

A field is called as dependent field, if the choices shown in that field are dependent on choice selected in other filed

The screenshot shows the ServiceNow Incident Detail page for incident INC0000060. A dropdown menu is open under the 'Subcategory' field, listing options like 'Configure Label', 'Configure Dictionary', and 'Configure Choices'. The 'Configure Choices' option is highlighted.

Incident - INC0000060

Fields (partial view):

- Number: INC0000060
- * Caller: Joe Employee
- Category: Inquiry / Help
- Subcategory: Email (dropdown menu open)
- Service office: Network
- Configuration: None
- Characteristics: None
- Notes: None
- Related Records: None
- Resolution Information: None
- Watch list: None
- Work notes list: None
- Activities: 23 (by Joe Employee)
- Field changes: 2016-12-13 18:46:44
- System status: 20°C Clear
- System info: ENG IN 18:55 04-12-2025

The screenshot shows the ServiceNow Dictionary Entry - Subcategory page for 'Subcategory'.

Dictionary Entry - Subcategory

Attributes:

- * Max length: 40
- Mandatory:
- Display:

Dependent Field Configuration:

- Specify a field whose value is used to determine choice list options for this field: Category
- Use dependent field:
- Dependent on field: Category

Related Links:

- Show Table
- Run Point Scan

Access Controls:

- Choices (20)
- Attributes (1)
- Labels (1)

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dev318469.service-now.com/nav/ui/classic/params/target/incident.do%3Fsys_id%3D-1%26sysparm_clear_stack%3Dtrue

Incident - Create INC0010013

All Favorites History Workspaces Admin

Search

Incident New record

Number: INC0010013

* Caller:

Category: Hardware

Subcategory: --None--

Service: CPU

Service offering: Disk

Configuration item: Keyboard

Memory

Monitor

Mouse

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

* Short description:

fullName:

Description:

Related Search Results

Related Search Knowledge

No results to display

Trending videos The Hunger Ga...

Search

ENG IN 19:02 04-12-2025

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Incident - Create INC0010013

All Favorites History Workspaces Admin

Search

Incident New record

Number: INC0010013

* Caller:

Category: Inquiry / Help

Subcategory: --None--

Service: Antivirus

Service offering: Email

Configuration item: Internal Application

Subscription

Channel: --NONE--

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

* Short description:

fullName:

Description:

Related Search Results

Related Search Knowledge

No results to display

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Here you can see that the subcategory field is dependent on category filed. It is possible to change a field value based on the value of other fields as shown below

The screenshot shows a ServiceNow application window titled "Hike - HIK0001003". The page displays several input fields:

- Number: HIK0001003
- Employee Name: (empty)
- Department: IT-Support
- Performance: Good
- Hike %: 13

Below the form are "Update" and "Delete" buttons. The background shows a standard Windows desktop environment with icons and a taskbar.

The screenshot shows the same ServiceNow application window for "Hike" record HIK0001003. The "Performance" field has been changed to "Below Average". All other fields remain the same: Number (HIK0001003), Employee Name (empty), Department (IT-Support), and Hike % (11).

Below the form are "Update" and "Delete" buttons. The background shows a standard Windows desktop environment with icons and a taskbar.

This screenshot shows a ServiceNow record edit screen for a 'Hike' entry. The record ID is HIK0001003. The fields visible are:

- Number: HIK0001003
- Employee Name: (empty)
- Department: IT
- Performance: Below Average
- Hike %: 13

Buttons at the bottom include 'Update' and 'Delete'.

This is achieved by following method

This screenshot shows the configuration of a 'Table - Hike Look Up' table. The table has the following properties:

- * Label: Hike Look Up
- * Name: u_hike_look_up
- Application: Global
- Extends table: Data Lookup Matcher Rules

The 'Table Columns' section lists the following columns:

Column label	Type	Reference	Max length	Default value	Display
Active	True/False	(empty)	40	true	false
Order	Integer	(empty)	40	100	true
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Sys ID	Sys ID (GUID)	(empty)	32		false

Screenshot of a ServiceNow browser window showing the "Hike Look Ups" list view.

The URL is: dev318469.service-now.com/nav/uiclassic/params/target/u_hike_look_up_list.do?sysparm_clear_stack=true

The list view displays the following data:

Active	Order	Department	Hike %	Performance
true	100	HR	14	Good
true	100	HR	12	Below Average
true	100	HR	13	Average
true	100	IT	13	Below Average
true	100	IT	15	Good
true	100	IT	14	Average
true	100	IT-Support	13	Good
true	100	IT-Support	11	Below Average
true	100	IT-Support	12	Average

Pagination: 1 to 9 of 9

System status bar: Air: Satisfactory tomorrow, ENG IN, 19:18, 04-12-2025

Screenshot of a ServiceNow browser window showing the "Data Lookup Definitions" list view.

The URL is: dev318469.service-now.com/nav/uiclassic/params/target/dl_definition_list.do?sysparm_clear_stack=true

The list view displays the following data:

Name	Active	Source Table	Matcher Table	Run on form change	Run on insert	Run on update
Assignment Lookup	true	Incident [incident]	Assignment Data Lookup [dl_u_assignment]	true	true	true
Hike Look Up Definition	true	Hike [u_hike]	Hike Look Up [u_hike_look_up]	true	true	true
Priority Lookup	true	Incident [incident]	Priority Data Lookup [dl_u_priority]	true	true	true
Priority Problem Lookup	true	Problem [problem]	Problem Priority Data Lookup [dl_problem_priority]	true	true	true

Pagination: 1 to 4 of 4

System status bar: 20°C Clear, ENG IN, 19:21, 04-12-2025

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← → ⌂ dev318469.service-now.com/nav/ui/classic/params/target/dl_definition.do?sys_id=3D7905fd16c325fe10e884770d050131f5%26sysparm_record_target%3Ddl_definition%26sysparm_record_row... ☆ ⓘ :

Data Lookup Definitions - Hike Look Up Definition

Name: Hike Look Up Definition

Source Table: Hike [u_hike]

Matcher Table: Hike Look Up [u_hike_look_up]

Application: Global

Active:

Run on form change:

Run on insert:

Run on update:

Buttons: Update, Delete

Matcher Field Definitions (2) Setter Field Definitions (1)

Source table field	Matcher table field	Exact lookup match
u_performance	u_performance	false
u_department	u_department	false

Actions on selected rows... New

20°C Clear

Search

19:22 04-12-2025

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← → ⌂ dev318469.service-now.com/nav/ui/classic/params/target/dl_definition_rel_match.do?sys_id=3D-1%26sys_is_list%3Dtrue%26sys_is_related_list%3Dtrue%26sys_target%3Ddl_definition_rel_matc... ☆ ⓘ :

Matcher Field Definitions - New Record

Data Lookup: Hike Look Up Definition

Source table field: -- None --

Matcher table field: -- None --

Application: Global

Exact lookup match:

Buttons: Submit

20°C Clear

Search

19:22 04-12-2025