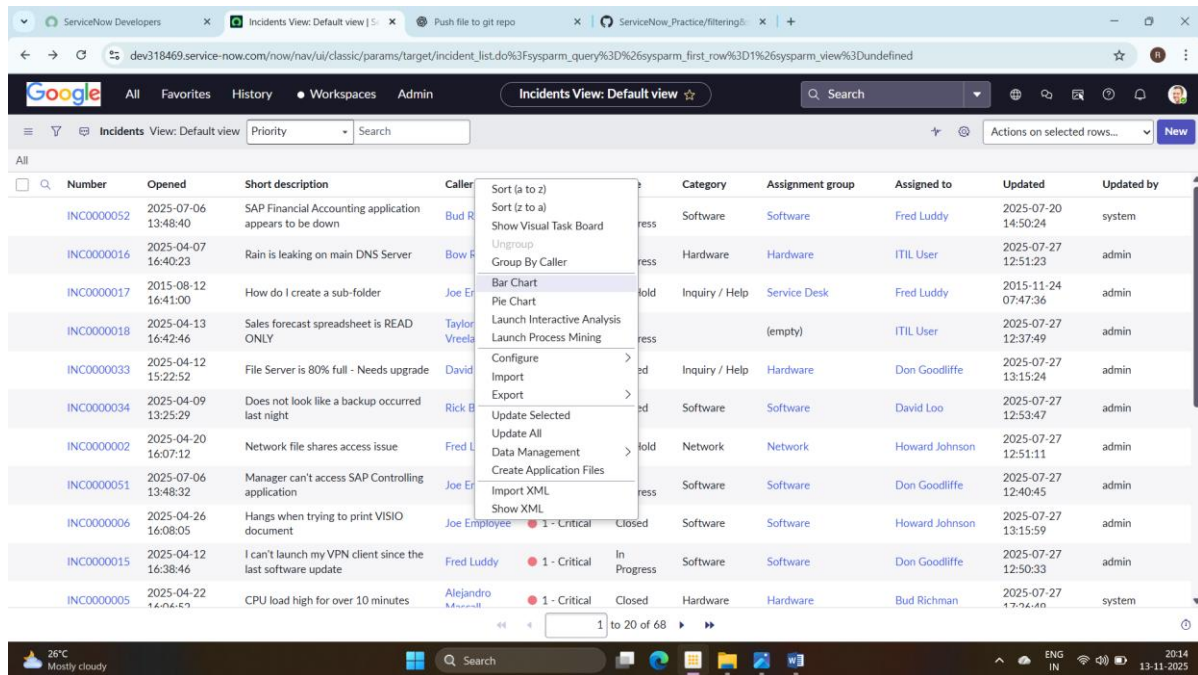


Incident.list in the search opens incident list in same tab while incident.LIST in the search opens incident list in new tab

Similar is the functionality with incident.do/DO and incident.config/CONFIG

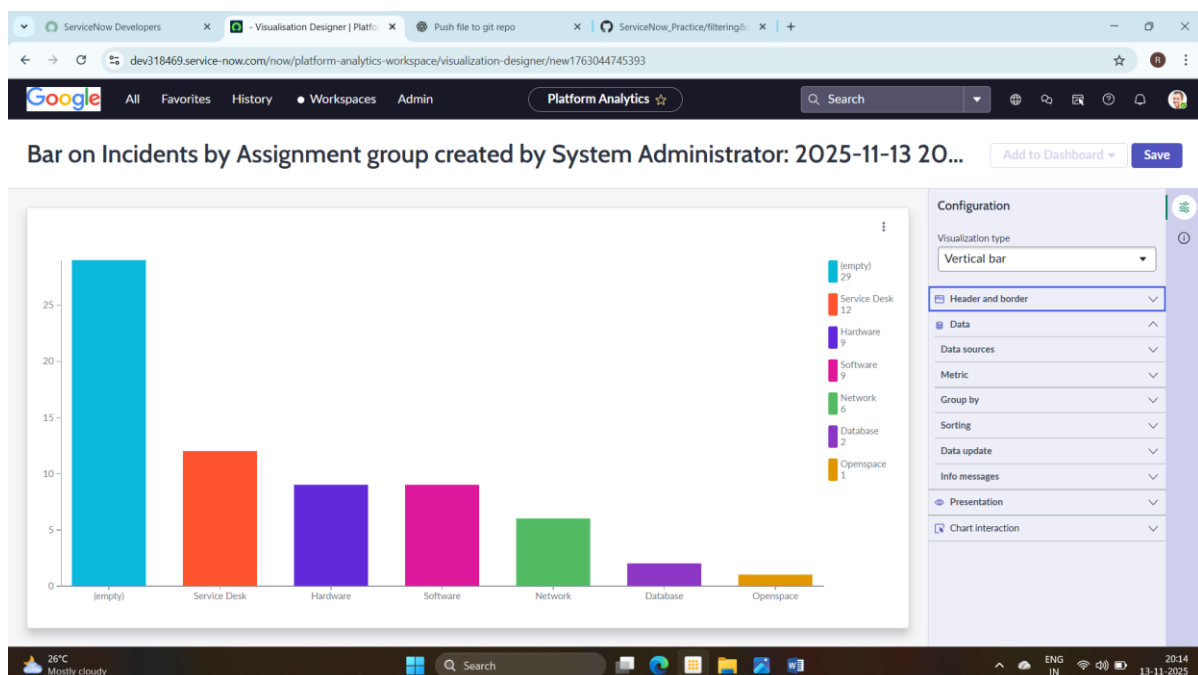
(Incident.form/FORM and incident.do/DO does the same thing (opens a form to create new record)).

