

## List View -2

All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000024	2025-06-21 16:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
	INC0000060	2016-12-12 07:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000008	2025-06-16 16:08:39	Printer in my office is out of toner	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-09-08 13:16:02	admin
	INC0000009	2025-06-15 15:50:23	<span style="border: 1px solid #ccc; padding: 2px;">Reset my passwords</span>	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-09-08 13:16:04	admin
	INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
	INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
	INC0000902	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
	INC0000903	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin

We can edit the data by double clicking on it

All	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
	INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-09-08 13:16:02	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-09-08 13:16:04	admin
	INC0000033	2025-05-25 15:22:52	multiple updates	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
	INC0000035	2025-06-18 17:32:47	multiple updates	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
	INC0000902	2018-09-16 05:49:23	multiple updates	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	multiple updates	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
	INC0000903	2018-08-30 02:17:32	multiple updates	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin

We can edit column value by clicking on shift+down/up arrow → double click → edit

The screenshot shows a list of incidents in ServiceNow. A context menu is open over the 9th incident, which has the following details:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-09-08 13:15:44	admin
INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	ITIL User	ITIL User	2025-09-08 13:16:02	admin
INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	ITIL User	David Loo	2025-09-08 13:16:04	admin
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	ITIL User	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	ITIL User	Luke Wilson	2025-09-08 13:16:15	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	ITIL User	(empty)	2025-09-08 22:16:30	system
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	ITIL User	Bud Richman	2025-09-08 22:16:31	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	ITIL User	(empty)	2018-12-12 23:39:53	admin

The context menu for the hardware record includes options like Show Matching, Filter Out, Copy URL to Clipboard, Copy sys\_id, Assign Tag, Archive Record, Assign to me, Follow on Live Feed, Show Live Feed, and Add to Visual Task Board.

We can filter the records based on the columns value using show matching and filter out

Show matching – will list the records of same values that are in that particular category

The screenshot shows a list of incidents in ServiceNow. A context menu is open over the 9th incident, which has the following details:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	admin
INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	ITIL User	(empty)	2025-09-08 22:16:30	system
INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggeri	● 1 - Critical	Closed	Inquiry / Help	ITIL User	Bud Richman	2025-09-08 22:16:31	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	ITIL User	(empty)	2018-12-12 23:39:53	admin
INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	● 1 - Critical	Closed	Inquiry / Help	ITIL User	Bud Richman	2025-09-08 13:16:24	admin
INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	● 1 - Critical	Closed	Hardware	ITIL User	Bud Richman	2025-09-08 22:16:32	system

The context menu for the hardware record includes options like Show Matching, Filter Out, Copy URL to Clipboard, Copy sys\_id, Assign Tag, Archive Record, Assign to me, Follow on Live Feed, Show Live Feed, and Add to Visual Task Board.

Filter out – all the records which are related to hardware will be removed

Copy url to clipboard – we can directly open that url separately then that particular record gets opened and we can debug the problem easily

Copy sys\_id- a system identifier and 32 digit hash code to easily identify each application

The screenshot shows a ServiceNow interface for managing incidents. The title bar reads "Dominos Pizza and a happy mood- Incidents". The main area displays a list of incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. An incident for "INC0000024" is selected, and a context menu is open over it. The menu items include: Sort (a to z), Sort (z to a), Show Visual Task Board, Ungroup, Group By Caller, Bar Chart (which is highlighted in blue), Pie Chart, Launch Interactive Analysis, Launch Process Mining, Configure, Import, Export, Update Selected, Update All, Data Management, Create Application Files, Import XML, and Show XML. At the bottom of the screen, there is a taskbar with various icons and system status information.

Bar chart compares counts across categories

Pie chart show percentage share of each category

The screenshot shows a ServiceNow interface with a list of incidents. The title bar says "Dominos Pizza and a happy mood- Incidents". The left sidebar has sections for "FAVORITES" and "ALL RESULTS", both currently showing "No Results". The main area displays a table of incidents with the following columns: ID, Created, Last Modified, Description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, and Updated by. There are 20 rows of data, each representing an incident record.

			Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
			multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
			multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	admin
INC0000008	2025-06-16 16:08:39		multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
INC0000009	2025-06-15 15:50:23		multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
INC0000033	2025-05-25 15:22:52		File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC0000035	2025-06-18 17:32:47		Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
INC0009002	2018-09-16 05:49:23		My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
INC0000014	2025-05-14 16:37:35		Missing my home directory	Bow Ruggieri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
INC0009003	2018-08-30 02:17:32		Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC0000004	2025-06-15 15:49:22		Forgot email password	Fred Luddy	● 1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC0000005	2025-06-04 16:06:52		CPU load high for over 10 minutes	Alejandro Mascall	● 1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system

problem.LIST – it opens in new tab and will list all the data related to that particular application

problem.list – closes all tabs to its right and shows the data in the current tab itself

Incident.FORM- will create a new record in the new tab

Incident.form- create a form in the current tab

Problem.CONFIG- opens a new tab and all configurations related to particular table can be seen

Problem.config- opens in same tab and all configurations related to particular table can be seen

Incident.DO- creates in new tab

Incident.do-creates in same tab

Screenshot of the ServiceNow configuration interface showing the 'Flows' section for 'problem'.

