

FORMS

➔ Form is a single record in a database

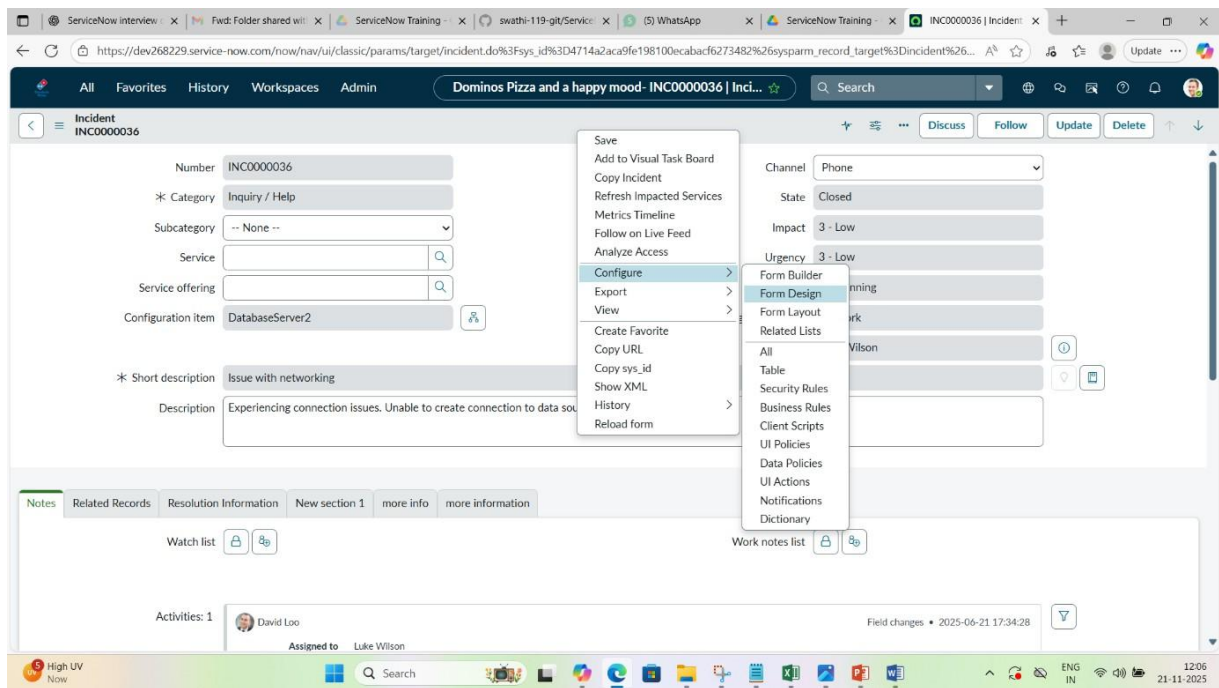
➔ We can customize a form in 3 ways-

1. Form Builder
2. Form layout
3. Form Design

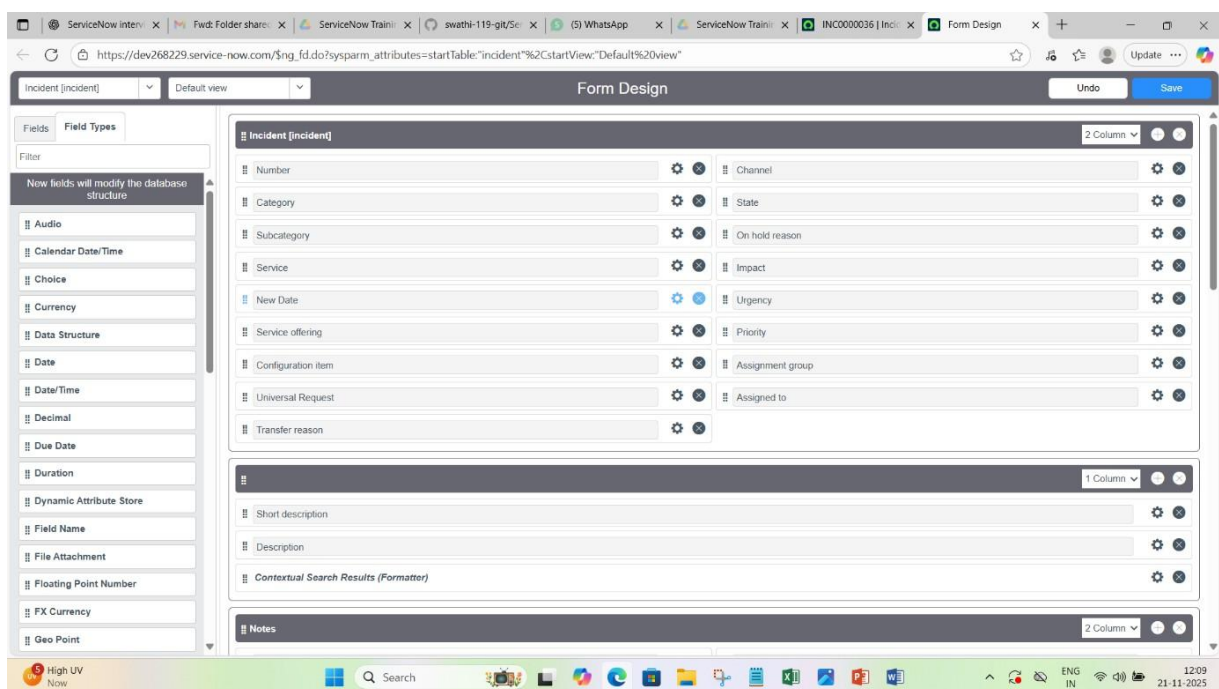
The screenshot displays a ServiceNow incident form. The top navigation bar includes 'All', 'Favorites', 'History', 'Workspaces', and 'Admin'. The incident title is 'Domino's Pizza and a happy mood- Incidents'. The incident number is 'INC0000036'. The form fields are organized into two columns. The left column contains: 'Number' (INC0000036), 'Category' (Inquiry / Help), 'Subcategory' (None), 'Service' (empty), 'Service offering' (empty), 'Configuration item' (DatabaseServer2), 'Short description' (Issue with networking), and 'Description' (Experiencing