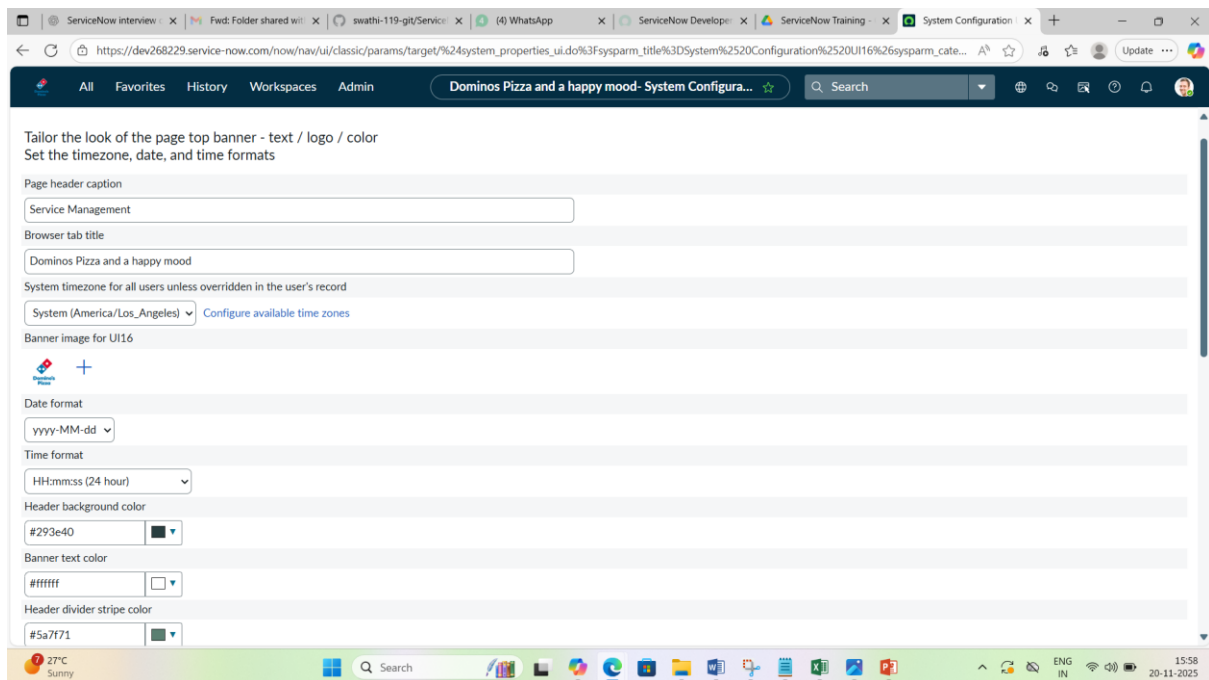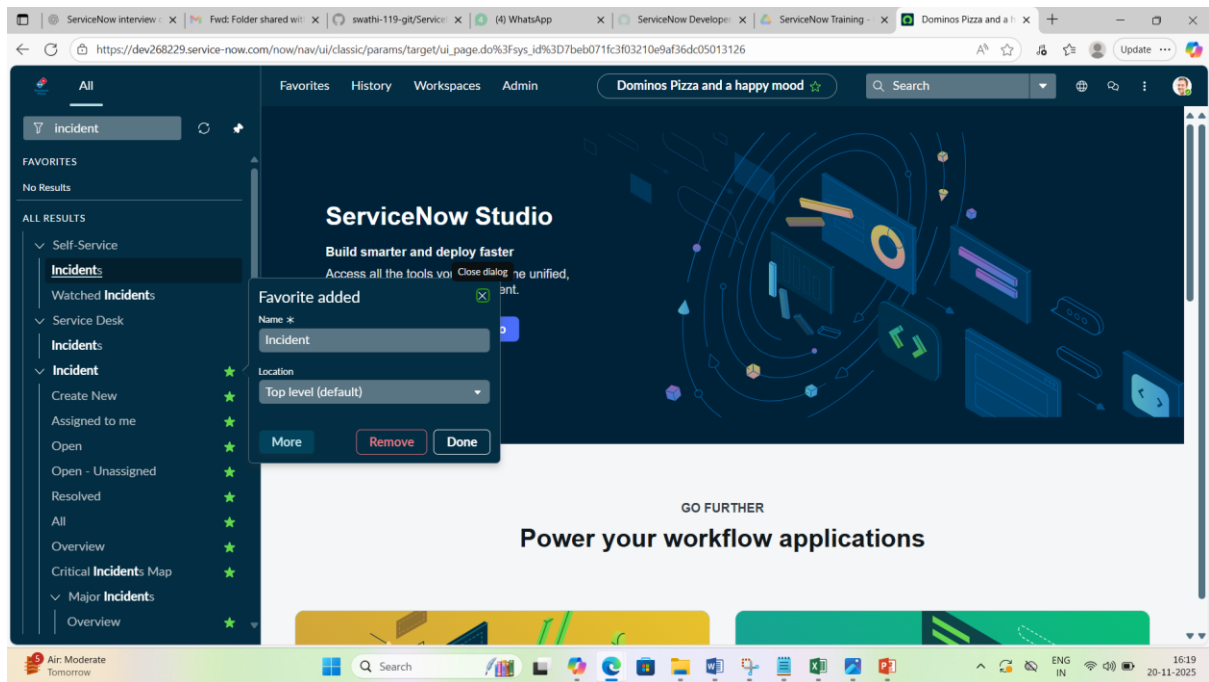➔ The data shown here is the demo data and the interface is UI16.O
