

ServiceNow Interview – Development Demo

Example 1: ServiceNow Tuning -- Service Portal Redirect

Users with no roles assigned should only have access to the Service Portal view, and NO access to the Native View.

The easiest way to accomplish that goal would be through review of user role affiliations.

ServiceNow Logins – Where is the user directed ?	
· User has no roles --	Redirects to Service Portal
· User has roles –	Login to Native View (Full Platform)
Validation Steps	
Validate with the following URL: https://dev79794.service-now.com	
User With Roles:	help.desk (Password: help.desk)
User With No Roles:	test1.user (Password: test1.user)
NOTE: This single property implements the desired behavior: https://dev79794.service-now.com/nav_to.do?uri=%2Fsys_properties_list.do%3Fsysparm_first_row%3D1%26sysparm_query%3DGOTOnameLIKEglide.entry.first.page.script%26sysparm_query_encoded%3DGOTOnameLIKEglide.entry.first.page.script%26sysparm_view%3D	

If direct Service Portal access is expected for other users of similar profile, it can be done in Production with the addition of global system property (*glide.entry.first.page.script*).

Redirect to Service Portal after login: https://docs.servicenow.com/bundle/helsinki-servicenow-platform/page/build/service-portal/concept/c_RedirectToSPAAfterLogin.html

See Update Set:

AFCCCE2-29999 -- Redirect Service Portal Logins---sys_remote_update_set_6934166acdea401092569981bb978277.xml

Example 2: ServiceNow Development -- Business Rule Example

Here's an example of sample scripting which could serve as a prototype for evaluating generic tables within ServiceNow.

This is an example of a recent enhancement which I would submit to supplement Out-of Box ServiceNow behavior.

The original context of this script is to be used with the SnowMirror data replication tool which can be used to replicate ServiceNow cloud data internally.

SnowMirror Overview: <https://www.snow-mirror.com/products/>

In this particular case, this prototype script would be embedded within a ServiceNow business rule and would generate an Incident based upon a detected condition within a ServiceNow table view (e.g., a failed table replication).

With some adaptation this script could be used to evaluate other ServiceNow tables.

Adapted Example: Create an Incident within ServiceNow for Locked ServiceNow user accounts

Validation Steps

HINT: Demo this by locking out the `test2.user` account and an incident will be created immediately.

Inspect "Incident - Open" to review the latest incident that has been opened.

See Business Rule:

Business_Rule---Check_for_Locked_User_Accounts---sys_script_ba770301dbf20010115e29e1ca961911.xml

Example 3: ServiceNow Integration – Incident Creation from Systems Monitoring

Step 1: Define an inbound email action to script how the system responds to an inbound email.

The screenshot shows the configuration page for an Inbound Email Action in ServiceNow. The breadcrumb is 'Inbound Email Actions > Create Incident -- Custom'. A light blue information box states: 'Inbound email actions specify how ServiceNow creates or updates task records in a table when the instance receives an email. The inbound associate it with a specific task. If the conditions specified in the inbound action are met, the script is run. [More Info](#)'. The configuration fields are: Name: 'Create Incident -- Custom'; Application: 'Global'; Target table: 'Incident [incident]'; Action type: 'Record Action'; Active: checked; Stop processing: unchecked.

Step 2: Send email to the ServiceNow's instance's defined SMTP email address

(e.g., dev79794@servicenowdevelopers.com).

Created		Recipients		Subject		Type		Notification type		User ID	
2020-02-04 17:58:45	george.crittenden@gmail.com	Incident INC0010026 has been opened on your behalf		send-ready	SMTP	(empty)					
2020-02-04 17:58:26	dev79794@servicenowdevelopers.com	System Alert from Monitoring		received	SMTP	George Crittenden					

Step 3: Confirm that the automated email has been received from ServiceNow.

Incident INC0010026 has been opened on your behalf Inbox x

IT Service Desk to me 5:59 PM (0 minutes ago)

INC0010026 - System Alert from Monitoring

An incident has been opened on your behalf.

You can view all the details of the incident by following the link below:

[Take me to the Incident](#)

Thank you.

[Unsubscribe](#) | [Notification Preferences](#)

Validation Steps

HINT: Demo this by sending a sample Monitoring email (e.g., “System Alert from Monitoring”) to the ServiceNow instance (dev79794@servicenowdevelopers.com).

An email response of the Incident record that is created should be received immediately.