caller
5. Priority
6. Business duration
7. Category
8. Approval
9. Assignment group
10. ....

All > State in On Hold

	Number	Opened	Short description	Caller	Priority	State	Business duration	Category	Approval	Assignment group	Assign
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	on hold	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<input type="checkbox"/>	INC0000048	2015-11-02 14:05:36	Having problems with Sales Tools performance	Luke Wilson	4 - Low	On Hold			Not Yet Requested	(empty)	Rosie N (Resou
	INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold		Database		(empty)	David L
	INC0000017	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	1 - Critical	On Hold		Inquiry / Help	Not Yet Requested	Service Desk	Fred Lu
	INC0000040	2018-01-19 16:42:45	JavaScript error on hiring page of corporate website	Bud Richman	3 - Moderate	On Hold		Inquiry / Help	Not Yet Requested	(empty)	ITIL Us
	INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold		Inquiry / Help	Not Yet Requested	(empty)	(empty)
	INC0000002	2018-01-11 15:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold		Network		Network	Howar

NTOE 1: filter types would have the search word inside of it ,and each column has its own search box and we can filter out the data accordingly , this filter method is known as the bread crumb .

NOTE 2: the filters syntax is more likely simillar to SQL syntax . i.e when you are searching for a caller that his name starts with "H" you could filter out in the caller search box using H% to filter wahoever caller starts with the letter "H" .

- Another filter in table lists is besides the table name in the above of the page which is called the "banner search ", where it is not very specified filter because you cannot apply many filters or set many filter criterias ;you can choose only one filter criteria ,i.e type, state .....

The screenshot shows a software interface for managing incidents. At the top, there is a 'Category' dropdown menu with a search bar. Below this, there is a table with columns: description, Caller, Priority, State, Business duration, Category, Approval, Assignment group, and Assign. The table contains several rows of incident data. A dropdown menu is open from the 'Category' column, showing options like 'for text', 'Number', 'Opened', 'Short description', 'Caller', 'Priority', 'State', 'Business duration', 'Category', 'Approval', 'Assignment group', 'Assigned to', 'Updated', and 'Updated by'. The table data includes incident numbers (e.g., INC0000048, INC0000044, INC0000018), descriptions (e.g., 'g problems with Tools', 'log into SAP my laptop today', 'forecast spreadsheet is READ ONLY'), callers (e.g., Luke Wilson, Joe Employee, Taylor Vreeland, Carol Coughlin, Joe Employee, Fred Luddy, Bow Ruggeri), priorities (e.g., 4 - Low, 2 - High, 1 - Critical), states (e.g., On Hold, In Progress, Closed), business durations (e.g., 2 Hours 32 Minutes, 21 Days 14 Hours 3 Minutes, 11 Days 2 Hours 38 Minutes), categories (e.g., Database, Hardware), approval statuses (e.g., Not Yet Requested), assignment groups (e.g., (empty), Service Desk, Database, Hardware), and assignees (e.g., Rosie, Fred, ITIL, Beth, David, Don, ITIL).

Incident Number	Description	Caller	Priority	State	Business duration	Category	Approval	Assignment group	Assign
INC0000048	g problems with Tools	Luke Wilson	4 - Low	On Hold			Not Yet Requested	(empty)	Rosie (Resou)
INC0000044	log into SAP my laptop today	Joe Employee	2 - High	In Progress			Not Yet Requested	(empty)	Fred Li
INC0000018	forecast spreadsheet is READ ONLY	Taylor Vreeland	1 - Critical	In Progress	2 Hours 32 Minutes		Not Yet Requested	(empty)	ITIL Us
INC0000055	2018-03-29 21:47:23 SAP Sales app is not accessible	Carol Coughlin	1 - Critical	In Progress			Not Yet Requested	Service Desk	Beth A
INC0000007	2015-08-12 16:08:24 Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold		Database		(empty)	David I
INC0000010	2018-01-18 14:53:02 Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	21 Days 14 Hours 3 Minutes	Database	Not Yet Requested	Database	Don Gi
INC0000016	2017-12-29 Rain is leaking on main	Bow Ruggeri	1 - Critical	In	11 Days 2 Hours 38 Minutes	Hardware	Not Yet	Hardware	ITIL Us

- the third method is known as the global search :
  - If we are aware of any exact record number , we can use the global search in that case . simply type the record number in the global search and press enter and you will taken into that specific record and all the values inside it.
- Another way of filtering the data would be using the funnel icon and create that has multiple filter criterias and operator, and to apply the filter statement u created using this method you simply would click on the run icon at the top left of the page .
  - NOTE: you could save the filter condition when filtering using the funnel icon filter in order to use that saved filter condition later .