connection issues. Unable to create connection to data source.). The right column contains: 'Channel' (Phone), 'State' (Closed), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group' (Network), and 'Assigned to' (Luke Wilson). Below the form fields, there are tabs for 'Notes', 'Related Records', 'Resolution Information', 'New section 1', 'more info', and 'more information'. The 'Notes' tab is active, showing a 'Watch list' and a 'Work notes list'. The 'Work notes' section has a text area and a 'Post' button. The bottom of the screen shows a Windows taskbar with the date and time as 11:39 on 21-11-2025.

➔ This is a form page

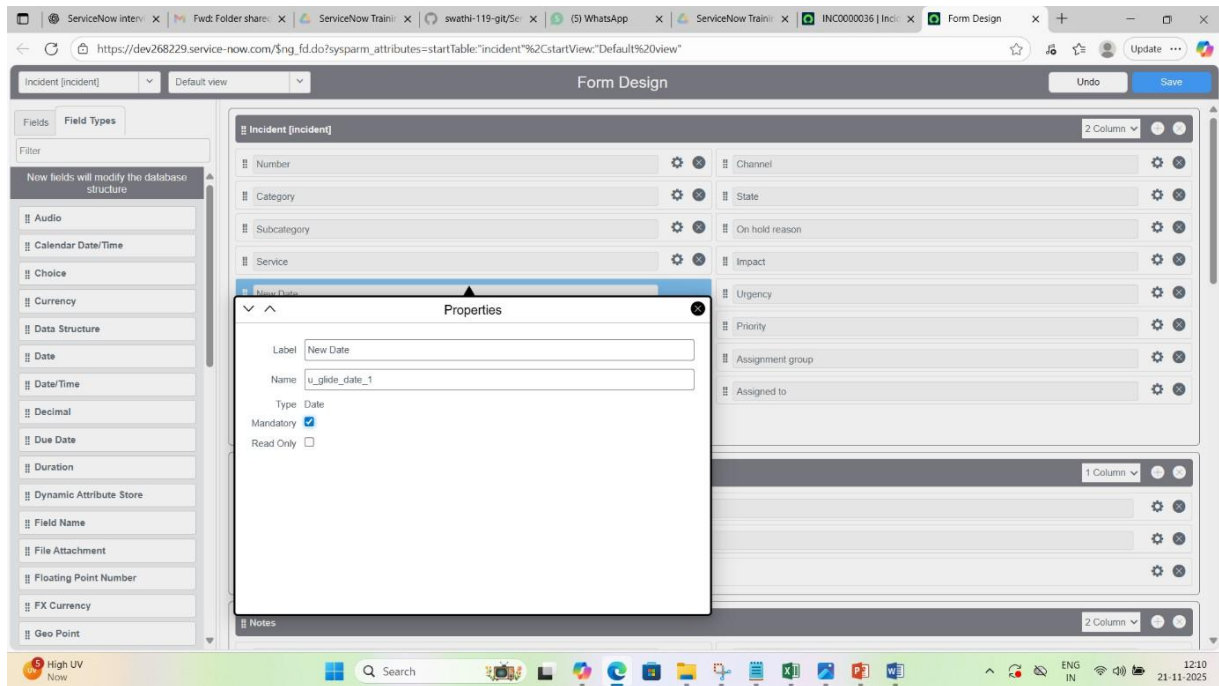
➔ Form is a single record in a database, collects the information from users



