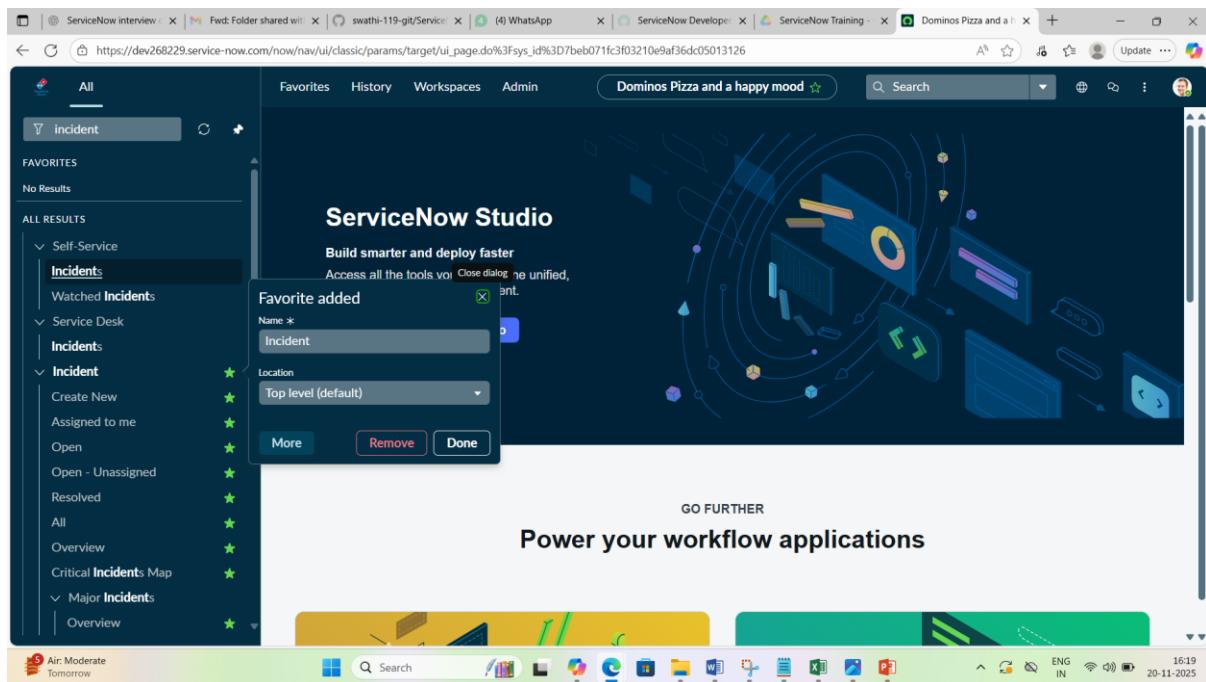


→ The data shown here is the demo data and the interface is UI16.0

## Banner Frame

To change the serviceNow logo and title –

All → Basic configurations UI16 → change title, logo etc → save and reload



## Application navigator/ Filter navigator

To add the applications or modules to favorites-

All → Click on star icon → more → Give name and change the color if needed → done

## Q. Difference between favorites and history?

History – read only , we cant edit anything

Favorites – we can edit and can add anything into favorites

## Q. Difference between Global search icon and navigation?

The top screenshot shows the global search results for 'prob'. It displays a sidebar with navigation links like 'Create New', 'Assigned to me', 'Open', etc., and a main area showing search results for 'Problem'.

Number	Problem statement	Model	State	Resolution code	Assignment group	Assigned to	Configuration item	Related Incidents
PRB0000050	Switch occasionally drops connections	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	ny8500-nbx08	
PRB0000014	My laptop is performing very badly	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	Windows	

The bottom screenshot shows the 'Problems' list view. It includes a search bar and a table with columns for Number, Problem statement, Model, State, Resolution code, Assignment group, Assigned to, Configuration item, and Related Incidents. Two specific problems are listed: PRB0000050 and PRB0000014.

→ Navigation- we can navigate to particular application or module

The screenshot shows a ServiceNow Studio interface. At the top, there is a search bar with the query "PRB0007601". A tooltip window titled "EXACT MATCH" displays the results: "Unable to send or receive emails.", Number: PRB0007601, State: New. Below the search bar, there is a banner for "ServiceNow Studio" with the text "Build smarter and deploy faster" and "Access all the tools you need in one unified, intuitive development environment." A blue button labeled "Open ServiceNow Studio" is visible. In the center, there is a large, abstract graphic of interconnected nodes and arrows in various colors like blue, purple, and yellow. Below the graphic, the text "GO FURTHER" and "Power your workflow applications" is displayed.

