

Sorting any column in list view

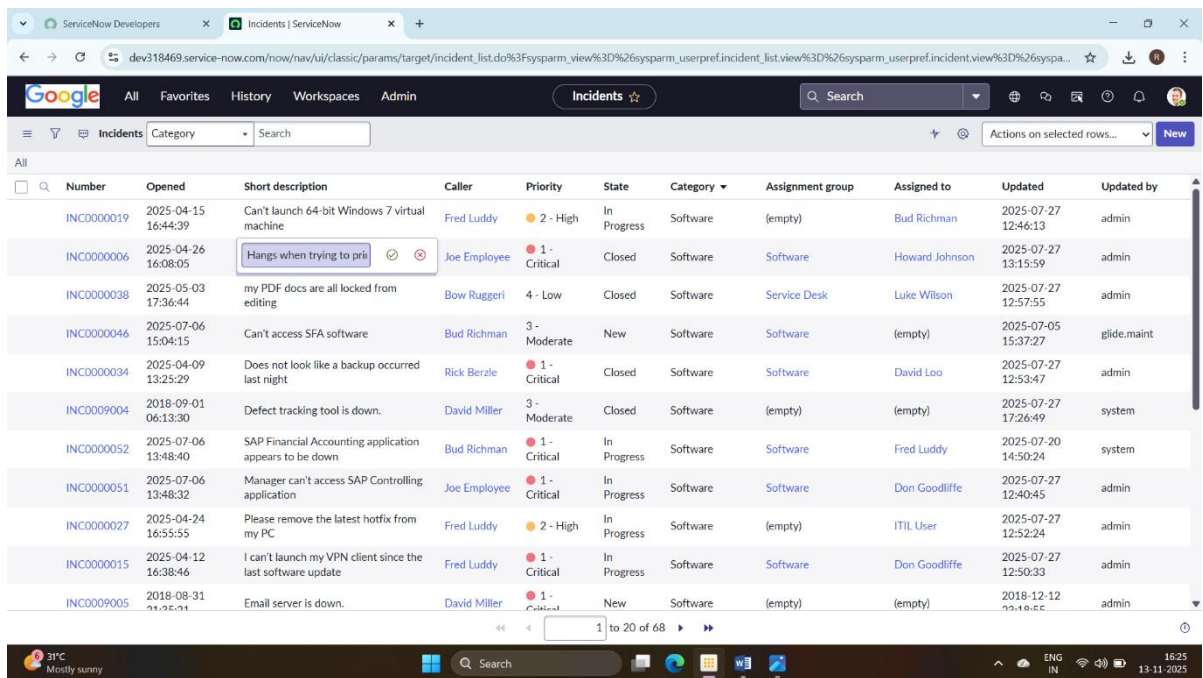
The screenshot shows the ServiceNow Incidents list view. The 'Category' column dropdown menu is open, displaying sorting options: 'Sort (a to z)', 'Sort (z to a)', 'Show Visual Task Board', 'Ungroup', 'Group By Category', 'Bar Chart', 'Pie Chart', 'Launch Interactive Analysis', 'Launch Process Mining', 'Configure', 'Import', 'Export', 'Update Selected', 'Update All', 'Data Management', 'Create Application Files', 'Import XML', and 'Show XML'. The table lists incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assigned to, Updated, and Updated by.

Number	Opened	Short description	Caller	Priority	State	Category	Assigned to	Updated	Updated by
INC0000019	2025-04-15 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	Bud Richman	2025-07-27 12:46:13	admin
INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Bud Johnson	2025-07-27 13:15:59	admin
INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Luke Wilson	2025-07-27 12:57:55	admin
INC0000046	2025-07-06 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	(empty)	2025-07-05 15:37:27	glide.maint
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	Closed	Software	David Loo	2025-07-27 12:53:47	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	2025-07-27 17:26:49	system
INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	ITIL User	2025-07-27 12:52:24	admin
INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Don Goodliffe	2025-07-27 12:50:33	admin
INC0009005	2018-08-31 14:05:01	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	2018-12-12 09:40:00	admin

The screenshot shows the ServiceNow Incidents list view with a different set of incidents. The table lists incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000055	2025-07-06 21:47:23	SAP Sales app is not accessible	Carol Coughlin	1 - Critical	In Progress		Service Desk	Beth Anglin	2025-07-20 16:08:31	admin
INC0000044	2025-04-28 17:47:08	Can't log into SAP from my laptop today	Joe Employee	2 - High	In Progress		(empty)	Fred Luddy	2025-07-27 12:52:03	admin
INC0000018	2025-04-13 16:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	1 - Critical	In Progress		(empty)	ITIL User	2025-07-27 12:37:49	admin
INC0000048	2015-11-02 14:05:36	Having problems with Sales Tools performance	Luke Wilson	4 - Low	On Hold		(empty)	ITIL User	2015-11-24 07:46:20	admin
INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold	Database	(empty)	David Loo	2015-11-24 07:47:36	admin
INC0000010	2025-04-27 15:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2025-07-27 13:16:35	admin
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2025-07-27 17:19:50	system
INC0000025	2025-04-05 16:53:46	Need to add more memory to laptop	Don Goodliffe	1 - Critical	In Progress	Hardware	(empty)	ITIL User	2025-07-27 12:44:35	admin
INC0000601	2025-07-23 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2025-09-06 08:17:05	system
INC0000016	2025-04-07 16:40:23	Rain is leaking on main DNS Server	Bow Ruggeri	1 - Critical	In Progress	Hardware	Hardware	ITIL User	2025-07-27 12:51:23	admin
INC0000030	2025-05-04 17:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo	2025-07-27 12:51:23	admin

