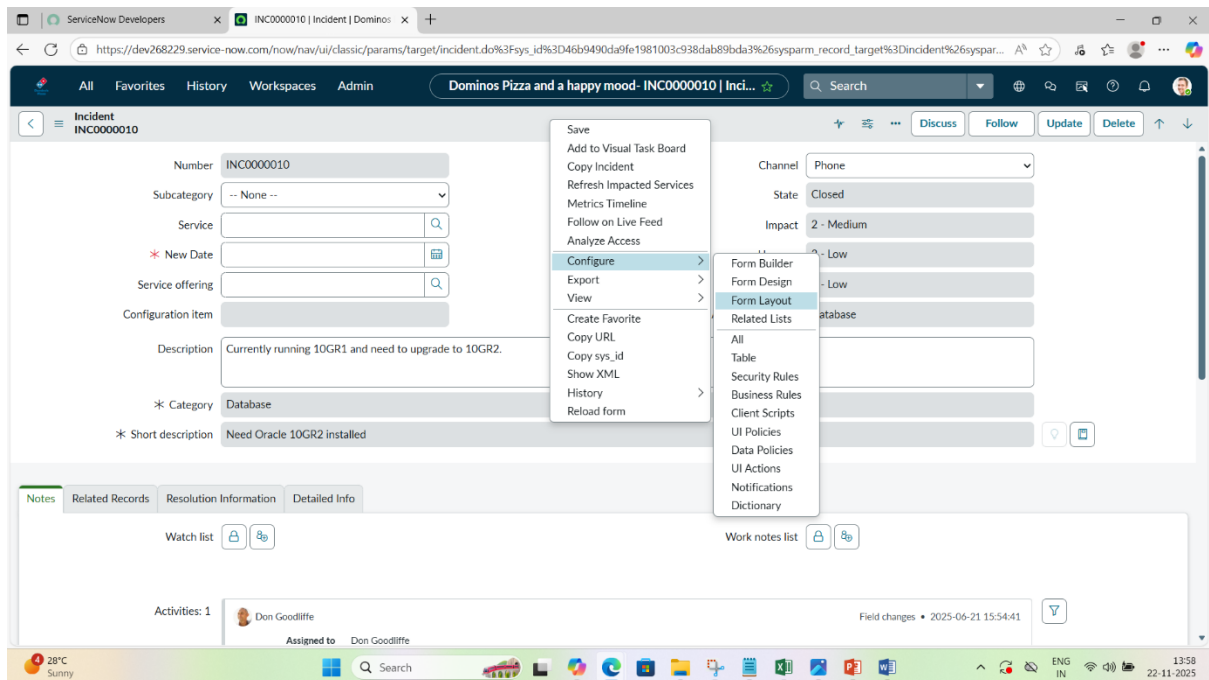
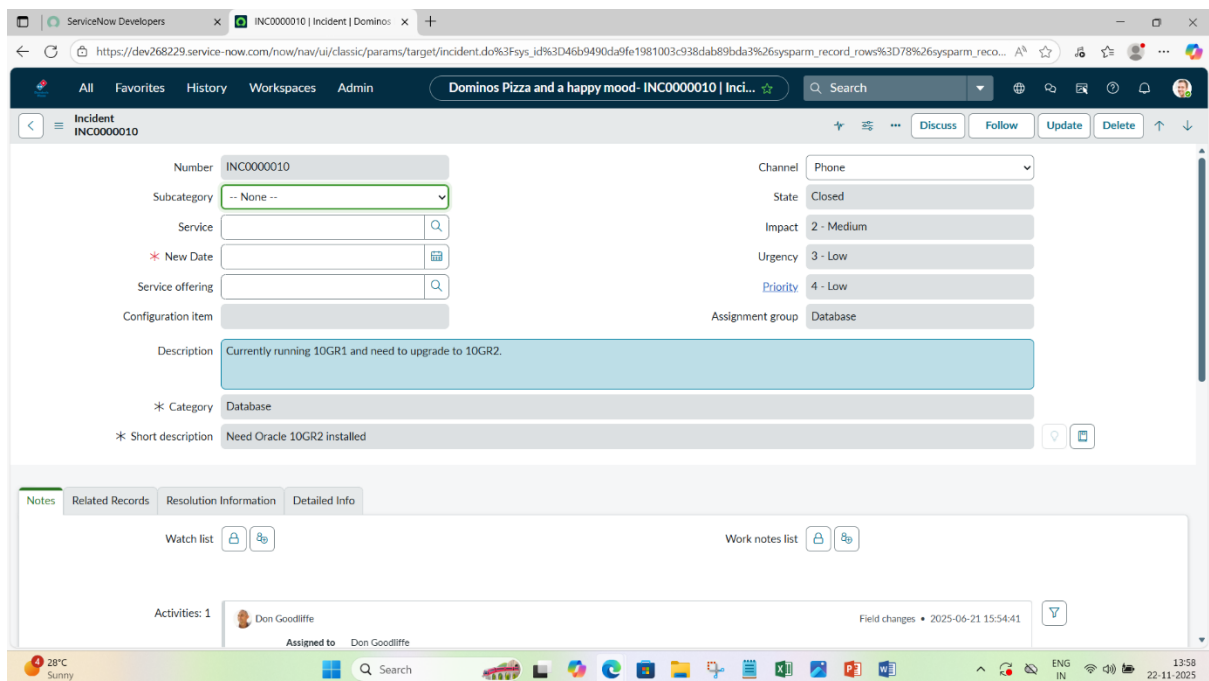


