

Sorting any column in list view

A screenshot of a ServiceNow web browser interface. The title bar shows "ServiceNow Developers" and "Incidents | ServiceNow". The main content area displays a list of incidents. A context menu is open over the 10th row, which contains the incident number INC0000005. The menu items include "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 list view has columns for Number, Opened, Short description, Caller, Priority, State, Category, signed to, Updated, and Updated by. The "Category" column header has a downward arrow indicating it is sorted. The footer shows "1 to 20 of 68" and various system status icons.

A screenshot of a ServiceNow web browser interface, identical to the one above but with different incident data. The title bar shows "ServiceNow Developers" and "Incidents | ServiceNow". The main content area displays a list of incidents. A context menu is open over the 10th row, which contains the incident number INC0000005. The menu items are the same as in the first screenshot. The list view has columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. The "Category" column header has a downward arrow indicating it is sorted. The footer shows "1 to 20 of 68" and various system status icons.

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

This screenshot shows a ServiceNow interface for managing incidents. The top navigation bar includes 'ServiceNow Developers' and 'Incidents | ServiceNow'. The main title 'Incidents' is highlighted with a star icon. Below the title is a search bar and a 'New' button. The main area displays a table of incidents with the following columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. A specific incident row is selected for editing, indicated by a blue border around its cells. The selected row 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 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
INC0000004	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
INC0000005	2018-08-31 21:25:51	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)	(empty)	2018-12-12 22:10:55	admin

The status bar at the bottom shows the date as 13-11-2025 and the time as 16:25. The taskbar includes icons for Google, Search, File Explorer, Task View, and others.

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)

This screenshot shows the same ServiceNow interface as the previous one, but with multiple rows selected for editing. The first three rows of the table are highlighted with a blue selection box, indicating they are currently being edited. The selected rows contain 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 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	Re all locked from editing 9 rows will be updated	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
INC0000004	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
INC0000005	2018-08-31 21:25:51	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)	(empty)	2018-12-12 22:10:55	admin

The status bar at the bottom shows the date as 13-11-2025 and the time as 16:29. The taskbar includes icons for Google, Search, File Explorer, Task View, and others.

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

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

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	Howard Johnson	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 Ruggieri	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)	glide.maint	2025-07-05 15:37:27	
INC0000034	2025-04-09 13:25:29	Does not look like a backup occurred last night	Rick Berele	● 1 - Critical	In Progress	Software	David Loo	David Loo	2025-07-27 12:53:47	admin
INC0000004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	In Progress	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	Fred Luddy	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
INC0000905	2018-08-31 11:52:51	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)	(empty)	2018-12-12 09:10:52	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

Incidents											
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
All > Priority = 1 - Critical											
<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"/>	INC0000005	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 17:19:00	Need help with Remedy. Can we ...	Joe Employee	● 1 - Critical	In Progress	Inquiry / Help	(empty)	David Loo	2025-07-27 12:44:20	admin

Incidents											
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
All > Priority != 1 - Critical or, Priority = NULL											
<input type="checkbox"/>	INC0000038	2025-05-03 17:36:44	my PDF docs are all locked from editing	Bow Ruggieri	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 12:54:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 14:54:15	admin