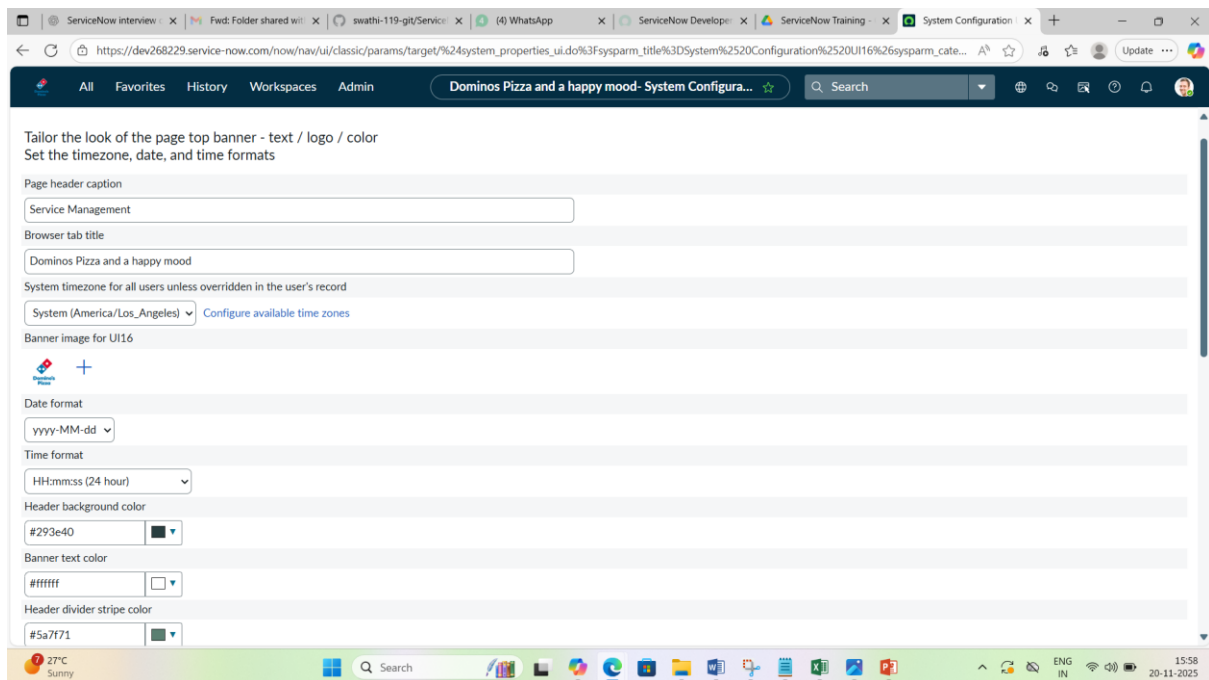


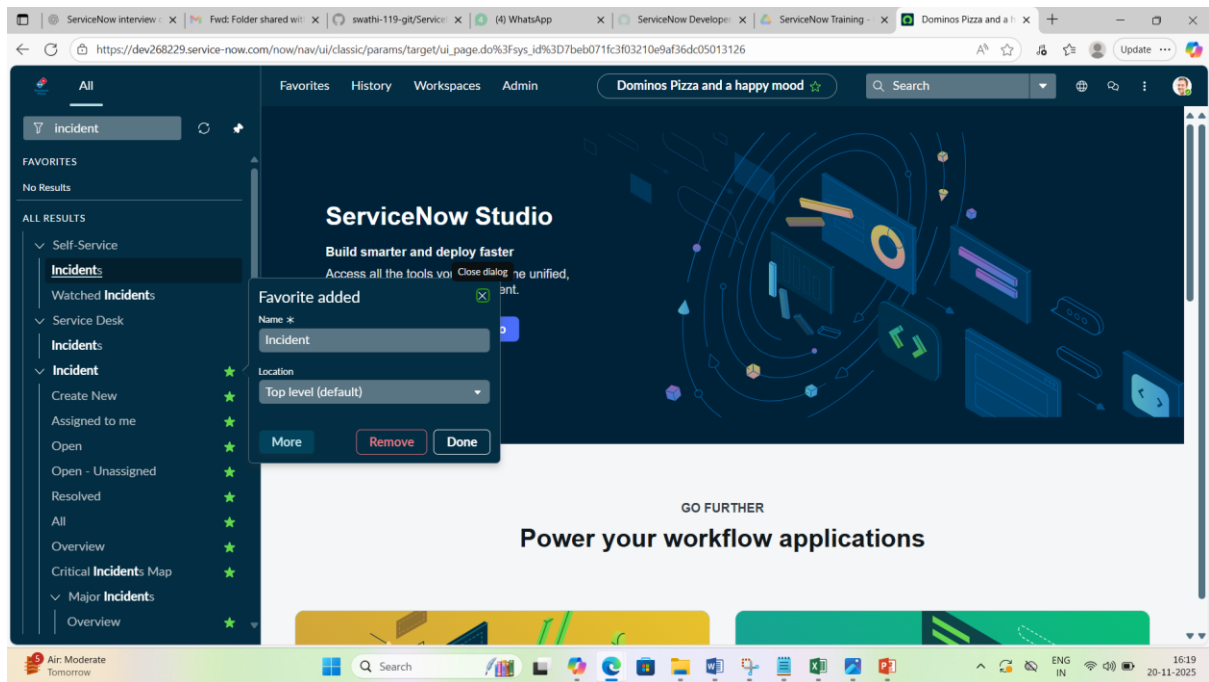
➔ The data shown here is the demo data and the interface is UI16.0