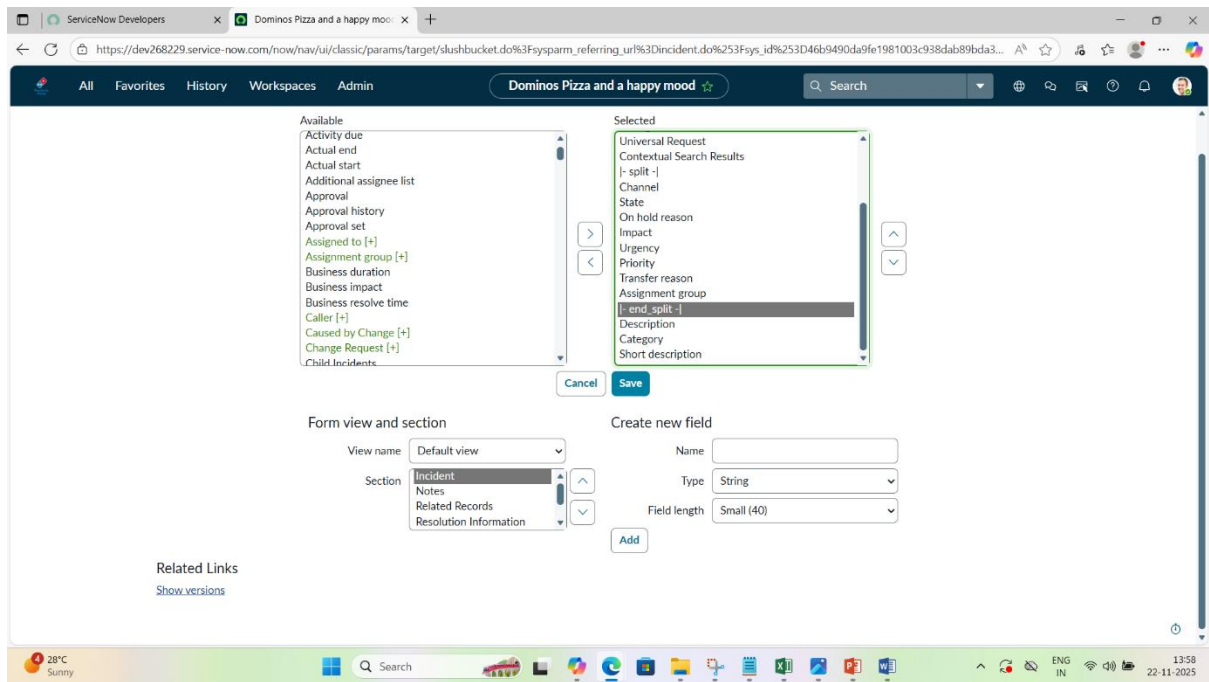
Form Layout –



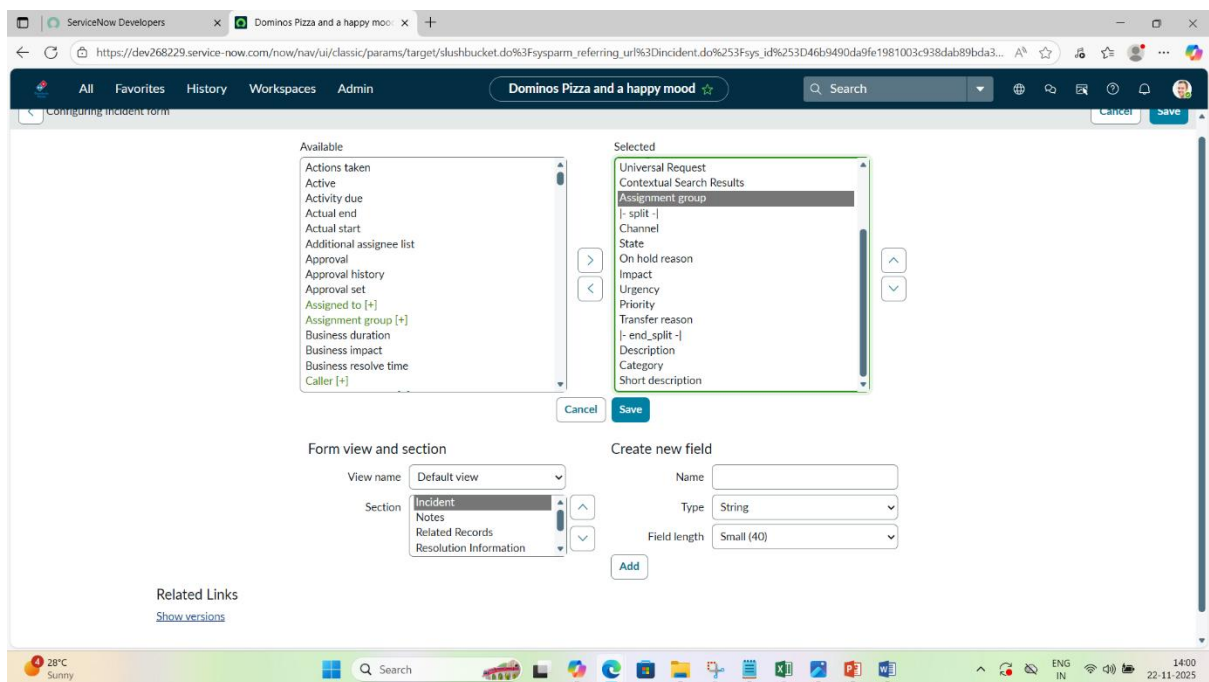
All→ Incidents→All→ right click on form header → configure→form layout