All → Incident → createNew → right click on form header → configure → form design

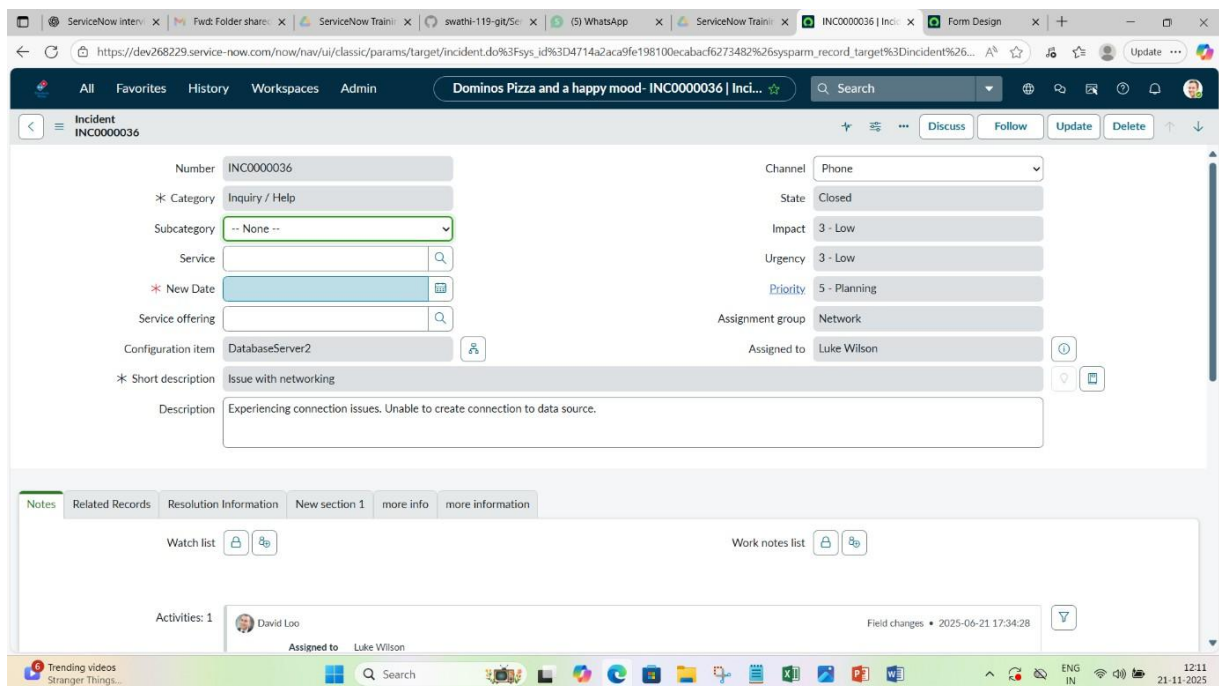


- ➔ We can drag and drop from out of the box fields / pre-defined fields and save
- ➔ If we need to create a field , then select from field types and click on gear icon

