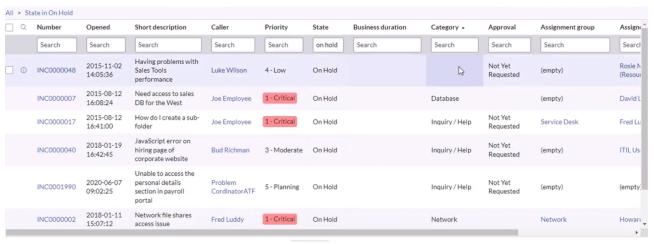In ServiceNow, filters are used to define specific criteria that determine which records are displayed in lists, forms, reports, or dashboards. Filters allow users to focus on a subset of records that meet certain conditions, which can be based on various fields and their values. Filters are a fundamental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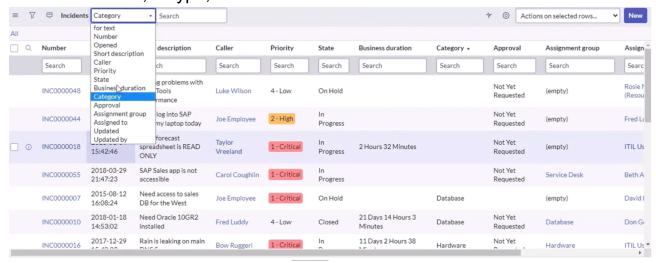
- Seravicenow filter search:

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. ....



| | | Number | Opened | Short description | Caller | Priority | State | Business duration | Category ▲ | Approval | Assignment group | Assignd |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| □ | Q | | | | | | | | | | | |
| | | Search | Search | Search | Search | Search | on hold | Search | Search | Search | Search | Searcl |
| □ | ⓘ | 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 CordinatorATF | 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 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 .