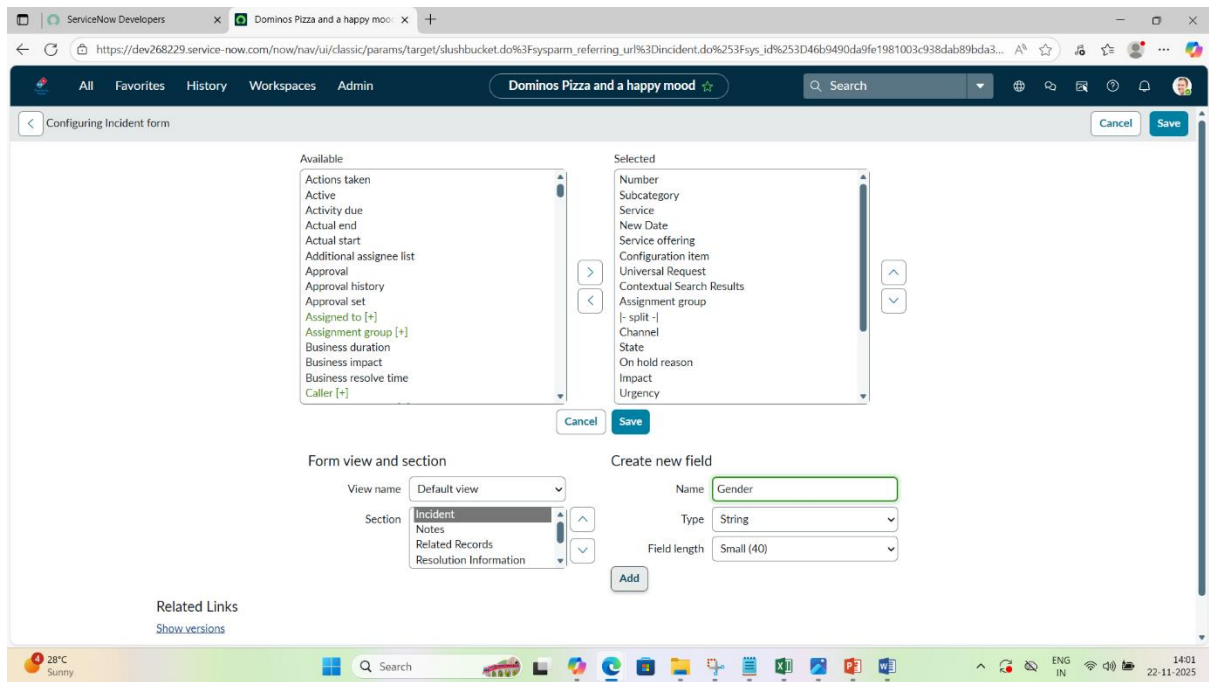
To get some fields in single long column layout,



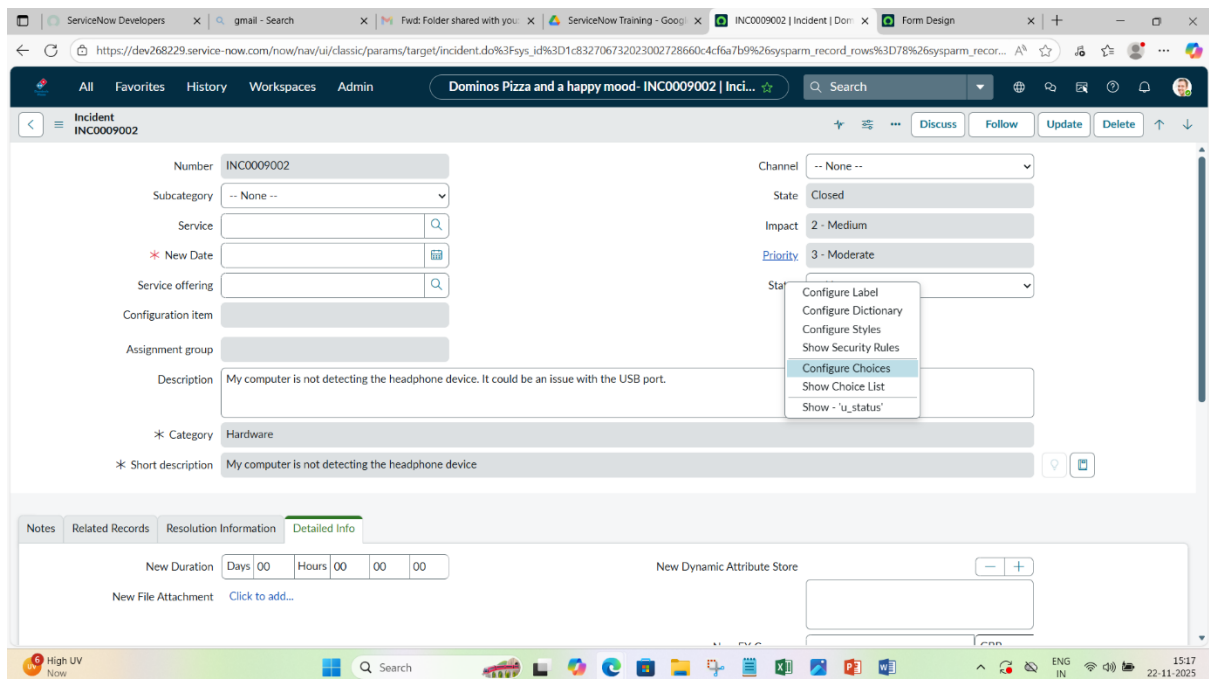
Select the columns and keep under end split to get those fields in single long column layout



