Vancouver release - ServiceNow Next Experience UI

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Next Experience is the new User Interface introduced by ServiceNow with one of the latest releases and available to all users with upcoming Vancouver release.

The improved UI uses unified navigation header, simplified workflows, and a low-code tools. It brings applications and work into one single-pane view which gives more space and flexibility.

You can still access data and perform tasks as usual on the platform!

What’s new:

Landing Pages with a simplified layout to view specific content for your role and tasks.

Unified Navigation header with 4 distinct zones joined as top banner: Logo, Navigation tabs, Contextual app pill, Utilities. It offers the same functions as classic navigation toolbar but gives you the option to display and collapse the menu items such as All, Favorites, History and Workspaces. You can pin any of this menu tabs to display them on the left side of your instance or unpin them to give you more workspace.

Image 1. Source: https://youtu.be/tZdZOCBROw0

The contextual app pill displays the name of the current landing page. You can add it to Favorites.

Clicking the NOW logo will take you back to the home landing page.

You can customize your preferences by clicking the Profile icon. Here you can change how your instance is displayed, enable which notifications are visible in the Workspace and Core UI and many others.

Image 2. Source: https://servicenow-be-prod.servicenow.com/bundle/vancouver-platform-user-interface/page/get-started/servicenow-overview/image/Unified_Navigation_v3.png?_LANG=enus

These features and products are not supported with Next Experience UI:

Homepages - the homepage feature is being phased out. Users can view existing homepages but cannot create homepages or edit existing homepages. Responsive dashboards and Analytics Center dashboards take over homepage functionality.Connect Chat is not available in Next Experience. Starting with Vancouver, certain Connect Chat functions are available in Next Experience UI by using Sidebar.Live Feed is not supported.Custom header menus are not supported.

Learn more about the Next Experience User Interface:

ServiceNow Product documentation: Next Experience UI (Vancouver)ServiceNow Product documentation: Working in the Next Experience UIYouTube: Next Experience User Interface | Overview (4 min movie)ServiceNow Community: Next Experience FAQ CommunityServiceNow

Support: Next Experience FAQ Support