

Each application in ServiceNow is a table.

Label	Name	Extends table	Extensible	Updated
Account Subscription Entitlement	account_subscription_entitlement	(empty)	false	2025-07-27 16:55:49
Adaptive Authentication Event	adaptive_auth_event	(empty)	false	2025-07-27 16:37:47
Agent Assist Recommendation	agent_assist_recommendation	Application File	false	2025-07-27 16:39:11
MID Server File	agent_file	(empty)	false	2025-07-27 16:23:06
Record Producer Configuration	aisa_rp_config	Application File	false	2025-07-27 16:42:56
Search Actions	aisa_ui_action	Application File	false	2025-07-27 16:42:56
AI Search ACL Overrides	ais_ad_overrides	Application File	false	2025-07-27 16:06:27
AI Search Active Table Ingestion Tracker	ais_active_table_ingestion_tracker	(empty)	false	2025-07-27 16:06:25
AI Search Async Genius Result	ais_async_genius_result	(empty)	false	2025-07-27 16:06:29
AI Search Async Request	ais_async_request	(empty)	false	2025-07-27 16:06:29
AI Search Child Table	ais_child_table	Application File	false	2025-07-27 16:06:28
AI Search Configuration Attribute	ais_configuration_attribute	(empty)	false	2025-07-27 16:06:25
AI Search Connection	ais_connection	(empty)	false	2025-07-27 16:06:29
AI Search Country To Search Language	ais_country_to_search_language	Application File	false	2025-07-27 16:06:29
Custom Matcher	ais_custom_matcher	Application File	false	2025-07-27 16:06:27
AI Search Indexed Source	ais_datasource	Application File	false	2025-07-27 16:06:28
AI Search Indexed Source Attribute	ais_datasource_attribute	Application File	false	2025-07-27 16:06:25

There are currently 5791 pre defined tables.

There are 95 columns in incident table.

Using the save option creates the table and reloads the same page. Using submit button (on RHS) also creates table but goes back to previous page.

The screenshot shows the ServiceNow 'customer' table configuration. At the top, the table name 'customer' is selected. Below it, a note states: '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.' A 'More Info' link is present.

Table settings include:

- Label:** customer
- Name:** u_customer
- Application:** Global
- Remote Table:** None

The 'Columns' tab is active, displaying the following table structure:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false

At the bottom of the columns section, there is a note: 'Insert a new row...'.

Always enable auto number when you create a table

The screenshot shows the 'customer' table configuration with the 'Controls' tab selected. The 'Auto-number' checkbox is checked, indicating the use of sequential numbering.

Auto-numbering settings:

- Prefix:** CUS
- Number:** 1000
- Number of digits:** 7

A note at the bottom states: 'Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.'

At the bottom of the controls section, there is a note: 'Create access controls' with a checked checkbox.

The screenshot shows a ServiceNow browser window with the URL https://dev318469.service-now.com/nav/uiclassic/params/target/u_customer.do?sys_id=1%26sys_is_list%3Dtrue%26sys_target%3Du_customer%26sysparm_checked_items%3D%26sysparm_fixed_items%3D%26sysparm_view%3D%26sysparm_domain%3Dnull%26sysparm_table%3Dcustomer. The page title is "customer - Create CUS0001001". A search bar contains "Search". Below it is a "Submit" button. The main area has a "Number" field containing "CUS0001001".

The screenshot shows a ServiceNow browser window with the URL https://dev318469.service-now.com/nav/uiclassic/params/target/sys_db_object.do?sys_id=3D8a0ce027c3997a10e884770d050131b5%26sysparam_view%3D%26sysparam_domain%3Dnull%26sysparam_table%3Dcustomer. The page title is "Table - customer". It displays a table of columns with the following data:

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Number	String	(empty)	40	javascript:global.getNextObjNumberPadded();	false
Updated by	String	(empty)	40		false
name	String	(empty)	40	enter your name	false
Updated	Date/Time	(empty)	40		false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false

Below the table are buttons for "Delete", "Update", and "Delete All Records".

Created a new column (name) in the table

Custom tables (user-defined) can be deleted. But it is recommended to delete all the records in the table before deleting the table itself (to avoid problem with dependencies among tables)

Deleted records can be undeleted within 30 days (only if table is not deleted).

A deleted table can't be undeleted

To view the schema of any table

The screenshot shows the ServiceNow interface with the search bar set to "Table - customer". The main content area displays the schema for the "customer" table. The table has 8 columns:

Type	Reference	Max length	Default value	Display
System ID (GUID)	{empty}	32		false
Integer	{empty}	40		false
String	{empty}	40	javascript:global.getNextObjNumberPadded();	false
String	{empty}	40	enter your name	false
Date/Time	{empty}	40		false
String	{empty}	40		false
Created	Date/Time	{empty}		false

Below the table, there are buttons for "Delete", "Update", and "Delete All Records". A sidebar on the left shows navigation links for "Tables & Columns" and "Tables".

Related Links

- Form Builder
- Design Form
- Layout Form
- Layout List

https://dev318469.service-now.com/table_columns.do

The screenshot shows the "Tables & Columns" page. On the left, a sidebar lists various system tables and components. In the center, there is a tree view of indexes for the selected table:

- Updated
- Updated by
- Updates
- name

At the bottom, there are buttons for "Edit Table", "Schema map", and "Delete all records".

Index creator

Select the fields that should be included in the index. Only those fields from the table selected above are available.

Available

Selected

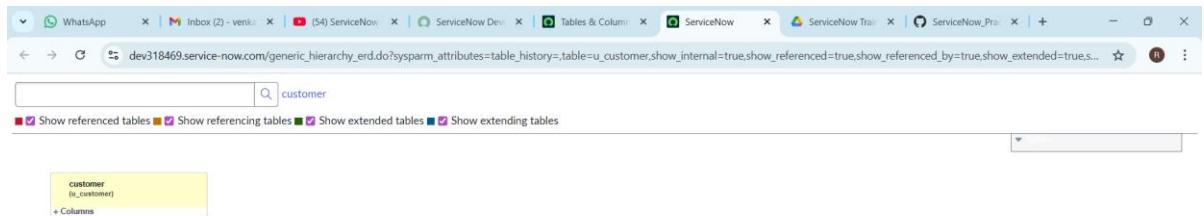
Table name: u.customer
Access Method: BTREE
Unique Index:

Create Index

The screenshot shows the "Create Index" dialog. It includes fields for "Table name" (set to "u.customer"), "Access Method" (set to "BTREE"), and a "Unique Index" checkbox. Below these are two lists: "Available" (containing fields like "Created", "Created by", "Number", "Sys ID", and "Updated") and "Selected" (which is currently empty). At the bottom are "Up" and "Down" buttons for reordering the selected fields.

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Select that particular table from the list and click on Schema map



Referring this table in another table (orders)