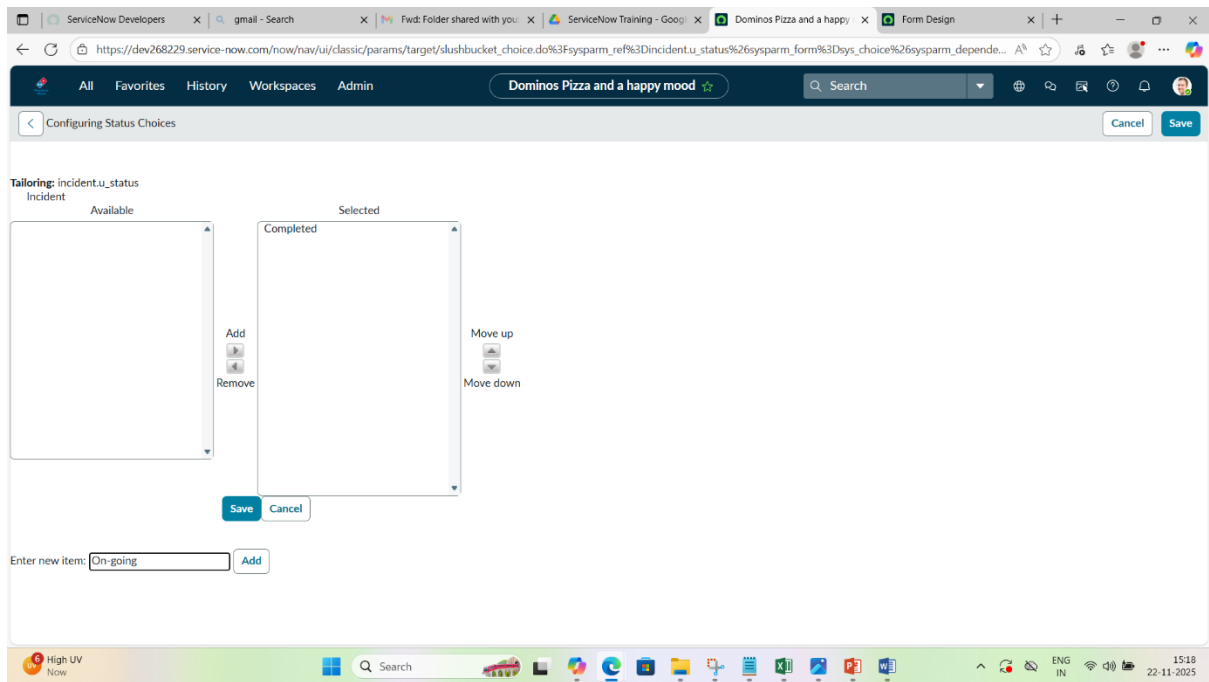
For left side columns keep the field names above split, for right side columns keep the field names below split



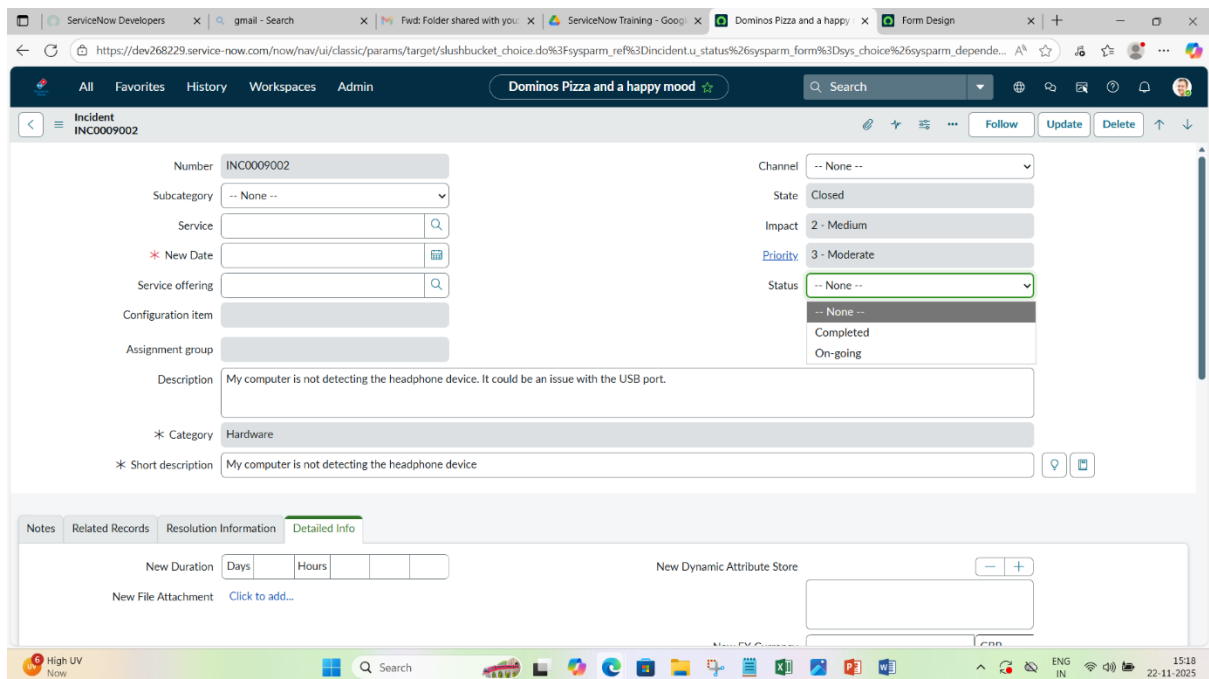
To create a new field, add name and select type as choices and then save