Charts:

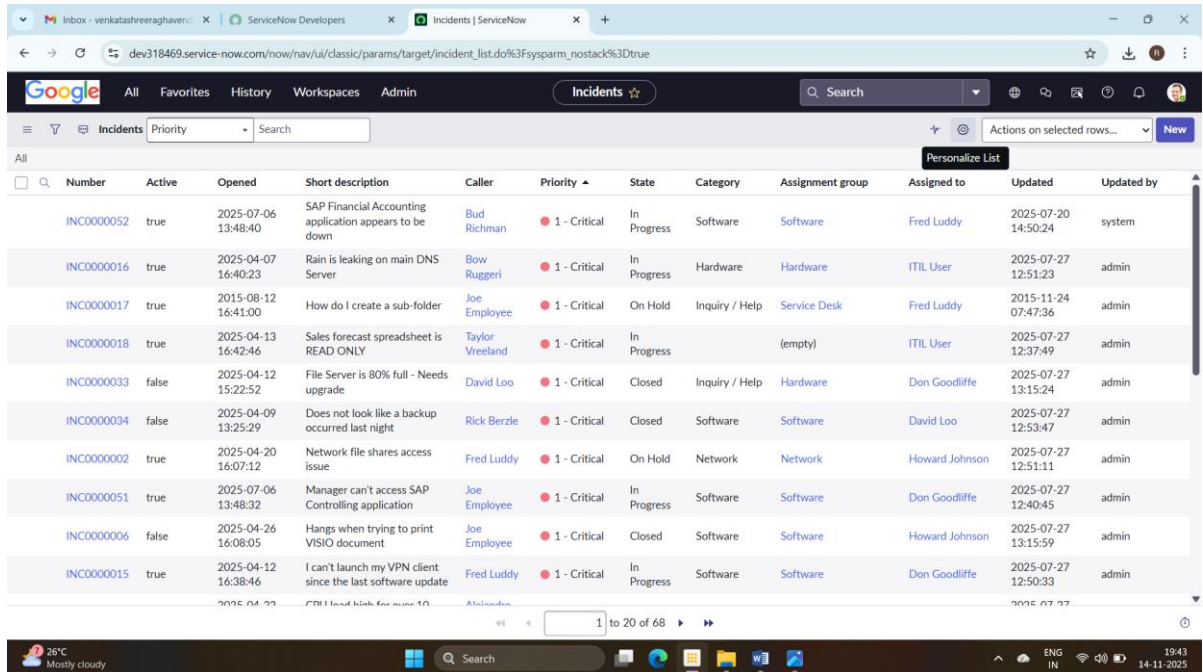


The screenshot shows the ServiceNow Incidents View interface. A context menu is open over the 'Caller' column, displaying options such as 'Sort (a to z)', 'Sort (z to a)', 'Show Visual Task Board', 'Ungroup', 'Group By Caller', 'Bar Chart', 'Pie Chart', 'Launch Interactive Analysis', 'Launch Process Mining', 'Configure', 'Import', 'Export', 'Update Selected', 'Update All', 'Data Management', 'Create Application Files', 'Import XML', and 'Show XML'. The incident list below includes columns for Number, Opened, Short description, Caller, Category, Assignment group, Assigned to, Updated, and Updated by.