Banner Frame

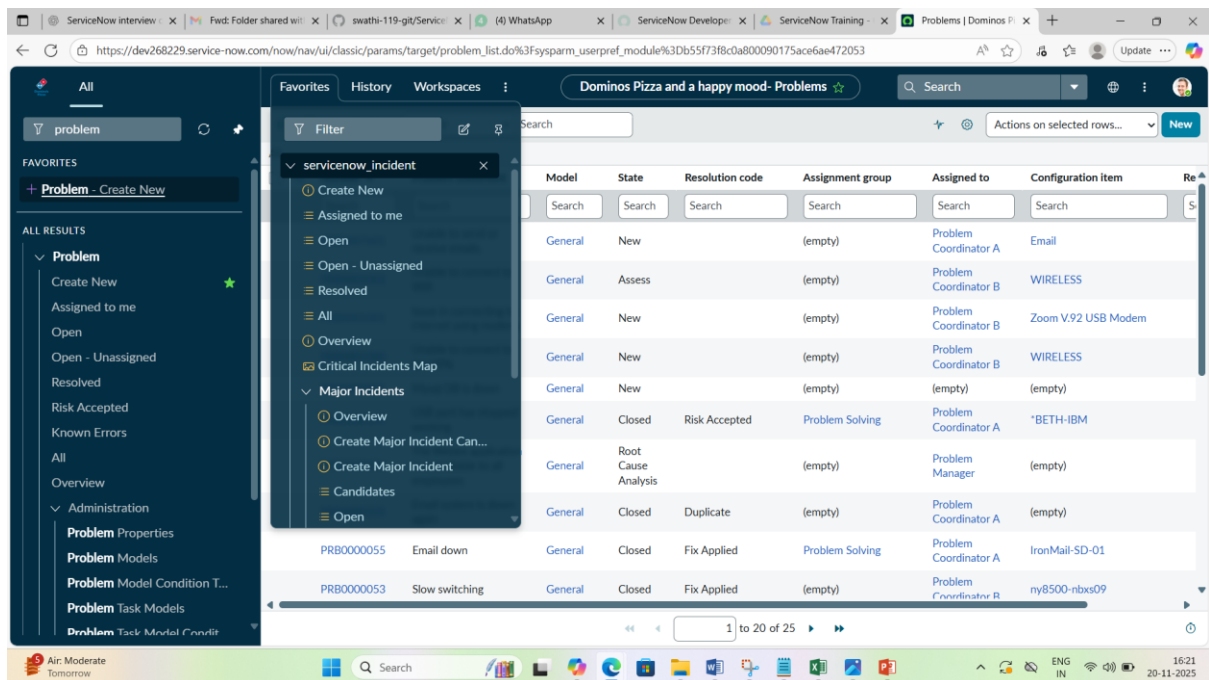
To change the serviceNow logo and title –

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 ServiceNow interface with the 'Problem' module selected. The search bar is active, and the results list shows 'Problem' as the only result. The bottom screenshot shows the 'Problems' list view with a table of problem records.

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-nbxs08	
PRB0000014	My laptop is performing very badly	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	Windows	