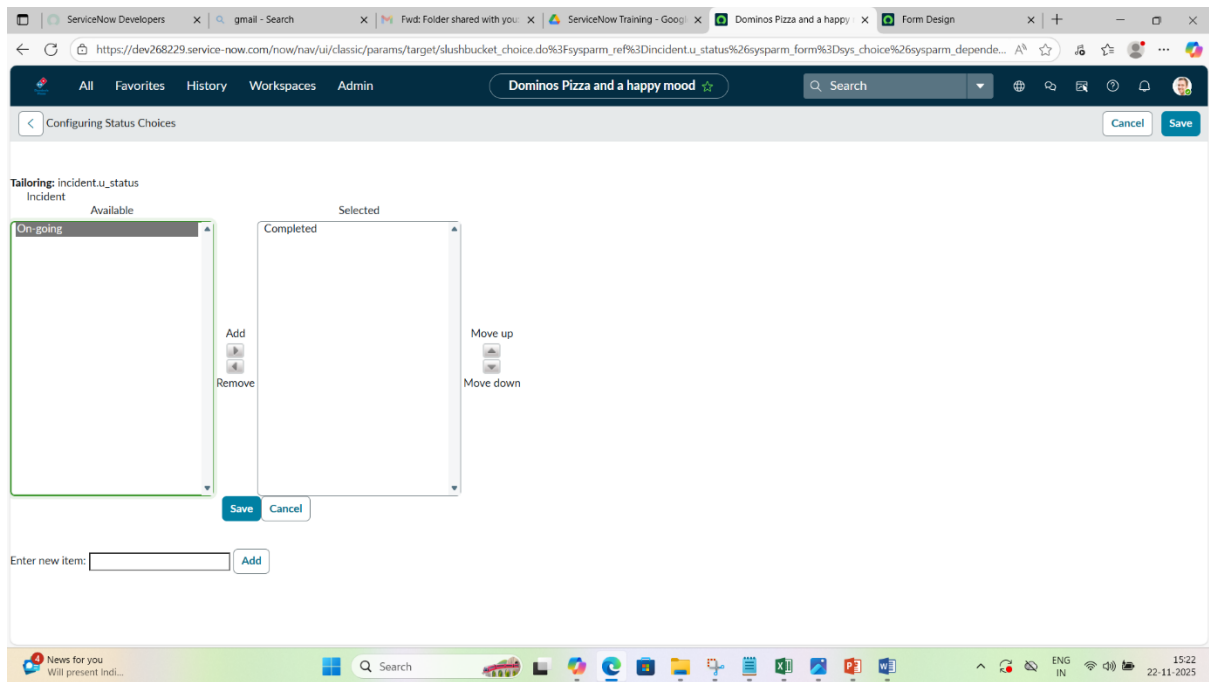
Right click on status → Configure choices