Number	Opened	Short description	Caller	Category	Assignment group	Assigned to	Updated	Updated by
INC0000052	2025-07-06 13:48:40	SAP Financial Accounting application appears to be down	Bud Richman	Software	Software	Fred Luddy	2025-07-20 14:50:24	system
INC0000016	2025-04-07 16:40:23	Rain is leaking on main DNS Server	Bow R	Hardware	Hardware	ITIL User	2025-07-27 12:51:23	admin
INC0000017	2015-08-12 16:41:00	How do I create a sub-folder	Joe Er	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
INC0000018	2025-04-13 16:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreke	(empty)	(empty)	ITIL User	2025-07-27 12:37:49	admin
INC0000033	2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick B	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC0000002	2025-04-20 16:07:12	Network file shares access issue	Fred L	Network	Network	Howard Johnson	2025-07-27 12:51:11	admin
INC0000051	2025-07-06 13:48:32	Manager can't access SAP Controlling application	Joe Er	Software	Software	Don Goodliffe	2025-07-27 12:40:45	admin
INC0000006	2025-04-26 16:08:05	Hangs when trying to print VISIO document	Joe Employee	Software	Software	Howard Johnson	2025-07-27 13:15:59	admin
INC0000015	2025-04-12 16:38:46	I can't launch my VPN client since the last software update	Fred Luddy	Software	Software	Don Goodliffe	2025-07-27 12:50:33	admin
INC0000005	2025-04-22 14:04:53	CPU load high for over 10 minutes	Alejandro	Hardware	Hardware	Bud Richman	2025-07-27 17:04:40	system

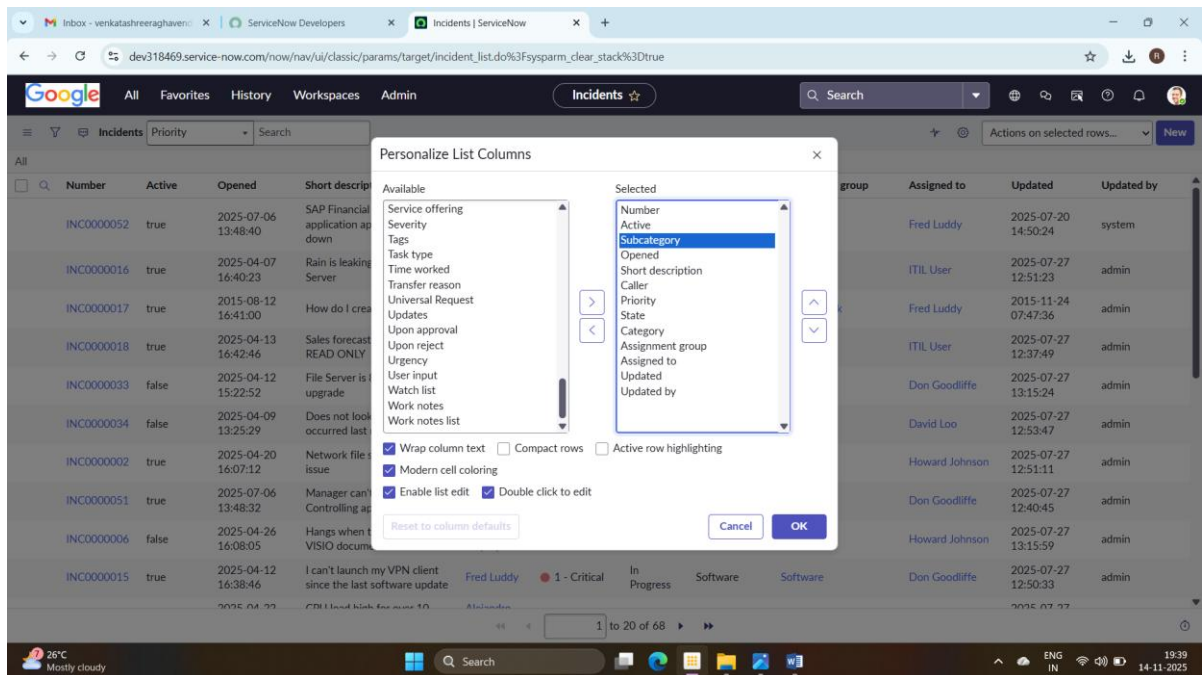


## Personalization of list



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

Number	Active	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000052	true	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
INC0000016	true	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
INC0000017	true	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
INC0000018	true	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
INC0000033	false	2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	false	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
INC0000002	true	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
INC0000051	true	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
INC0000006	false	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
INC0000015	true	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