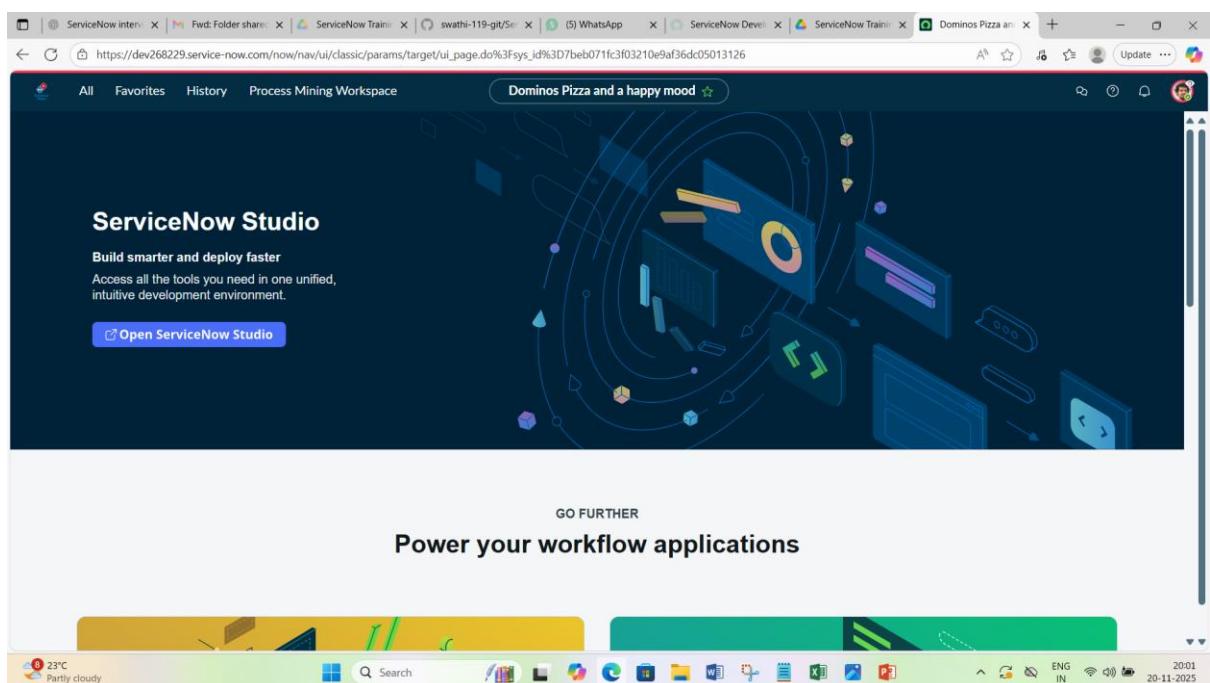
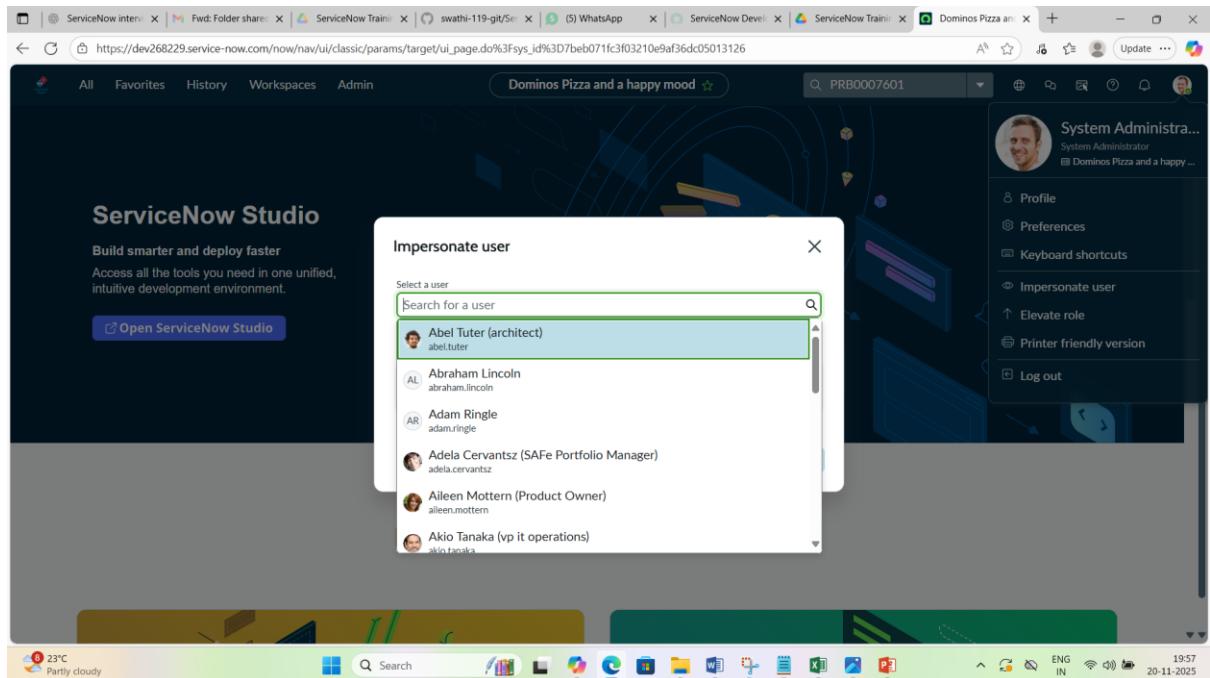
The screenshot shows a list of problems in the ServiceNow interface. The title bar says "Dominos Pizza and a happy mood - Problems". The table has columns: Number, Problem statement, Model, State, Resolution code, Assignment group, Assigned to, Configuration item, and Related Incidents. There are two entries:

Number	Problem statement	Model	State	Resolution code	Assignment group	Assigned to	Configuration item	Related Incidents
PRB0000050	Switch occasionally drops connections	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	ny@500-nbxs08	
PRB0000014	My laptop is performing very badly	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	Windows	

At the bottom of the screen, the Windows taskbar is visible with icons for various applications like File Explorer, Edge, and Excel.

- ➔ Global search icon- with particular ID/text it directly opens the record
- ➔ Note- Zing is the search engine which is used in the serviceNow

## Impersonate User-



- We can log in as another user to test and troubleshoot the system from user's perspective
- If we make changes in user profile they will reflect only for login user, but if we make changes in Basic configuration UI16 it reflects on all users
- End impersonation after the work is done