The page title is 'Configurations for problem'.

Header navigation includes: Business Rules (61), Client Scripts (17), Dictionary Entries (103), Dictionary Entry Overrides (12), Notifications (9), UI Actions (53), Access Controls (731), UI Policies (18), Data Policies (8), Styles (14), View Rules.

Search bar: Name, Search.

Action bar: Actions on selected rows..., New.

Table header: All > Table = problem.or.Table in problem, task.

Table columns: Name, Active, Application, Order, Updated.

Table data (partial list):
 

- Abort changes on group
- Affected ci notifications
- Affected cost center notifications
- Affected group notifications
- Affected location notifications
- Build scratchpad for task
- Calc SLAs on Display
- Cancel Workflows Upon Cancellation
- Cascade closure of Problem Tasks
- Check inactive problem model
- Copy Attachment - new Task

Context menu for one of the rows (e.g., 'Affected ci notifications') is open, showing options like Sort (a to z), Sort (z to a), Ungroup, Group By Active, Configure (selected), Import, Export, Update Selected, Update All, Data Management, Create Application Files, Import XML, Show XML, List Layout, List Calculations, List Control, All, Table, Security Rules, Business Rules, Workflows, Flow Designer Flows, Client Scripts, UI Policies, Data Policies, UI Actions, Notifications, Dictionary.

Bottom navigation bar: Air: Moderate Now, Search, various icons, ENG IN, 14-11-2025.

Second screenshot shows the 'Configuring Business Rules list' screen.

Available items in the list view:
 

- Abort action
- Accessible from
- Advanced
- Application [+]
- Class
- Client callable
- Condition
- Created
- Delete
- Description
- Display name
- Domain [+]
- Domain Path
- Filter Conditions
- Insert

Selected items in the list view:
 

- Name
- Active
- Table
- Application
- Order
- Updated
- Add message
- Created by
- Execute function

Buttons: Cancel, Save.

Below the list view:
 

- List view: View name Default view.
- Create new field: Name (text input), Type (String dropdown), Field length (Small (40) dropdown).
- Add button.

Related Links: Show versions.

Bottom navigation bar: Air: Moderate Now, Search, various icons, ENG IN, 14-11-2025.

Configure → List layout → new columns can be inserted

Configurations for problem

All > Table = problem...or. Table in problem, task

Name	Active	Table	Application	Order	Actions	Add message	Created by	Execute function
Abort changes on group	true	Problem [problem]	Global	1	<span>Sort (a to z)</span>	false	admin	false
Affected ci notifications	true	Task [task]	Global	2	<span>Sort (z to a)</span>	false	glide.maint	false
Affected cost center notifications	true	Task [task]	Global		<span>Ungroup</span>	false	glide.maint	false
Affected group notifications	true	Task [task]	Global		<span>Group By Order</span>	false	glide.maint	false
Affected location notifications	true	Task [task]	Global		<span>Launch Interactive Analysis</span>	false	glide.maint	false
Build scratchpad for task	true	Task [task]	Global	1	<span>Launch Process Mining</span>	false	glide.maint	false
Calc SLAs on Display	true	Task [task]	Global	1	<span>Configure</span>	>	glide.maint	false
Cancel Workflows Upon Cancellation	true	Task [task]	Global	1	<span>Import</span>	>	glide.maint	false
Cascade closure of Problem Tasks	true	Problem [problem]	Global	101	<span>Export</span>	>	glide.maint	false
Check inactive problem model	true	Problem [problem]	Global	100	<span>Update Selected</span>	>	glide.maint	false
Copy Attachment - new Task	true	Task [task]	Global	100	<span>Update All</span>	>	glide.maint	false
					<span>Create Application Files</span>	>	glide.maint	false
					<span>Import XML</span>	>	glide.maint	false
					<span>Show XML</span>	>	glide.maint	false