➔ Navigation- we can navigate to particular application or module

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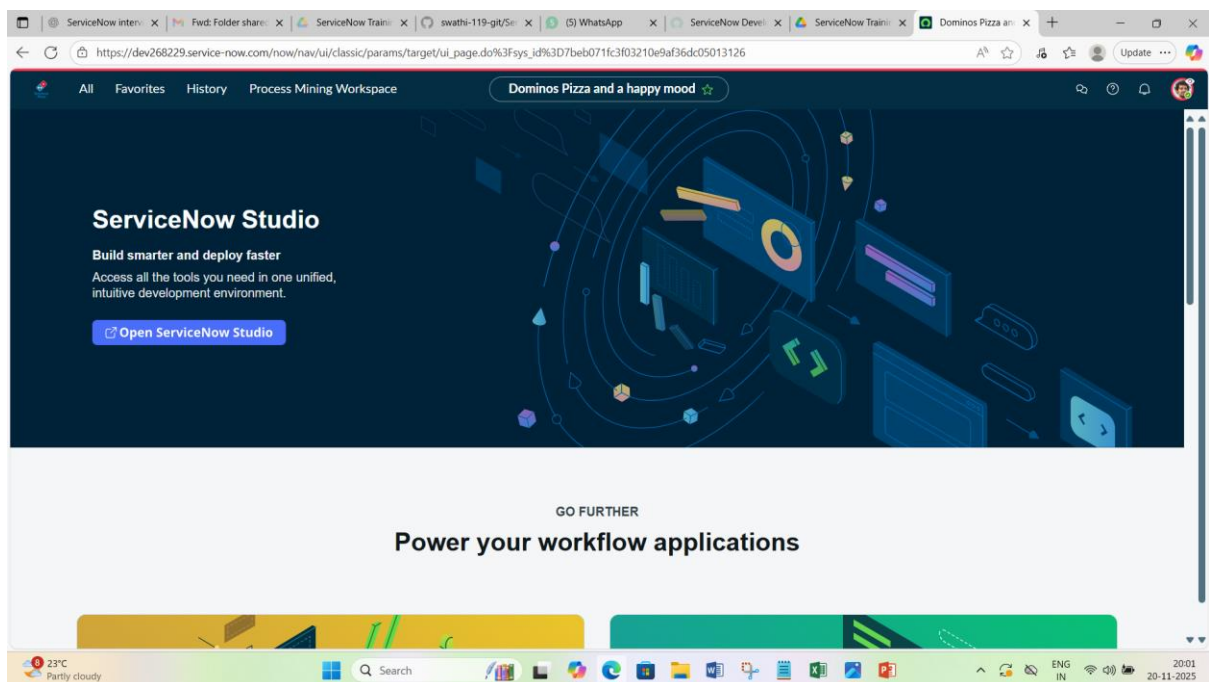
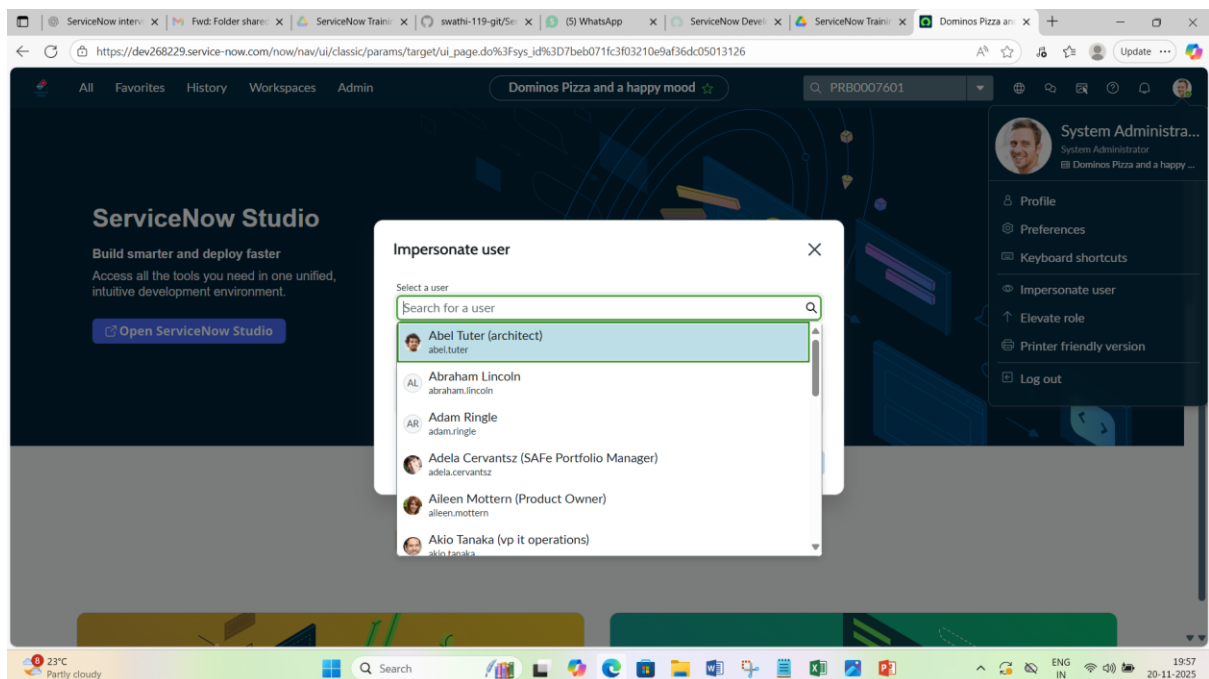
Problems | Search

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-nbxs08	
PRB0000014	My laptop is performing very badly	General	Resolved	Fix Applied	(empty)	Problem Coordinator A	Windows	

1 to 2 of 2

- ➔ 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