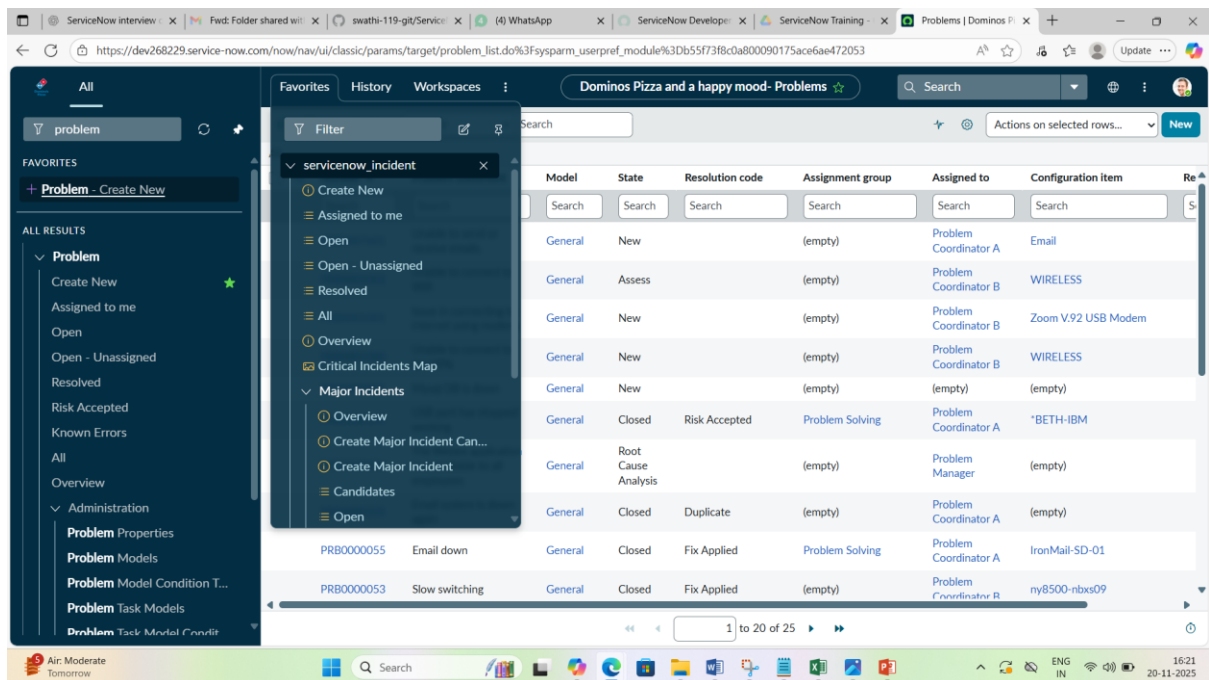

Banner Frame

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?