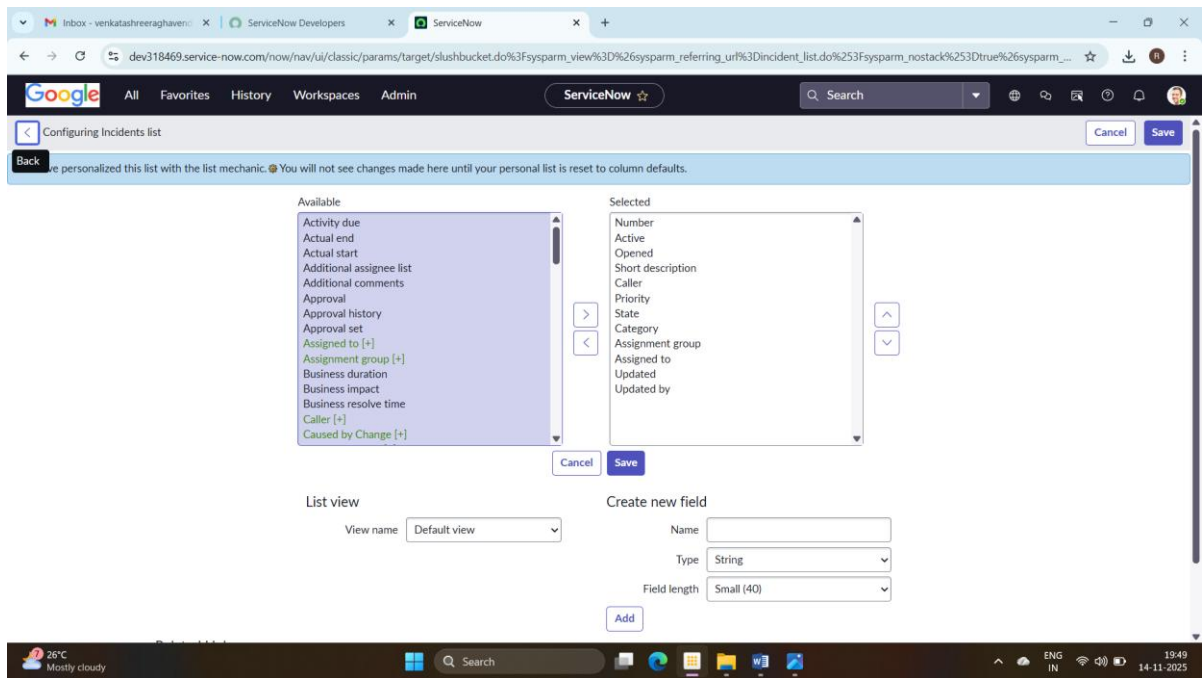
The screenshot shows the ServiceNow Incidents list view with the 'Personalize List Columns' dialog box open. The dialog box allows users to customize the list columns and formatting. The 'Available' list includes: Service offering, Severity, Tags, Task type, Time worked, Transfer reason, Universal Request, Updates, Upon approval, Upon reject, Urgency, User input, Watch list, Work notes, and Work notes list. The 'Selected' list includes: Number, Active, Subcategory, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The 'Wrap column text' checkbox is checked. The 'Modern cell coloring' checkbox is checked. The 'Enable list edit' checkbox is checked. The 'Double click to edit' checkbox is checked. The 'Reset to column defaults' button is visible. The 'Cancel' and 'OK' buttons are at the bottom right of the dialog box.