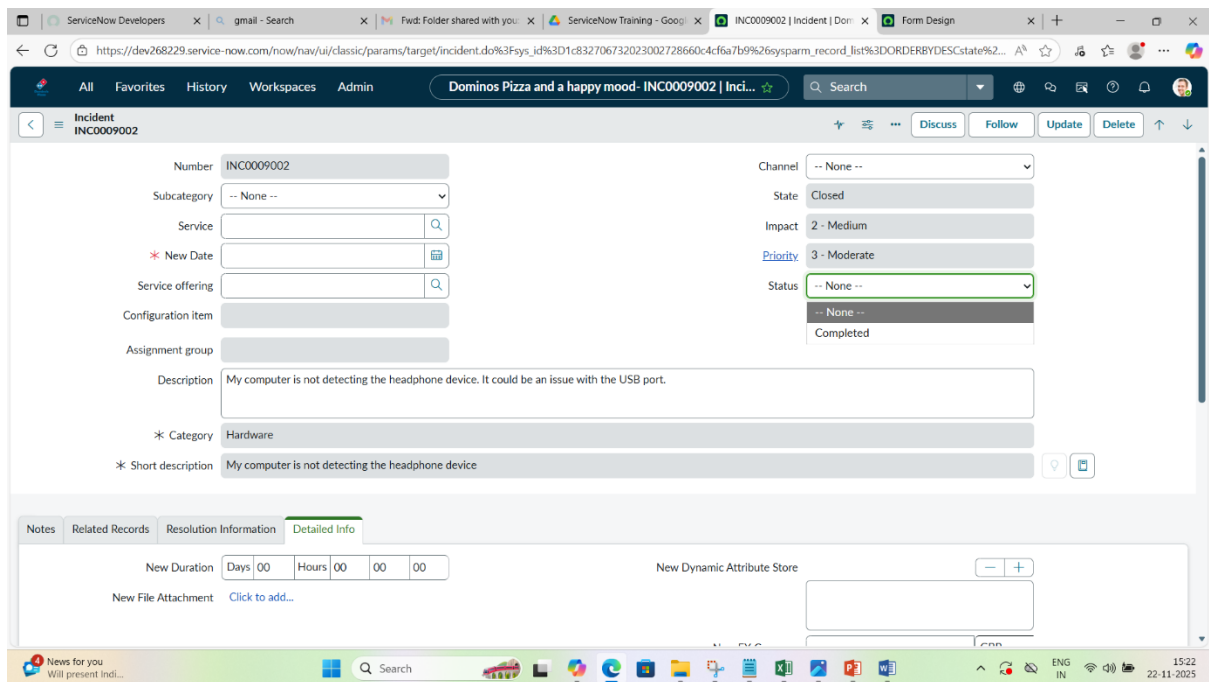
Add the choices needed and click save

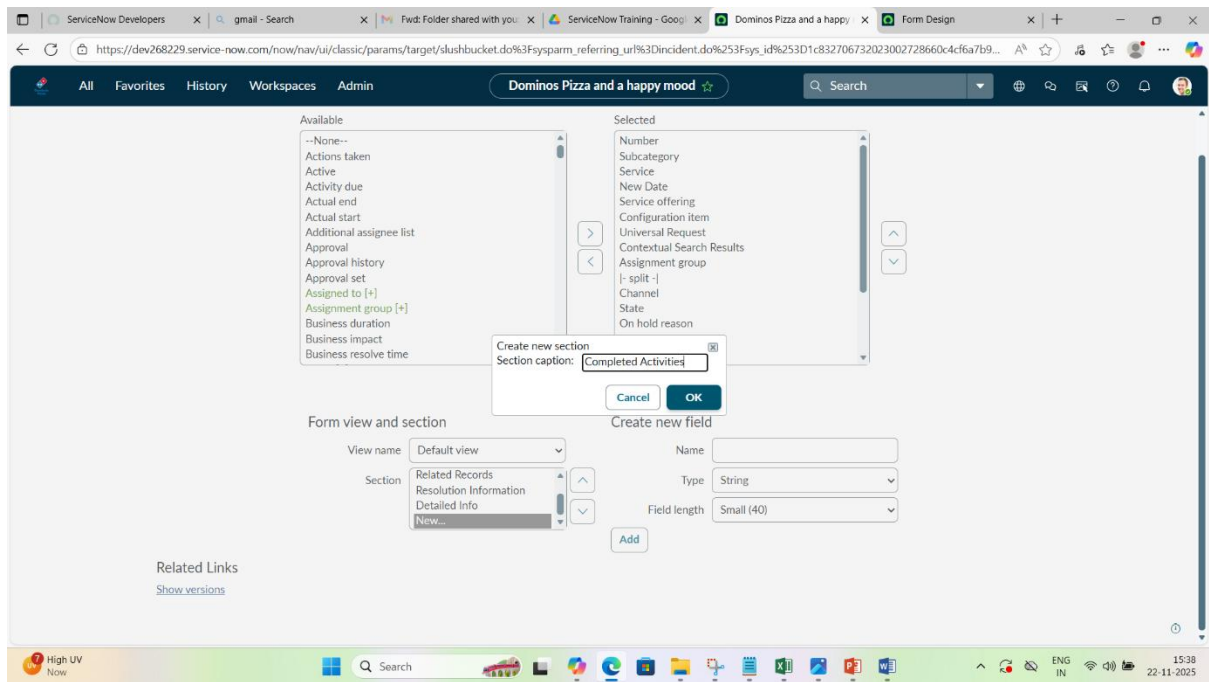


Status field can be seen on the form page

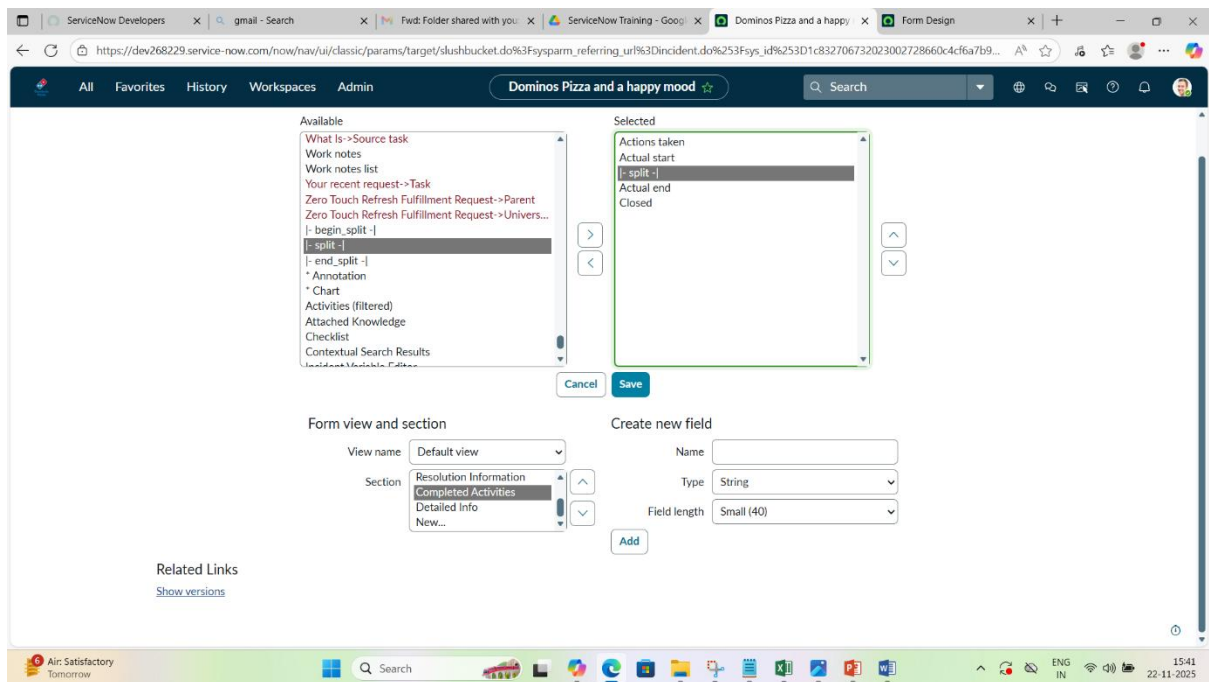


If we want to remove the choices, remove from selected and keep it in available





To create a new sub-section, click on new in the section tab → write the section caption → ok and save



To divide the fields in completed activities, select completed activities in section → move the fields from available to selected and split → save

ServiceNow Developers | gmail - Search | Fwd: Folder shared with you: | ServiceNow Training - Google | INC0009002 | Incident | Dom... | Form Design

https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsys_id%3D1c832706732023002728660c4cf6a7b9%26sysparm_record_rows%3D78%26sysparm_recor...