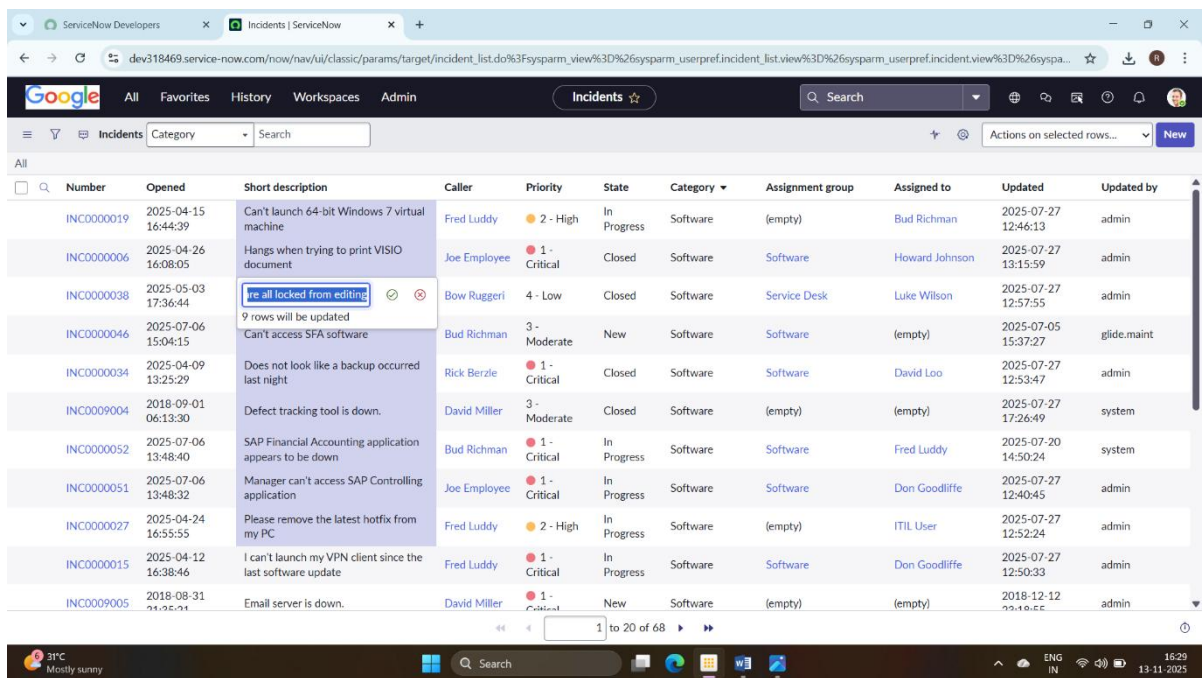
Double click on any cell in the list view to edit it



The screenshot shows the ServiceNow Incidents list view. The table contains the following data:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000019	2025-04-15 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	(empty)	Bud Richman	2025-07-27 12:46:13	admin
INC0000006	2025-04-26 16:08:05	Hangs when trying to print	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-07-27 13:15:59	admin
INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Service Desk	Luke Wilson	2025-07-27 12:57:55	admin
INC0000046	2025-07-06 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software	(empty)	2025-07-05 15:37:27	glide.maint
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC00009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-07-27 17:26:49	system
INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	(empty)	ITIL User	2025-07-27 12:52:24	admin
INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
INC0009005	2018-08-31 04:05:04	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 09:40:55	admin

If you want to edit multiple cells with same new content then use shift & up and down arrows to select multiple cells (only possible if all cells are consecutive)



The screenshot shows the ServiceNow Incidents list view with rows 3 through 7 selected. The 'Short description' column for these rows is highlighted in blue, indicating they are selected for editing. The data is as follows:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000019	2025-04-15 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	(empty)	Bud Richman	2025-07-27 12:46:13	admin
INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-07-27 13:15:59	admin
INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Service Desk	Luke Wilson	2025-07-27 12:57:55	admin
INC0000046	2025-07-06 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software	(empty)	2025-07-05 15:37:27	glide.maint
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC00009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-07-27 17:26:49	system
INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	(empty)	ITIL User	2025-07-27 12:52:24	admin
INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
INC0009005	2018-08-31 04:05:04	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 09:40:55	admin

Condition Builder is used to apply multiple condition (which can be manipulated from bread crumbs also)

