

FORMS

→ Form is a single record in a database

→ We can customize a form in 3 ways-

1. Form Builder
2. Form layout
3. Form Design

The screenshot shows a ServiceNow incident form for record INC0000036. The form includes fields for Number (INC0000036), Category (Inquiry / Help), Subcategory (None), Service (DatabaseServer2), Service offering (DatabaseServer2), Configuration item (DatabaseServer2), Channel (Phone), State (Closed), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group (Network), and Assigned to (Luke Wilson). Below the form, there is a short description (Issue with networking) and a detailed description (Experiencing connection issues. Unable to create connection to data source.). At the bottom, there are tabs for Notes, Related Records, Resolution Information, and New section 1, along with a Watch list and Work notes section. The status bar at the bottom shows weather (24°C, Mostly sunny), system icons, and the date/time (11:39, 21-11-2025).

→ This is a form page

→ Form is a single record in a database, collects the information from users

The screenshot shows the ServiceNow interface for creating a new incident. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Dominos Pizza and a happy mood- INC0000036 | Inci...'. A context menu is open from the top right, listing options like 'Save', 'Configure', and 'Form Design'. The main form fields include 'Number' (INC0000036), 'Category' (Inquiry / Help), 'Subcategory' (None), 'Service' (DatabaseServer2), 'Service offering' (None), and 'Configuration item' (DatabaseServer2). Below these are 'Short description' (Issue with networking) and 'Description' (Experiencing connection issues. Unable to create connection to data source). At the bottom, there are tabs for 'Notes', 'Related Records', 'Resolution Information', 'New section 1', 'more info', and 'more information'. A toolbar at the bottom has icons for 'Watch list' and 'Work notes list'.

All → Incident → createNew → right click on form header → configure → form design

The screenshot shows the 'Form Design' screen for the 'Incident [incident]' record. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The title bar says 'Form Design'. The main area displays the 'Incident [incident]' form with various fields: Number, Category, Subcategory, Service, New Date, Service offering, Configuration item, Universal Request, Transfer reason, Channel, State, On hold reason, Impact, Urgency, Priority, Assignment group, and Assigned to. The left sidebar lists 'Fields' and 'Field Types', with 'New fields will modify the database structure' noted. A toolbar at the bottom has icons for 'Search', 'File Attachment', 'Dynamic Attribute Store', 'Field Name', 'Floating Point Number', 'FX Currency', and 'Geo Point'.

- We can drag and drop from out of the box fields / pre-defined fields and save
- If we need to create a field , then select from field types and click on gear icon

The screenshot shows the ServiceNow Form Design interface. A modal window titled 'Properties' is open, displaying the configuration for a new date field. The 'Label' is set to 'New Date', 'Name' is 'u_gldo_date_1', 'Type' is 'Date', and 'Mandatory' is checked. The field is currently 'Read Only'. The main form design area shows various incident fields like Number, Category, Subcategory, Service, Channel, State, On hold reason, Impact, Urgency, Priority, Assignment group, and Assigned to.

Label - we can edit the label, this is what users see

Name - u_ will be prefixed as this is user defined

The screenshot shows the ServiceNow incident form page for record INC0000036. The 'u_gldo_date_1' field is visible in the list of incident details. Other fields shown include Number (INC0000036), Category (Inquiry / Help), Subcategory (None), Service (DatabaseServer2), Channel (Phone), State (Closed), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group (Network), and Assigned to (Luke Wilson). The description field contains the text: 'Experiencing connection issues. Unable to create connection to data source.'

→ New date field can be seen on the form page

The screenshot shows the ServiceNow Form Design interface for the 'Incident [incident]' form. On the left, a sidebar lists 'Field Types' including Number, Category, Subcategory, Service, New Date, Service offering, Configuration item, Universal Request, and Transfer reason. The main area displays these fields in a 2-column layout. Below this, sections for 'Short description', 'Description', and 'Contextual Search Results (Formatter)' are shown in a 1-column layout. At the bottom, a 'Notes' section is displayed in a 2-column layout. The top right of the interface shows buttons for 'Update' and 'Form Design'.

→ Fields can be seen in single column layout or 2 column layout

This screenshot shows the same ServiceNow Form Design interface as above, but with a modified layout. The 'Attached Knowledge (Formatter)' section is now in a 1-column layout. The 'Resolution Information' section has been moved to its own section and is also in a 1-column layout. The 'Detailed Info' section contains fields for 'New Duration', 'New Dynamic Attribute Store', and 'New File Attachment', arranged in a 2-column layout. The top right of the interface shows buttons for 'Undo' and 'Save'.

To create a new sub section , click on the + icon to the right side in the last sub section and edit the section name , drag and drop the fields from out of the box fields

If we want any fields to be seen in single long layout-

This screenshot shows the ServiceNow Incident Detail View for incident INC0000004. The layout is organized into several sections:

- Top Section:** Contains fields like Number (INC0000004), Category (Inquiry / Help), Subcategory (None), Service, New Date, Service offering, Configuration item, Description (User forgot their email password), Channel, State (Closed), Impact (1 - High), Urgency (1 - High), Priority (1 - Critical), Short description (Forgot email password), Assignment group (Service Desk), and Assigned to (Bud Richman).
- Middle Section:** Includes tabs for Notes, Related Records, Resolution Information, and Detailed Info. Below these are Watch list and Work notes list buttons.
- Bottom Section:** Shows Activities: 1 (Assigned to Bud Richman, Impact 1 - High, Incident state Closed) and a Field changes log (Field changes • 2024-01-08 14:34:12).

This screenshot shows the ServiceNow Form Design interface for an Incident. The layout is designed as a single long form:

- Fields Section:** Shows various fields grouped under Incident [Incident] and other categories like Fields, Formatters, and Notes.
- Form Layout:** Displays the fields in a single column layout, including Number, Subcategory, Service, New Date, Service offering, Configuration item, Universal Request, Contextual Search Results (Formatter), Description, Category, Notes, Watch list, and Work notes list.
- Bottom Section:** Includes a toolbar with icons for various applications and system status indicators (Air: Moderate Today, ENG IN, 13:45, 22-11-2025).

Click on + icon → select 1 column → remove the section name → drag and drop the fields which is needed → save

Domino's Pizza and a happy mood- INC0000004 | Inci... Search

Incident **INC0000004**

Number: INC0000004

Subcategory: -- None --

Service:

* New Date:

Service offering:

Configuration item:

Channel: -- None --

State: Closed

Impact: 1 - High

Urgency: 1 - High

Priority: 1 - Critical

Assignment group: Service Desk

Description: User forgot their email password.

* Category: Inquiry / Help

* Short description: Forgot email password

Notes Related Records Resolution Information Detailed Info

Watch list Work notes list

Activities: 1 Pat Field changes • 2024-01-08 14:34:12

Assigned to: Bud Richman

Air: Moderate Today

Search bar and various application icons (Windows, File Explorer, Task View, etc.) are visible at the bottom of the screen.