Number	Active	Subcategory	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000052	true		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
INC0000016	true		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
INC0000017	true		2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	admin
INC0000018	true		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
INC0000033	false		2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	false		2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berze	1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
INC0000002	true		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
INC0000051	true		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
INC0000006			2025-04-26 16:08:05	Hangs when trying to	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2025-07-27 12:37:49	admin

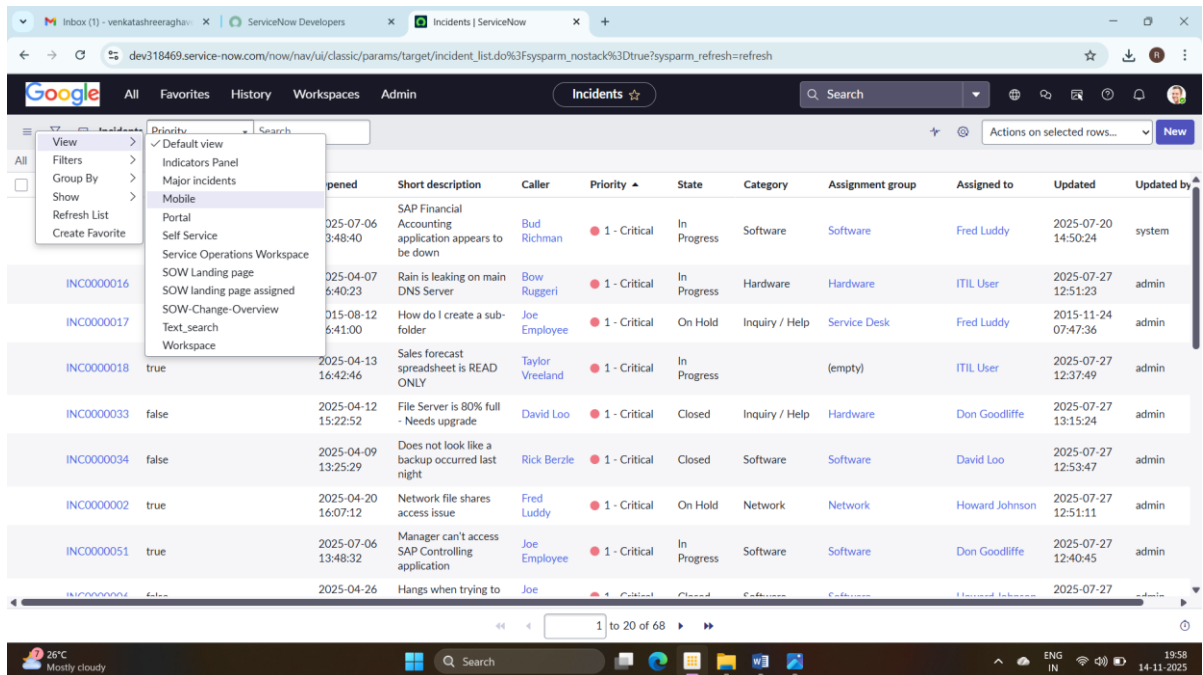
## List Layout

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
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
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
INC0000017	2015-08-12 16:41:00	How do I create a sub-folder	Joe Employee	1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 07:47:36	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
INC0000033	2025-04-12 15:22:52	File Server is 80% full - Needs upgrade	David Loo	1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-07-27 13:15:24	admin
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berze	1 - Critical	Closed	Software	Software	David Loo	2025-07-27 12:53:47	admin
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
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
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
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
INC0000005	2025-04-22 16:06:52	CPU load high for over 10 minutes	Alejandro Mendez	1 - Critical	Closed	Software	Software	Bud Richman	2025-07-27 12:37:49	system

Only admin has access to this list layout and changes made via this are visible to everyone unless they have personalized it (even admin don't see changes if he has personalised)



Every view can be changed from list layout





Incidents View: Mobile | ServiceNow

dev318469.service-now.com/now/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_view%3DMobile%26sysparm\_userpref\_incident\_view%3DMobile%26sysparm\_userpref\_incident\_view...