Configure → List Calculations → gives the values of column

Related Links

Show Globals

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Name	Active	Table	Application	Value	Created	Updated	Created by	Updated by
Copy Attachment - new Task	true	Task [task]	Global	100	2022-08-10 06:47:11	false	admin	false
Copy Problem State to State	true	Problem [problem]	Global	1,000,000	2014-02-21 15:07:50	false	admin	false
Copy related records to original Problem	true	Problem [problem]	Global	100	2021-03-12 01:44:16	false	admin	false
Copy State to Problem State	true	Problem [problem]	Global	0	2014-02-21 15:01:38	false	admin	false
Delete Impacted Services	true	Task [task]	Global	100	2009-04-23 15:43:47	false	glide.maint	false
insert_problem	true	Problem [problem]	Global	100	2011-08-25 09:54:57	false	pat	false
Link task & interaction on insert/update	true	Task [task]	Global	90	2022-05-19 06:37:18	false	admin	false
Link task to interaction on display	true	Task [task]	Global	100	2022-05-19 06:37:02	false	admin	false
live feed events	true	Task [task]	Global	50	2018-01-08 09:29:28	false	admin	false
mark closed	true	Task [task]	Global	800	2015-05-27 07:21:02	false	glide.maint	false

Avg 16,939.33  
Min 0  
Max 1,000,000  
Sum 1,033,299

24°C Mostly clear

Search

ENG IN 19:21 14-11-2025

Incidents State Search Actions on selected rows... New

All	Number	Opened	Short description	Caller	Priority	Assignment group	Assigned to	Updated	Updated by
	INC0000024	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Service Desk	ITIL User	2025-11-13 22:15:56	admin
	INC0000060	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Network	David Loo	2025-11-13 22:15:56	admin
	INC0000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Hardware	ITIL User	2025-11-13 22:15:56	admin
	INC0000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Service Desk	David Loo	2025-11-13 22:15:56	admin
	INC0000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical		Don Goodlife	2025-09-08 13:15:24	admin
	INC0000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning		Luke Wilson	2025-09-08 13:16:15	admin
	INC0000002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate		(empty)	2025-09-08 22:16:30	system
	INC0000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggieri	● 1 - Critical		Bud Richman	2025-09-08 22:16:31	system
	INC0000003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate		(empty)	2018-12-12 23:39:53	admin
	INC0000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	● 1 - Critical		Bud Richman	2025-09-08 13:16:24	admin
	INC0000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	● 1 - Critical		Bud Richman	2025-09-08 22:16:32	system

Sort (a to z) Sort (z to a) Show Visual Task Board Ungroup Group By Priority Bar Chart Pie Chart Launch Interactive Analysis Launch Process Mining Configure Import Export > Update Selected Update All Data Management > Import XML Show XML Inquiry / Help List Layout List Calculations List Control All Table Security Rules Business Rules Workflows Flow Designer Flows Client Scripts UI Policies Data Policies UI Actions Notifications Dictionary

23°C Mostly clear Search ENG IN 19:39 14-11-2025

Incident View: List Controls Turn on ECMAScript 2021 (ES12) mode

Omit filter condition  Turn on ECMAScript 2021 (ES12) mode

Omit filters

Omit filter condition  Turn on ECMAScript 2021 (ES12) mode

Omit links  Omit drill-down link  Omit links condition  Turn on ECMAScript 2021 (ES12) mode

Link roles

23°C Mostly clear Search ENG IN 19:41 14-11-2025

https://dev268229.service-now.com/nav/ui/classic/params/target/incident\_list.do

Domino's Pizza and a happy mood- Incidents ★

Actions on selected rows... New

	Created	Description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	2025-06-21 16:52:52	multiple updates	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2025-11-13 22:15:56	admin
	2016-12-12 07:19:57	multiple updates	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2025-11-13 22:15:56	admin
INC00000008	2025-06-16 16:08:39	multiple updates	Joe Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2025-11-13 22:15:56	admin
INC00000009	2025-06-15 15:50:23	multiple updates	Rick Berzle	● 1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2025-11-13 22:15:56	admin
INC00000033	2025-05-25 15:22:52	File Server is 80% full - Needs upgrade	David Loo	● 1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2025-09-08 13:15:24	admin
INC00000035	2025-06-18 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2025-09-08 13:16:15	admin
INC00000002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2025-09-08 22:16:30	system
INC00000014	2025-05-14 16:37:35	Missing my home directory	Bow Ruggieri	● 1 - Critical	Closed	Inquiry / Help	(empty)	Bud Richman	2025-09-08 22:16:31	system
INC00000003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
INC00000004	2025-06-15 15:49:22	Forgot email password	Fred Luddy	● 1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2025-09-08 13:16:24	admin
INC00000005	2025-06-04 16:06:52	CPU load high for over 10 minutes	Alejandro Mascall	● 1 - Critical	Closed	Hardware	Hardware	Bud Richman	2025-09-08 22:16:32	system
	2025-05-23	Seem to have an issue with my hard							2025-09-08	

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23°C Mostly clear Search ENG IN 19:42 14-11-2025

Configure → list control → select the checkbox which you want to remove → update