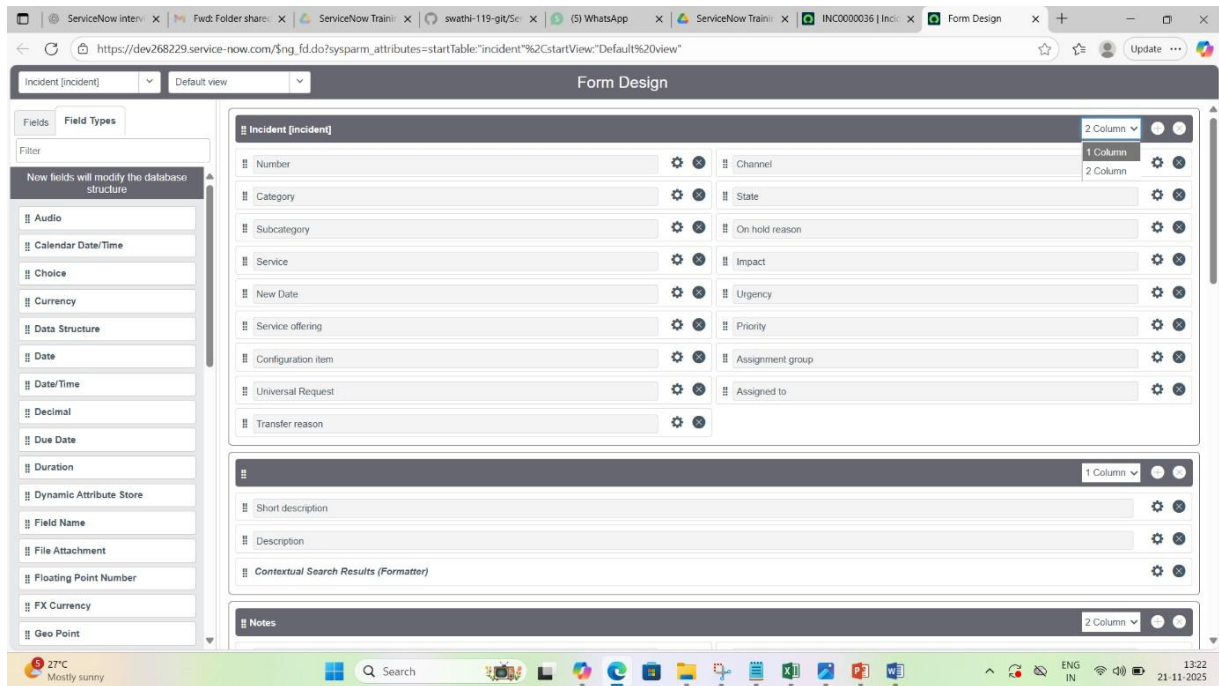


Label - we can edit the label, this is what users see

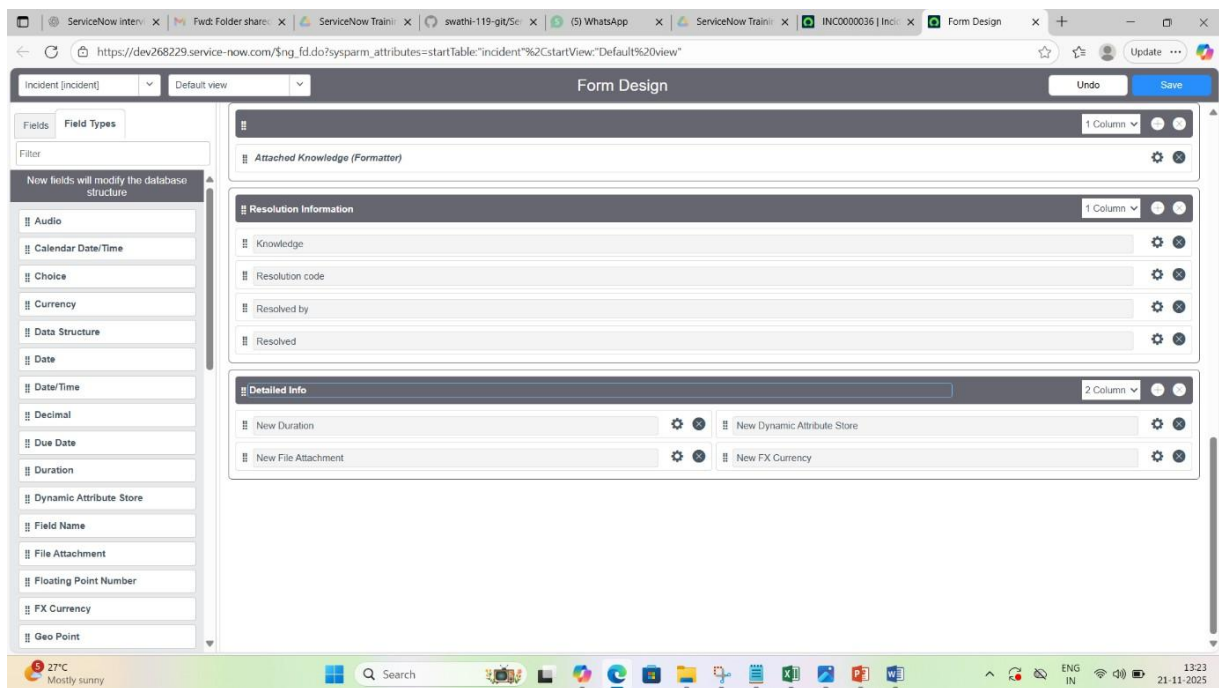
Name - u_ will be prefixed as this is user defined



