

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_acl_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.

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: Incident
 * Name: Incident
 Extends table: Task
 Application: Global
 Remote Table: ☐

Columns | Controls | Application Access

Table Columns: for text | Search | 1 to 20 of 95 | New

Column label	Type	Reference	Max length	Default value	Display
Sys ID	Sys ID (GUID)	(empty)	32		false
Resolved by	Reference	User	32		false
Business impact	String	(empty)	4,000		false
On hold reason	Integer	(empty)	40		false
Last reopened at	Date/Time	(empty)	40		false
Caller	Reference	User	32	javascript:incidentGetCaller();	false
Resolve time	Integer	(empty)	40		false
Change Request	Reference	Change Request	32		false

There are 95 columns in incident table.

Save
 Track in Update Sets
 Configure
 Export
 Create Favorite
 Copy URL
 Copy sys_id
 Reload form

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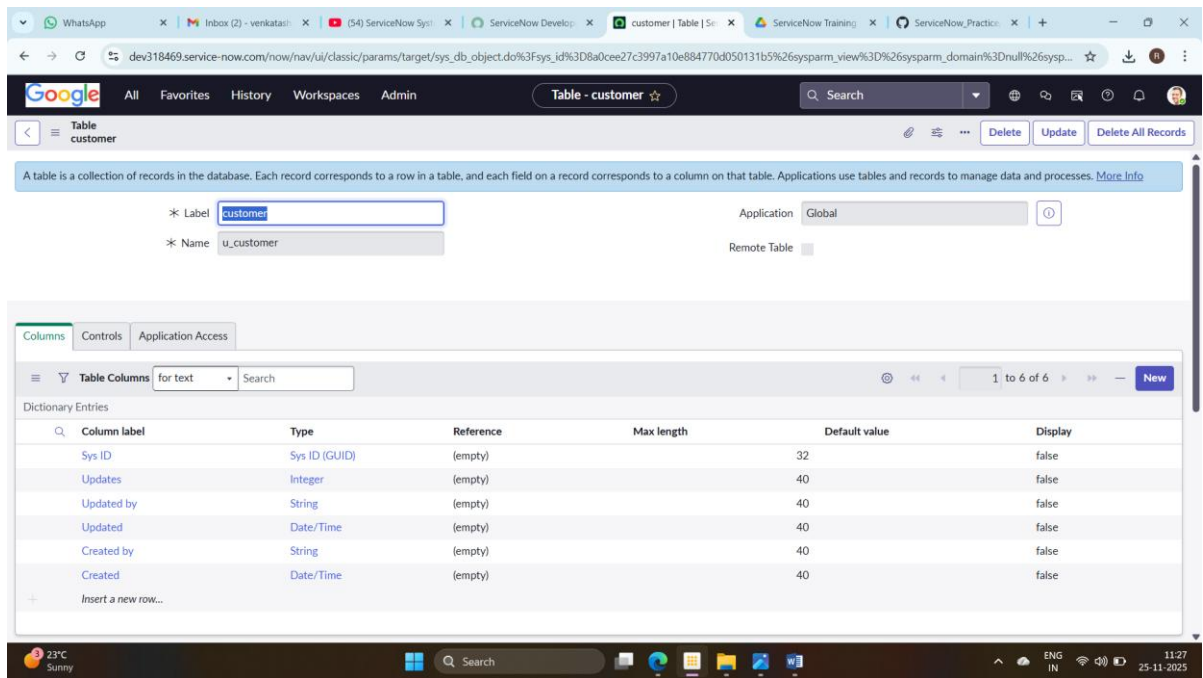
Label: customer
 Name: u_customer
 Extends table:
 Application: Global
 Create module: ☒
 Create mobile module: ☒
 Add module to menu: -- Create new --
 New menu name: customer
 Remote Table: ☐