The screenshot shows the ServiceNow Incidents page. At the top, there's a search bar and a filter icon. Below the filter icon, the 'Condition Builder' is visible, showing two conditions: 'Activity due before Last 3 months' and 'Priority greater than or equal to 2 - High'. The incidents list below shows columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The first incident is INC0000027, opened on 2025-04-24, with the description 'Please remove the latest hotfix from my PC'.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	(empty)	ITIL User	2025-07-27 12:52:24	admin
INC0000049	2025-07-06 14:56:37	Network storage unavailable	Beth Anglin	2 - High	In Progress	Network	Hardware	Don Goodliffe	2025-07-27 12:52:34	admin
INC0000060	2016-12-12 07:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
INC0000029	2025-04-26 17:00:44	I can't get my weather report	Charlie Whitherspoon	5 - Planning	In Progress	Inquiry / Help	Service Desk	Don Goodliffe	2025-07-27 12:50:57	admin
INC0000037	2025-04-28 17:34:56	Request for a new service	Sam Sorokin	3 - Moderate	In Progress	Inquiry / Help	Service Desk	Howard Johnson	2025-07-27 12:51:40	admin

Dropdown (present on the RHS of the filter icon) can be used for a simple search

It is also possible to filter by right clicking on record

The screenshot shows the ServiceNow Incidents page with a dropdown menu open for the record INC0000006. The dropdown menu options are: Show Matching, Filter Out, Copy URL to Clipboard, Copy sys_id, Assign Tag, Archive Record, Assign to me, Follow on Live Feed, Show Live Feed, and Add to Visual Task Board. The incidents list below shows columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The first incident is INC0000019, opened on 2025-04-15, with the description 'Can't launch 64-bit Windows 7 virtual machine'.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000019	2025-04-15 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	(empty)	Bud Richman	2025-07-27 12:46:13	admin
INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	In Progress	Software	(empty)	Howard Johnson	2025-07-27 13:15:59	admin
INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	In Progress	Software	Service Desk	Luke Wilson	2025-07-27 12:57:55	admin
INC0000046	2025-07-06 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	In Progress	Software	(empty)	(empty)	2025-07-05 15:37:27	glide.maint
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	In Progress	Software	(empty)	David Loo	2025-07-27 12:53:47	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	In Progress	(empty)	(empty)	(empty)	2025-07-27 17:26:49	system
INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	(empty)	ITIL User	2025-07-27 12:52:24	admin
INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
INC0009005	2018-08-31 01:05:11	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 09:10:55	admin

Copy URL to clipboard option allows anyone with URL and access to instantly access the record (can be shared to anyone who needs that record alone)

Sys_id is a unique 32 digit id given for every record in ServiceNow

dev318469.service-now.com/now/nav/ui/classic/params/target/incident_list.do%3Fsysparm_query%3Dpriority%253D1%26sysparm_first_row%3D1%26sysparm_view%3D

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
<input type="checkbox"/>	INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
<input type="checkbox"/>	INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
<input type="checkbox"/>	INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
<input type="checkbox"/>	INC0000054	2015-11-02 12:49:08	SAP Materials Management is slow or there is an outage	Christen Mitchell	1 - Critical	On Hold	Software	Service Desk	(empty)	2015-11-24 07:47:36	admin
<input type="checkbox"/>	INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
<input type="checkbox"/>	INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-07-27 13:15:59	admin
<input type="checkbox"/>	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
<input type="checkbox"/>	INC0000001	2025-04-26 16:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2025-07-27 13:16:07	admin
<input type="checkbox"/>	INC0000003	2025-04-27 16:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2025-07-27 12:51:14	admin
<input type="checkbox"/>	INC0000002	2025-04-20 16:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
<input type="checkbox"/>	INC0000031	2025-03-31 17:14:02	Need help with Remedy. Can we configure it?	Joe Employee	1 - Critical	In Progress	Inquiry / Help	(empty)	David Loo	2025-07-27 13:44:30	admin

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	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
<input type="checkbox"/>	INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Service Desk	Luke Wilson	2025-07-27 12:57:55	admin
<input type="checkbox"/>	INC0000027	2025-04-24 16:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software	(empty)	ITIL User	2025-07-27 12:52:24	admin
<input type="checkbox"/>	INC0000019	2025-04-15 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software	(empty)	Bud Richman	2025-07-27 12:46:13	admin
<input type="checkbox"/>	INC0000012	2025-04-11 16:07:00	Customer didn't receive eFax	Don Goodliffe	5 - Planning	Closed	Software	Database	David Loo	2025-07-27 12:56:12	admin
<input type="checkbox"/>	INC0000046	2025-07-06 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software	(empty)	2025-07-05 15:37:27	glide.maint
<input type="checkbox"/>	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2025-07-27 17:26:49	system
<input type="checkbox"/>	INC0000039	2025-04-28 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network	(empty)	2025-07-27 12:39:15	admin
<input type="checkbox"/>	INC0000049	2025-07-06 14:56:37	Network storage unavailable	Beth Anglin	2 - High	In Progress	Network	Hardware	Don Goodliffe	2025-07-27 12:52:34	admin
<input type="checkbox"/>	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
<input type="checkbox"/>	INC0010002	2025-11-10 22:58:58	abcd	Alejandra Prenatt	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2025-11-12 23:45:06	admin
<input type="checkbox"/>	INC0008001	2021-01-15 12:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:21:47	admin

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