➔ Navigation- we can navigate to particular application or module

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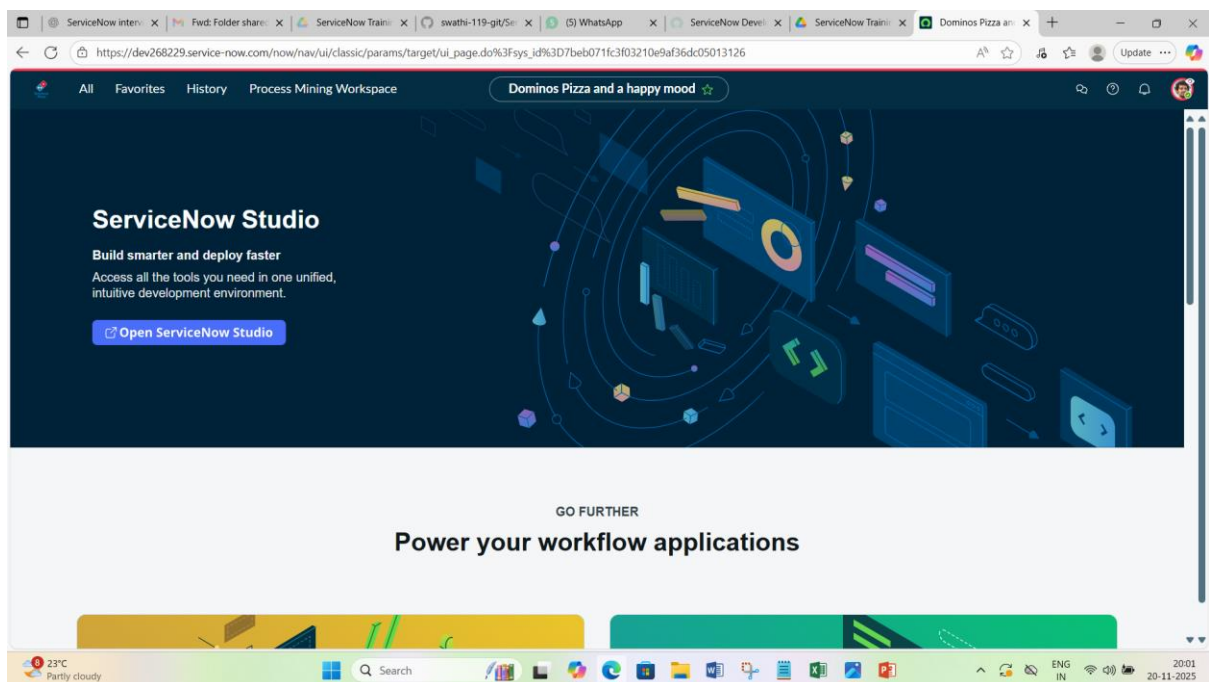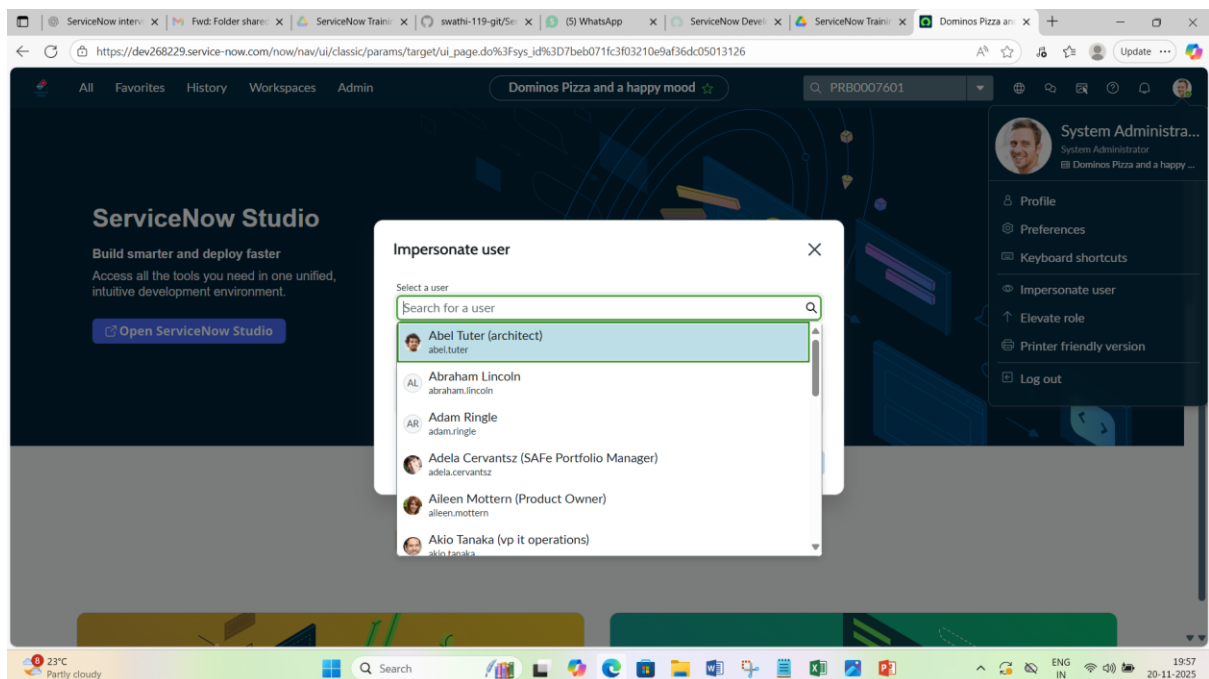
➔ We can log in as another user to test and troubleshoot the system from user's perspective
➔ If we make changes in user profile they will reflect only for login user, but if we make changes in Basic configuration UI16 it reflects on all users
➔ End impersonation after the work is done