Columns | Controls | Application Access

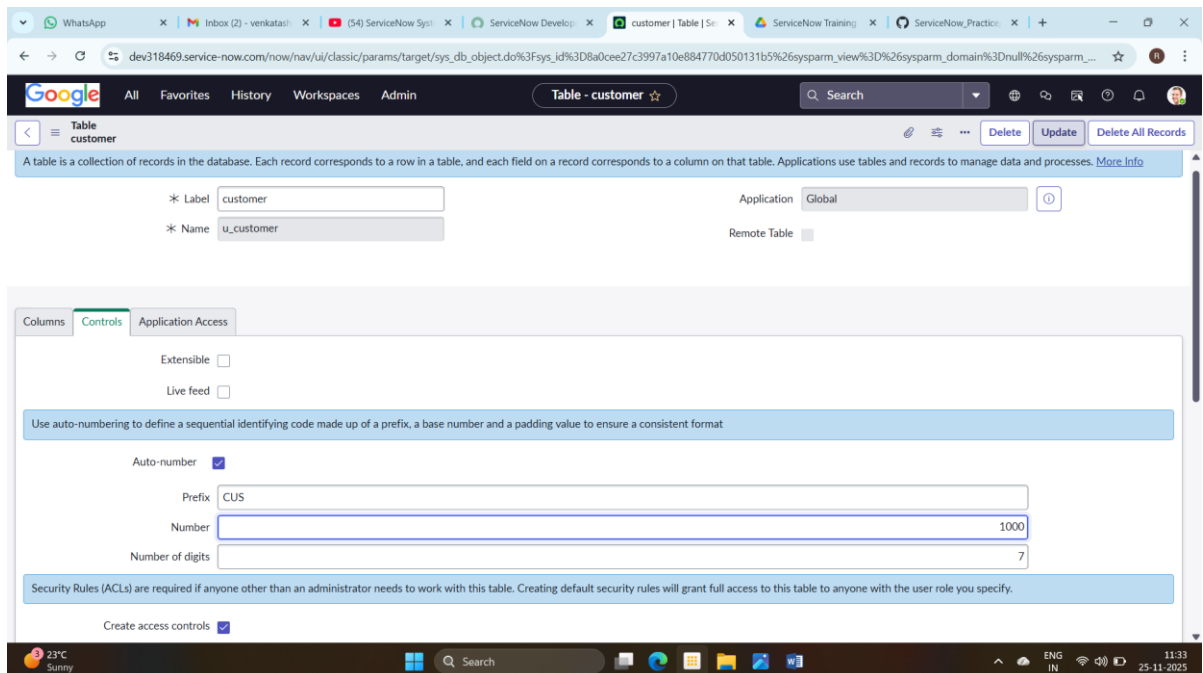
Table Columns: for text | Search | 1 to 20 of 95 | New

Column label	Type	Reference	Max length	Default value	Display
Insert a new row...					

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.



Always enable auto number when you create a table



The screenshot displays a web browser window with multiple tabs open, including WhatsApp, Gmail, and several ServiceNow instances. The active tab is a ServiceNow instance with the URL: `dev318469.service-now.com/now/nav/ui/classic/params/target/u_customer.do%3Fsys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Du_customer%26sysparm_checked_items%3D%26sysparm_fixed_...`. The browser's address bar shows the URL, and the page header indicates the user is logged in as 'customer' and is viewing the 'Create CUS0001001' form. The form contains a label 'Number' and a text input field with the value 'CUS0001001'. A 'Submit' button is located at the bottom left of the form area.

Dictionary Entries						
	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
+	Insert a new row...					

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

[illegible]

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

Referring this table in another table (orders)

The screenshot shows the ServiceNow user interface. At the top, there are several browser tabs, including 'WhatsApp', 'Inbox (1) - ve...', '(54) ServiceNow', 'ServiceNow', 'New Record', 'Tables & Columns', 'ServiceNow', 'ServiceNow', 'ServiceNow', and 'ServiceNow'. The address bar shows the URL: 'dev318469.service-now.com/generic_hierarchy_erd.do?sysparm_attributes=table_history=,table=u_orders,show_internal=true,show_referenced=true,show_referenced_by=true,show_extended=true,show_extending=true'. Below the address bar is a search bar with the text 'orders'. Under the search bar, there are four checkboxes: 'Show referenced tables' (checked), 'Show referencing tables' (checked), 'Show extended tables' (checked), and 'Show extending tables' (checked). Below these checkboxes is a diagram showing the relationship between two tables: 'orders' (yellow box) and 'customer' (blue box). The 'orders' table is connected to the 'customer' table by a line. The 'customer' table has a red line under the 'id' field, indicating a primary key. The diagram also shows '+ Columns' for both tables.