All Favorites History Workspaces Admin

Dominos Pizza and a happy mood- INC0009002 | Inci...

Search

Incident INC0009002

Service offering

Configuration item

Assignment group

Description My computer is not detecting the headphone device. It could be an issue with the USB port.

* Category Hardware

* Short description My computer is not detecting the headphone device

Status -- None --

Notes Related Records Resolution Information **Completed Activities** Detailed Info

Actions taken

Actual start

Actual end

Closed 2018-12-09 19:29:08

Update Delete

Related Links

[Repair SLAs](#)

Task SLAs Affected CIs Impacted Services/CIs Child Incidents Incident Communication Plans Outages

Air: Satisfactory Tomorrow

Search

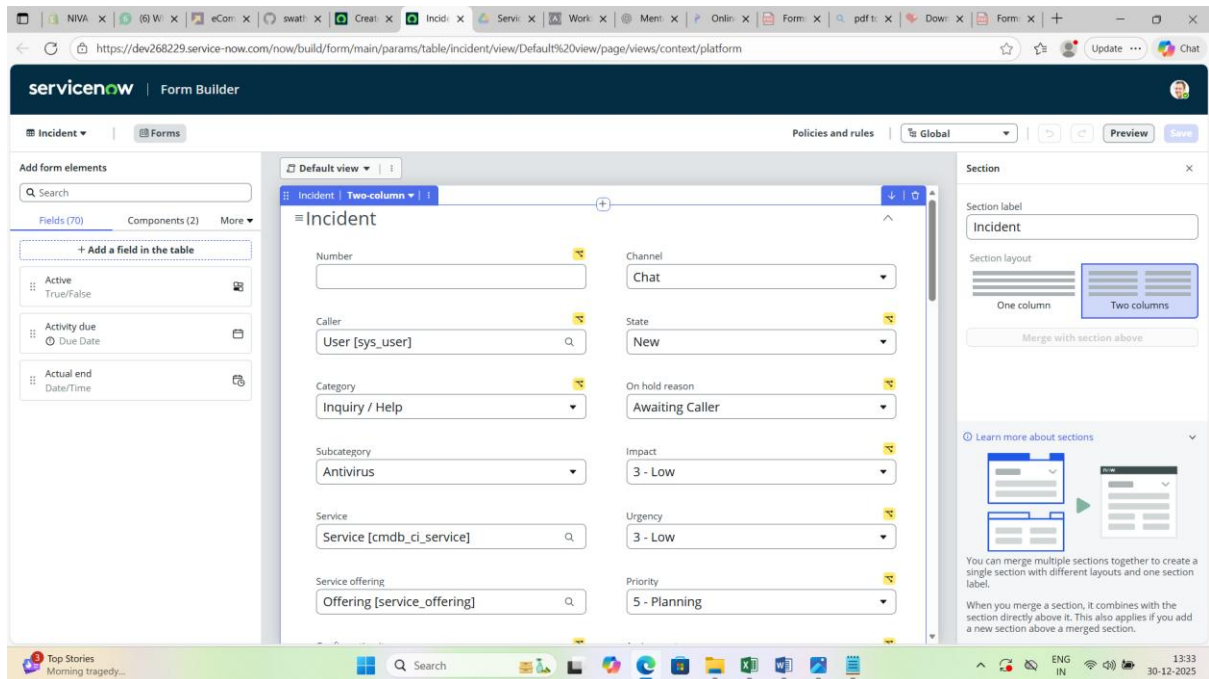
ENG IN

15:42 22-11-2025

Completed activities section is splitted into 2 column layout

FORM BUILDER-

Form builder is integrated with the concepts of form design and form layout.

