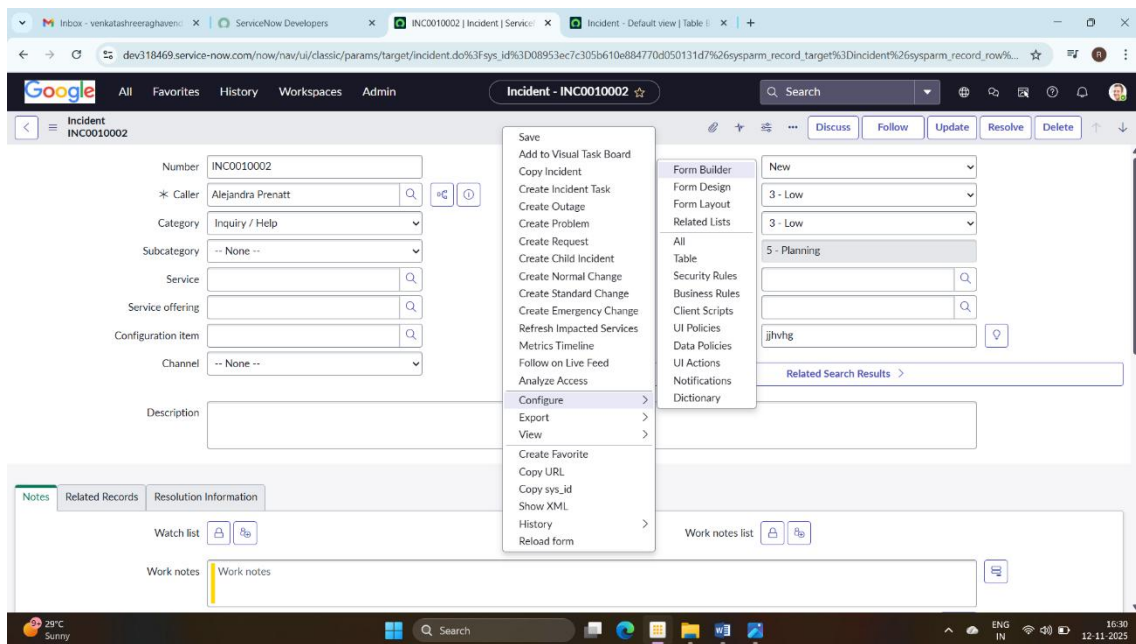
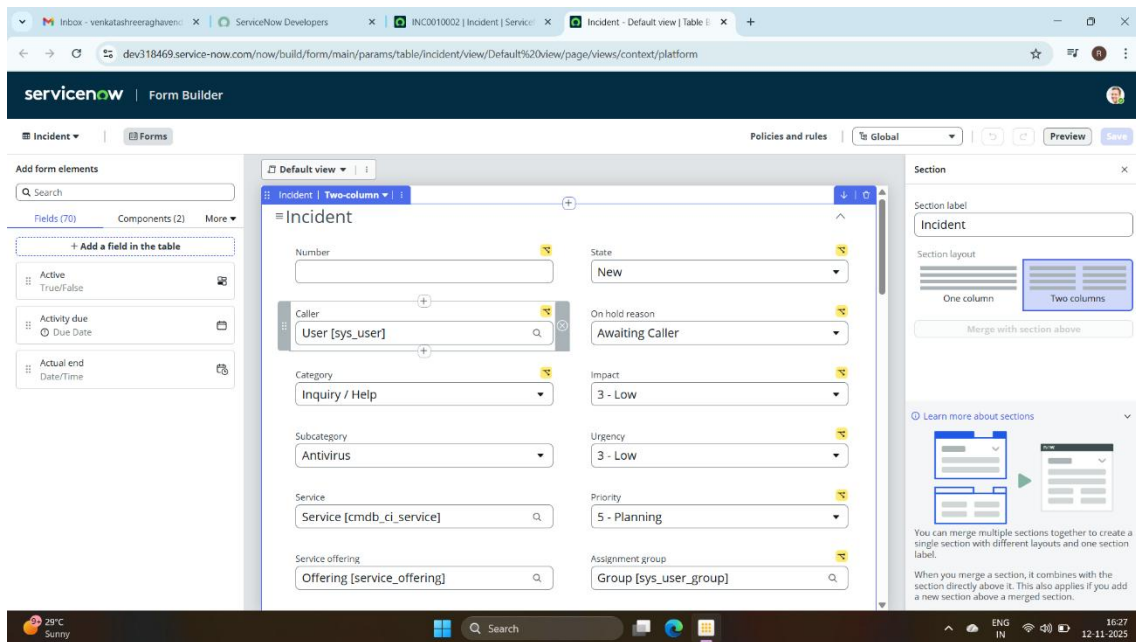


Three ways of configuring a form:



1. Form Builder (Advanced)



2. Form Layout (auto-refresh)

Configuring Incident form

Available

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Assigned to [+]
- Assignment group [+]
- Business duration
- Business impact
- Business resolve time
- Caller [+]

Selected

- Number
- Caller
- Category
- Subcategory
- Service
- Service offering
- Configuration item
- Universal Request
- Transfer reason
- Channel
- I- split -I
- State
- On hold reason
- Impact
- Urgency

Form view and section

View name: Default view

Section: Incident

Create new field

Name:

Type: String

Field length: Small (40)

Related Links

Show versions

3. Form Design

Form Design

Incident [Incident] Default view

Fields

Field Types

Filter

Fields

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Approval
- Approval history
- Approval set
- Business duration
- Business impact
- Business resolve time
- Child Incidents
- Closed
- Closed by
- Comments and Work notes
- Company

Incident

2 Column

- Number
- Caller
- Category
- Subcategory
- Service
- Service offering
- Configuration item
- Universal Request
- Transfer reason
- Channel
- State
- On hold reason
- Impact
- Urgency
- Priority
- Assignment group
- Assigned to
- Short description
- Contextual Search Results (Formatter)

Description

1 Column

Notes

2 Column

- Watch list
- Work notes list

Making the form single column using Form design

The screenshot shows the ServiceNow Form Design interface for an 'Incident' form. The browser tabs include 'Inbox - venkatasreeraghavend...', 'ServiceNow Developers', 'INC0010002 | Incident | Service...', 'Form Design', and 'Incident - Default view | Table...'. The address bar shows the URL: `dev318469.service-now.com/Sng_fd.do?sysparm_attributes=startTable='Incident'%2CstartView='Default%20view'`. The interface has a 'Form Design' header. On the left, there's a 'Fields' tab with a 'Filter' input and a list of fields including 'Active', 'Activity due', 'Actual end', 'Actual start', 'Additional assignee list', 'Approval', 'Approval history', 'Approval set', 'Business duration', 'Business impact', 'Business resolve time', 'Child Incidents', 'Closed', 'Closed by', 'Comments and Work notes', and 'Company'. The main area shows the 'Incident' form layout with fields: 'Number', 'Caller', 'Category', 'Subcategory', 'Service', 'Service offering', 'Configuration item', 'Universal Request', 'Transfer reason', 'Channel', 'State', 'On hold reason', 'Impact', 'Urgency', and 'Priority'. Each field has a settings icon. The top right of the form area shows '1 Column'. The bottom of the screen shows a Windows taskbar with the date '12-11-2025' and time '16:43'.

Reloading the form

The screenshot shows the ServiceNow Incident form (INC0010002) in a single column layout. The browser tabs include 'Inbox - venkatasreeraghavend...', 'ServiceNow Developers', 'INC0010002 | Incident | Service...', 'Form Design', and 'Incident - Default view | Table...'. The address bar shows the URL: `dev318469.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D08953ec7c305b610e884770d050131d7%26sysparm_record_rows%3D68%26sysparm_record_target%3D...`. The interface has a 'Google' search bar and a 'Search' button. The form fields include: 'Number' (INC0010002), 'Caller' (Alejandra Prenatt), 'Category' (Inquiry / Help), 'Subcategory' (-- None --), 'Service' (empty), 'Service offering' (empty), 'Configuration item' (empty), 'Channel' (-- None --), 'Description' (empty), 'State' (New), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group' (empty), 'Assigned to' (empty), 'Port description' (jlvhg), and 'Related Search Results'. A context menu is open over the form, showing options: 'Save', 'Add to Visual Task Board', 'Copy Incident', 'Create Incident Task', 'Create Outage', 'Create Problem', 'Create Request', 'Create Child Incident', 'Create Normal Change', 'Create Standard Change', 'Create Emergency Change', 'Refresh Impacted Services', 'Metrics Timeline', 'Follow on Live Feed', 'Analyze Access', 'Configure', 'Export', 'View', 'Create Favorite', 'Copy URL', 'Copy sys_id', 'Show XML', 'History', and 'Reload form'. The bottom of the screen shows a Windows taskbar with the date '12-11-2025' and time '16:44'.

Number: INC0010002

* Caller: Alejandra Prenatt

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

Channel: -- None --

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

* Short description: jhhvg

The same can be achieved through form layout by moving “|-split-|” in the selected section to available section

It can also be achieved through form builder by selecting single column option on the RHS.

When you convert it back to the double column (using any of the 3 ways), it doesn’t appear same as before

Number: INC0010002

* Caller: Alejandra Prenatt

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

Channel: -- None --

State: New

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group:

Assigned to:

* Short description: jhhvg

Related Search Results >

Description:

Notes | Related Records | Resolution Information

Watch list:

Work notes list:

A separate section needs to be created for Description below the main section (which is later merged with the main section) to make to span over two columns(using any of the 3 ways)