Incidents View: Mobile

Number	Category	Short description	Priority
INC0000052	Software	SAP Financial Accounting application appears to be down	1 - Critical
INC0000016	Hardware	Rain is leaking on main DNS Server	1 - Critical
INC0000017	Inquiry / Help	How do I create a sub-folder	1 - Critical
INC0000018		Sales forecast spreadsheet is READ ONLY	1 - Critical
INC0000033	Inquiry / Help	File Server is 80% full - Needs upgrade	1 - Critical
INC0000034	Software	Does not look like a backup occurred last night	1 - Critical
INC0000002	Network	Network file shares access issue	1 - Critical
INC0000051	Software	Manager can't access SAP Controlling application	1 - Critical
INC0000006	Software	Hangs when trying to print VISIO document	1 - Critical
INC0000015	Software	I can't launch my VPN client since the last software update	1 - Critical
INC0000005	Hardware	CPU load high for over 10 minutes	1 - Critical
INC0000031	Inquiry / Help	Need help with Remedy. Can we configure UI?	1 - Critical
INC0000009	Inquiry / Help	Reset my password	1 - Critical
INC0000025	Hardware	Need to add more memory to laptop	1 - Critical
INC0000007	Database	Need access to sales DB for the West	1 - Critical
INC0000001	Network	Can't read email	1 - Critical
INC0000013	Inquiry / Help	EMAIL is slow when an attachment is involved	1 - Critical

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ServiceNow

dev318469.service-now.com/now/nav/ui/classic/params/target/slusbucket.do%3Fsysparm\_view%3DMobile%26sysparm\_referring\_url%3Dincident\_list.do%253Fsysparm\_query%4099%40sysparm...

Configuring Incidents list

Available

- Active
- 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 [+]
- Caused by Change [+]

Selected

- begin\_split -
- Number
- Activity due
- Category
- end\_split -
- Short description
- Priority

Cancel Save

List view

View name: Mobile

Create new field

Name:

Type: String

Field length: Small (40)

Add

Related Links

Show versions

dev318469.service-now.com/now/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_query%3DMobile%26sysparm\_fixed\_query%3Fsysparm\_refresh=refresh

Incidents View: Mobile

Number	Activity due	Category	Short description	Priority
INC0000052	2025-07-20 16:50:20	Software	SAP Financial Accounting application appears to be down	1 - Critical
INC0000016	2025-07-27 14:51:23	Hardware	Rain is leaking on main DNS Server	1 - Critical
INC0000017	2015-11-24 09:47:36	Inquiry / Help	How do I create a sub-folder	1 - Critical
INC0000018	2025-07-27 14:37:49		Sales forecast spreadsheet is READ ONLY	1 - Critical
INC0000033	UNKNOWN	Inquiry / Help	File Server is 80% full - Needs upgrade	1 - Critical
INC0000034	UNKNOWN	Software	Does not look like a backup occurred last night	1 - Critical
INC0000002	2025-07-27 14:51:11	Network	Network file shares access issue	1 - Critical
INC0000051	2025-07-27 14:40:45	Software	Manager can't access SAP Controlling application	1 - Critical
INC0000006	UNKNOWN	Software	Hangs when trying to print VISIO document	1 - Critical
INC0000015	2025-07-27 14:50:33	Software	I can't launch my VPN client since the last software update	1 - Critical
INC0000005	2025-07-20 16:17:01	Hardware	CPU load high for over 10 minutes	1 - Critical
INC0000031	2025-07-27 14:44:20	Inquiry / Help	Need help with Remedy. Can we configure UI?	1 - Critical
INC0000009	UNKNOWN	Inquiry / Help	Reset my password	1 - Critical
INC0000025	UNKNOWN	Hardware	Need to add more memory to laptop	1 - Critical
INC0000007	2015-11-24 09:47:36	Database	Need access to sales DB for the West	1 - Critical
INC0000001	UNKNOWN	Network	Can't read email	1 - Critical
INC0000013	UNKNOWN	Inquiry / Help	EMAIL is slow when an attachment is involved	1 - Critical

1 to 20 of 68

The following is achieved by using list calculation

dev318469.service-now.com/now/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_nostack%3Dtrue%3Fsysparm\_refresh%3Drefresh%3Fsysparm\_refresh=refresh

Incidents

Number	Active	Subcategory	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000025	true		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
INC0000007	true		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
INC0000001	false		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
INC0000013	false		2025-05-08 16:15:58	EMAIL is slow when an attachment is involved	Joe Employee	1 - Critical	Closed	Inquiry / Help	Software	David Loo	2025-07-27 12:54:48	admin
INC0000014	false		2025-04-01 16:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-07-27 17:26:49	system
INC0000004	false		2025-05-03 15:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-07-27 13:16:24	admin
INC0000008	false		2025-05-04 16:08:39	Printer in my office is out of toner	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-07-27 13:16:02	admin
						Avg	2.81					
						Min	1 - Critical					
						Max	5 - Planning					
						Sum	191					

1 to 20 of 68

List control is used to hide some items in the list view

