

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

Incident - INC0000060

Number: INC0000060

State: Closed

Impact: 2 - Medium

Urgency: 2 - Medium

Priority: 3 - Moderate

Assignment group: Network

Assigned to: David Loo

Short description: Unable to connect to email

Description: I am unable to connect to the email server. It appears to be down.

Configuration: [Dropdown menu open showing options: Configure Label, Configure Dictionary, Configure Styles, Show Security Rules, Configure Choices, Show Choice List, Show - 'subcategory']

Activities: 23

Field changes: 2016-12-13 18:46:44

Dictionary Entry - Subcategory

View: Advanced

\* Max length: 40

Mandatory: ☐

Display: ☐

Attributes: edge\_encryption\_enabled=true

Choice List Specification: Dependent Field

Use dependent field: ☒

Dependent on field: Category

Create Choice List

Update

Related Links

Show Table

Run Point Scan

Access Controls

Choices (20)

Attributes (1)

Labels (1)

dev318469.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys\_id%3D-1%26sysparm\_clear\_stack%3Dtrue

Incident - Create INC0010013

Incident New record

Number: INC0010013

\* Caller:

Category: Hardware

Subcategory: -- None --

Service: CPU

Service offering: Keyboard

Configuration item: Memory

Channel: Monitor

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

\* Short description:

fullName:

Related Search Results

Related Search: Knowledge

No results to display

Description:

dev318469.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys\_id%3D-1%26sysparm\_clear\_stack%3Dtrue

Incident - Create INC0010013

Incident New record

Number: INC0010013

\* Caller:

Category: Inquiry / Help

Subcategory: -- None --

Service: Antivirus

Service offering: Email

Configuration item: Internal Application

Channel: Subscription

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

\* Short description:

fullName:

Related Search Results

Related Search: Knowledge

No results to display

Description:

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

dev318469.service-now.com/now/nav/ui/classic/params/target/u\_hike.do%3Fsys\_id%3D586ef1d6c365fe10e884770d050131a2%26sysparm\_record\_target%3Du\_hike%26sysparm\_record\_row%3D1%26sys...

Hike - HIK0001003

Number: HIK0001003

Employee Name:

Department: IT-Support

Performance: Good

Hike %: 13

Update Delete

dev318469.service-now.com/now/nav/ui/classic/params/target/u\_hike.do%3Fsys\_id%3D586ef1d6c365fe10e884770d050131a2%26sysparm\_record\_target%3Du\_hike%26sysparm\_record\_row%3D1%26sys...

Hike - HIK0001003

Number: HIK0001003

Employee Name:

Department: IT-Support

Performance: Below Average

Hike %: 11

Update Delete

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dev318469.service-now.com/now/nav/ui/classic/params/target/u\_hike.do%3Fsys\_id%3D586ef1d6c365fe10e884770d050131a2%26sysparm\_record\_target%3Du\_hike%26sysparm\_record\_row%3D1%26sys...

Hike - HIK0001003

Number: HIK0001003

Employee Name:

Department: IT

Performance: Below Average

Hike %: 13

Update Delete

20°C Clear | Search | 19:12 04-12-2025

This is achieved by following method

WhatsApp | Folder shared with you: | ServiceNow Training - Go | ServiceNow Developers | Hike Look Up | Table | Service | raghavendra-cvs/Service | +

dev318469.service-now.com/now/nav/ui/classic/params/target/sys\_db\_object.do%3Fsys\_id%3D11e9e59ec3a1fe10e884770d050131b4%26sysparm\_record\_target%3Dsys\_db\_object%26sysparm\_record\_r...

Table - Hike Look Up

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

\* Label: Hike Look Up

\* Name: u\_hike\_look\_up

Extends table: Data Lookup Matcher Rules

Application: Global

Remote Table:

Columns | Controls | Application Access

Table Columns for text Search 1 to 19 of 19 New

| 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.getTabletName(); | 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   |

Trending videos: The Hunger Ga...

Search | 19:19 04-12-2025

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dev318469.service-now.com/now/nav/ui/classic/params/target/u\_hike\_look\_up\_list.do%3Fsysparm\_clear\_stack%3Dtrue

Google All Favorites History Workspaces Admin Hike Look Ups Search

Hike Look Ups Department Search Actions on selected rows... New

All

| Active | Order  | Department     | Hike % | Performance   |
|--------|--------|----------------|--------|---------------|
| Search | Search | Search         | Search | Search        |
| 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       |

1 to 9 of 9

Air Satisfactory Tomorrow

Search

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WhatsApp Folder shared with you: ServiceNow Training - Go ServiceNow Developers Data Lookup Definitions | raghavendra-cvs/ServiceNo

dev318469.service-now.com/now/nav/ui/classic/params/target/dl\_definition\_list.do%3Fsysparm\_clear\_stack%3Dtrue

Google All Favorites History Workspaces Admin Data Lookup Definitions Search

Data Lookup Definitions Name Search Actions on selected rows... New

All

| Name                    | Active | Source Table        | Matcher Table                                      | Run on form change | Run on insert | Run on update |
|-------------------------|--------|---------------------|--|--------------------|---------------|---------------|
| Search                  | Search | Search              | Search   | Search             | Search        | Search        |
| 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          |

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Search

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WhatsApp Folder shared with you: ServiceNow Training - Go ServiceNow Developers Hike Look Up Definition | raghavendra-cv/Service...

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Data Lookup Definitions - Hike Look Up Definition

Name: Hike Look Up Definition Application: Global

Source Table: Hike [u\_hike] Active: ☒

Matcher Table: Hike Look Up [u\_hike\_look\_up] Run on form change: ☒

Run on insert: ☒

Run on update: ☒

Update Delete

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

for text Search Actions on selected rows... New

Data Lookup = Hike Look Up Definition

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

1 to 2 of 2

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Matcher Field Definitions - New Record

Data Lookup: Hike Look Up Definition Application: Global

Source table field: -- None -- Exact lookup match: ☐

Matcher table field: -- None --

Submit

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