➔ New date field can be seen on the form page



➔ Fields can be seen in single column layout or 2 column layout



To create a new sub section , click on the + icon to the right side in the last sub section and edit the section name , drag and drop the fields from out of the box fields

If we want any fields to be seen in single long layout-

The screenshot shows a web application interface for managing incidents. The top navigation bar includes links for All, Favorites, History, Workspaces, and Admin. The main header displays the incident title "Dominoes Pizza and a happy mood- INC00000004" and a search bar. The incident details are organized into two columns. The left column contains fields for Number (INC00000004), Category (Inquiry / Help), Subcategory (None), Service, New Date, Service offering, Configuration item, and Description (User forgot their email password). The right column contains fields for Channel (None), State (Closed), Impact (1 - High), Urgency (1 - High), Priority (1 - Critical), Short description (Forgot email password), Assignment group (Service Desk), and Assigned to (Bud Richman). Below the incident details, there are tabs for Notes, Related Records, Resolution Information, and Detailed Info. The Notes tab is active, showing a watch list and work notes list. The bottom status bar indicates the incident is "Air: Moderate" and "Today".

The screenshot shows the "Form Design" view of the incident form. The left sidebar contains a "Fields" section with a filter and a list of fields including Time worked, Timeline, Trigger Rule, Updated, Updated by, Updates, Upon approval, Upon reject, and User input. Below the fields is a "Formatters" section with options like Checklist, Incident Variable Editor, Parent Breadcrumbs, Ratings, ResolutionShaper, and Task Relations. The main area displays the form layout with sections for Incident [Incident], Description, Category, Notes, and Watch list. Each section has a dropdown menu to select the number of columns (1 or 2). The "Incident [Incident]" section is currently set to 2 columns. The "Description" section is set to 1 column. The "Category" section is set to 2 columns. The "Notes" section is set to 2 columns. The "Watch list" section is set to 1 column. The bottom status bar indicates the incident is "Air: Moderate" and "Today".

Click on + icon → select 1 column → remove the section name → drag and drop the fields which is needed → save

ServiceNow: x | Fwd: Foli: x | ServiceNow: x | swathi-11: x | (5) Whats: x | ServiceNow: x | Forms_Fo: x | Forms_Fo: x | ServiceNow: x | INC00000: x | Form Des: x | +

https://dev268229.service-now.com/now/nav/ui/classic/params/target/incident.do%3Fsysparm_nostack%3Dtrue%26sys_id%3D9d3c1197c611228701cd1d94bc32d76d%26sysparm...

All Favorites History Workspaces Admin

Dominos Pizza and a happy mood- INC00000004 | Inci...

Search

Incident INC00000004

Discuss Follow Update Delete

Number INC00000004

Subcategory -- None --

Service

* New Date

Service offering

Configuration item

Description User forgot their email password.

* Category Inquiry / Help

* Short description Forgot email password

Channel -- None --

State Closed

Impact 1 - High

Urgency 1 - High

Priority 1 - Critical

Assignment group Service Desk

Notes

Related Records

Resolution Information

Detailed Info

Watch list

Work notes list

Activities: 1

P pat

Assigned to Bud Richman

Field changes • 2024-01-08 14:34:12

Air: Moderate Today

Search

ENG IN

13:45 22-11-2025