

Incident- unplanned interruption

If an interruption causing to their business workflow then they create an incident, so that someone can debug it

The screenshot shows the ServiceNow 'Create Incident' page. The URL in the address bar is `https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident.do?sys_id%3D-1%26sys_is_list%3Dtrue%26sys_target%3Dincident%26sysparam_checked_item`. The page title is 'Dominos Pizza and a happy mood- Create INC00100...'. The main form has fields for Number (INC0010038), Subcategory (None), Service_ (dropdown), * New Date (date picker), Business Impact (Not Yet Requested), * Service offering (dropdown), Configuration item (dropdown), Assignment group (dropdown), Channel (dropdown), State (New), Impact (3 - Low), servicenow (dropdown), and Approval set (dropdown). Below the form is a tabbed section with 'Notes' selected, followed by 'Detailed Info', 'Related Records', 'More Info', 'Resolution Information', 'Completed Activities', and 'more information'. The bottom of the screen shows the Windows taskbar with various pinned icons and the system tray.

Open a new incident, we can see incident.do in the link. We can navigate to the same page by searching for the table name in all.

*Whenever we try to create a new incident, record number will be generated with auto number and this is called number padding

The screenshot shows the ServiceNow interface. At the top, there is a search bar with the query "incident.DO". Below the search bar, there are two sections: "FAVORITES" and "ALL RESULTS". The "FAVORITES" section contains a single result: "00038". The "ALL RESULTS" section also contains a single result: "00038". On the right side of the screen, there is a form titled "Dominos Pizza and a happy mood- Create INC00100...". The form includes fields for "Assignment group", "Channel", "State", "Impact", "servicenow", and "Approval set". Below the form, there is a navigation bar with tabs: "Notes", "Detailed Info", "Related Records", "More Info", "Resolution Information", "Completed Activities", and "more information". The "Detailed Info" tab is selected. The "Detailed Info" section contains fields for "Watch list", "Description", "Category", and "Short description". At the bottom of the screen, there is a taskbar with various icons and a system status bar showing "High UV Now", the date "10-12-2025", and the time "13:51".

All → search for incident.DO → opens a new incident in new tab.

The screenshot shows the ServiceNow interface. At the top, there is a search bar with the query "incident". Below the search bar, there is a list of incidents. One incident is selected, showing its details in a form. The form includes fields for "Number" (INC0010038), "Subcategory" (None), "Service_" (empty), "New Date" (empty), "Business Impact" (Not Yet Requested), "Service offering" (empty), "Configuration item" (empty), and "None--" (empty). To the right of the form, a context menu is open, with the "Configure" option highlighted. The menu also includes options like "Save", "Form Builder", "Form Design", "Form Layout", "Create Favorite", "Copy URL", "Copy sys_id", and "Reload form". Below the form, there is a navigation bar with tabs: "Notes", "Detailed Info", "Related Records", "More Info", "Resolution Information", "Completed Activities", and "more information". The "Detailed Info" tab is selected. The "Detailed Info" section contains fields for "Watch list", "Description", "Category", and "Short description". At the bottom of the screen, there is a taskbar with various icons and a system status bar showing "26°C Sunny", the date "10-12-2025", and the time "14:16".

As an admin if we want to know the details of record number

Form header → configure → table → controls

The screenshot shows the 'Incident' table configuration page in ServiceNow. At the top, there are fields for 'Label' (Incident), 'Name' (incident), and 'Extends table' (Task). Below this, under 'Controls', the 'Live feed' checkbox is checked. A note below says 'Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format.' It shows settings for 'Prefix' (INC), 'Number' (10,000), and 'Number of digits' (7). A note at the bottom states 'Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.' A 'Create access controls' checkbox is present. The status bar at the bottom shows '26°C Sunny' and the date '10-12-2025'.

Here we can see the prefix, number of digits and number details

The screenshot shows the 'Create Incident' form in ServiceNow. The 'Number' field is populated with 'INC0010042'. Other fields include 'Subcategory' (None), 'Service' (New), 'Business Impact' (3 - Low), 'Configuration item' (None), 'Assignment group' (None), 'Channel' (None), 'State' (New), 'Impact' (3 - Low), 'servicenow' (None), and 'Approval set' (None). Below the form, tabs for 'Notes', 'Detailed Info', 'Related Records', 'More Info', 'Resolution Information', 'Completed Activities', and 'more information' are visible. The status bar at the bottom shows '26°C Sunny' and the date '10-12-2025'.

To change the column name –

Right click on label → configure dictionary

All Favorites History Workspaces Admin

Dictionary Entry Service_

Domino's Pizza and a happy mood- Service_ | Dictionary

A dictionary entry manages how ServiceNow stores data in tables and fields (columns). For new dictionary entries, select a **Table** and the field **Type** of the new column. Also enter a column label, which becomes the field label, and the column name. If necessary, set a **Max length** for text String type fields, make the field **Mandatory** to save a record, and make the field a **Display Value** for reference fields so it appears on records that reference this table. [More Info](#)

* Table Task [task]
 * Type Reference
 * Column label Service_Offering
 * Column name business_service

Application Global Active Function field
 Read only Mandatory Display

Reference Specification Choice List Specification Default Value

The **Reference** field specifies what table this field displays values from.