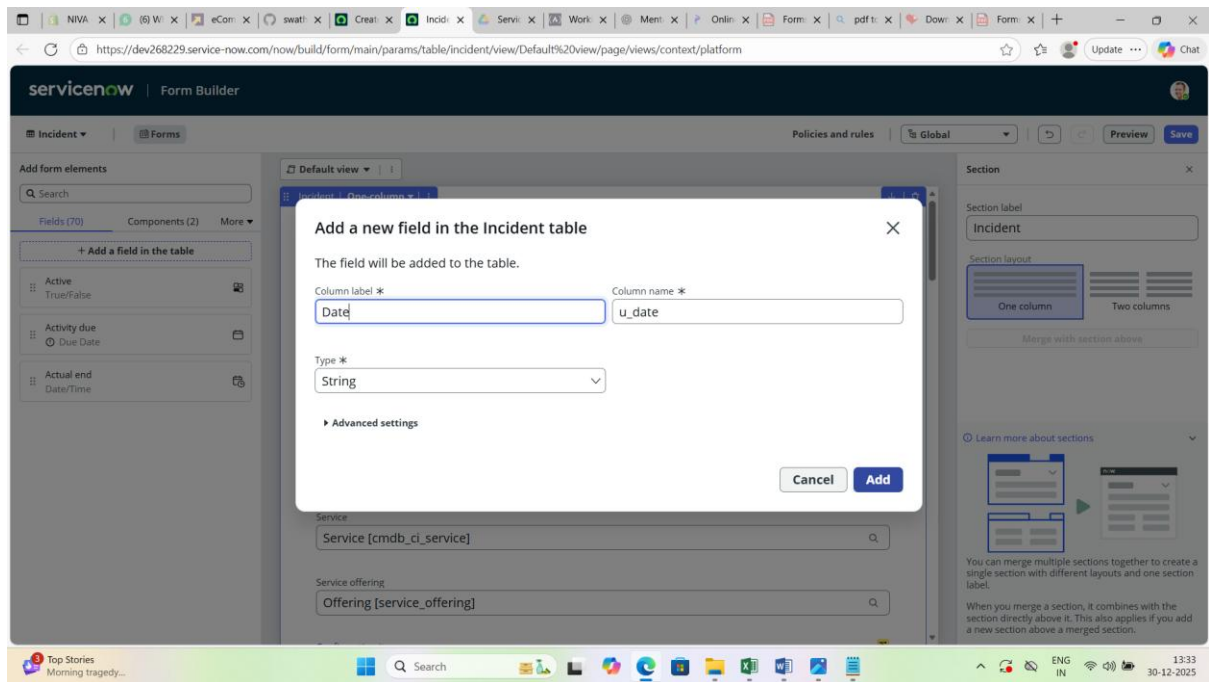


The screenshot displays the ServiceNow Form Builder interface for an Incident form. The interface is divided into several sections:

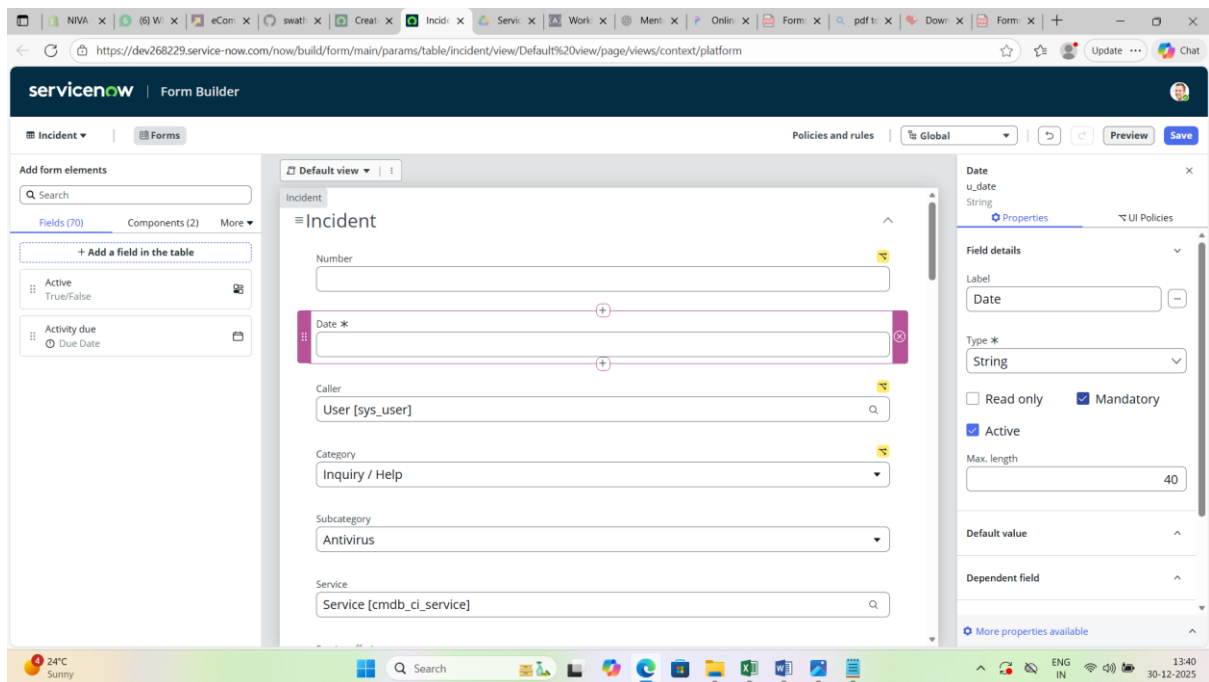
- Left Panel:** Contains 'Add form elements' with a search bar and a list of fields (70) and components (2). A '+ Add a field in the table' button is visible.
- Center Panel:** Shows the 'Default view' of the Incident form. It is configured for a 'Two-column' layout. The form fields are organized into two columns:
 - Left Column:** Number, Caller (User [sys_user]), Category (Inquiry / Help), Subcategory (Antivirus), Service (Service [cmdb_ci_service]), and Service offering (Offering [service_offering]).
 - Right Column:** Channel (Chat), State (New), On hold reason (Awaiting Caller), Impact (3 - Low), Urgency (3 - Low), and Priority (5 - Planning).
- Right Panel:** Titled 'Section', it shows the 'Section label' as 'Incident' and the 'Section layout' as 'Two columns'. It includes a 'Merge with section above' button and a 'Learn more about sections' link.

All → Incidents → All → right click on form header → configure → form builder

We can select if we need one column or two column



To add a new field in the table, click on add a field in the table and give column label



And we can make that field as read only or mandatory