* Reference Service
 Reference qual condition Add Filter Condition Add OR Clause
 -- choose field -- -- oper -- -- value --

Update

26°C Sunny

change the column label → update

* Caller is someone who has an issue and creates an incident

* Channel is how he created an incident like phonecall, chat system, email, self-service, virtual agent, walk-in

All Favorites History Workspaces Admin

Domino's Pizza and a happy mood- INC0000530 | Incident

FAVORITES

- Self-Service
 - Business Applications
 - Dashboards
 - Service Catalog
 - Employee Center
 - Knowledge
 - Visual Task Boards
 - Connect Chat
 - Incidents
 - Watched Incidents

Title: New Date, Service offering, caller

* Assignment group: Major Incident Management
 Channel: None
 State: New
 Impact: 3 - Low
 ServiceNow: None
 Approval set: None

Notes Detailed Info Related Records More Info Resolution Information Completed Activities more information

Watch list Work notes list

Description: Unable to upgrade ClipboardManager tool

https://dev268229.service-now.com/incident_list.do?sysparm_userpref_module=087800c10a80164004e32c8a64a97c9&sysparm_view=ess&sysparm_query=caller_id%3Djavascript:gs.getUserID()%5Eactive%3Dtrue%5Euniversal_request!SEMPY%5EEQ&caller_id=javascript:gs.getUserID()

High UV Now

In self-service , the person who is having an issue can create an incident

Incident
INC0000530

Number: INC0000530

Subcategory: -- None --

* caller: Configure Label, Configure Dictionary, Configure Styles, Show Security Rules, Show - closed_by*

* Service offering:

Configuration item:

--None--

Assignment group: Major Incident Management

Channel: -- None --

State: New

Impact: 3 - Low

servicenow: -- None --

Approval set:

Notes | Detailed Info | Related Records | More Info | Resolution Information | Completed Activities | more information

Description: Unable to upgrade ClipboardManager tool

* Category: Inquiry / Help

Caller is a reference

Right click on caller field → configure dictionary

Dictionary Entry
Closed by View: Advanced*

Mandatory

Display

Alters the behavior of a field or functionality that depends on the field. [More Info](#)

Attributes: encode_utf8=false

Reference Specification | Choice List Specification | Dependent Field | Calculated Value | Default Value

The Reference field specifies what table this field displays values from.

* Reference: User

Use reference qualifier: Simple

Reference qual condition: Add Filter Condition, Add OR Clause

-- choose field --, -- oper --, -- value --

Reference Specification - Additional Customization

Reference key:

Reference cascade rule: -- None --

Reference floats:

Dynamic creation:

Reference specification is user

The Reference field specifies what table this field displays values from.

* Reference User

Use reference qualifier Simple

Reference qual condition Add Filter Condition Add OR Clause

-- choose field -- -- open --

Reference Specification - Additional Customization

Reference key

Reference cascade rule -- None --

Table

- * Label User Application Global
- * Name sys_user Create module
- Create mobile module
- Add module to menu -- Create new --
- New menu name

To know which user, open record. User is sys_user so whatever will be available in sys_user table can be seen in caller.

We are putting sys_user table values as a reference to another table

Incident INC0000530

Number INC0000530

Subcategory -- None --

* caller

Service_Offering

* New Date

Business Impact Not Yet Requested

* Service offering

Configuration item

--None--

* Assignment group Major Incident Management

serv

Channel -- None --

Configure Label

Configure Dictionary

Configure Styles

Show Security Rules

Configure Choices

Show Choice List

Show - contact_type

Notes Detailed Info Related Records More Info Resolution Information Completed Activities more information

Watch list Work notes list

Description Unable to upgrade ClipboardManager tool

* Category Inquiry / Help

Show choice list will show the choices

Element	Language	Value	Label	Hint	Inactive	Sequence
incident	en	chat	Chat		false	0
incident	en	walk-in	Walk-in		false	6
incident	ar		الرحلة		false	0
incident	ar		المساعد الافتراضي		false	5
incident	en		Monitoring		true	3
incident	ar		خدمة ذاتية		false	4
incident	ar	walk-in	في المراكز		false	6
incident	en	virtual_agent	Virtual Agent		false	5
incident	en	email	Email		false	1
incident	ar	phone	الهاتف		false	2
incident	ar	email	البريد الإلكتروني		false	1
incident	en	phone	Phone		false	2
incident	ar	monitoring	المراقبة		true	3
incident	en	self-service	Self-service		false	4
task	ar	self-service	خدمة ذاتية		false	
task	en	email	Email		false	

We can select show matching on english we get only values wrt only English

*To avoid conflicts of different people creating new incident at the same time, incident number will be changed everytime when we click on new. Even if we don't save new number will generated after clicking new.